**COMMUNICATION WITH SCHOOL STAFF POLICY**

**Help for non-English speakers**

If you need help to understand the information in this policy, please contact the school office on (03) 9546 9210.

## **Purpose**

This policy explains how Harrisfield Primary School proposes to manage common enquiries from parents and carers.

## **Scope**

This policy applies to school staff, and all parents and carers in our community.

## **Policy**

Harrisfield Primary School understands the importance of providing helpful and timely responses to common enquiries from parents and carers. To ensure that members of our school community are directed to the most appropriate person to assist them, the information below outlines key contacts for common queries:

* to report a student absence, please use one of the following options:
* use absence form on the school webpage
* email the school
* leave a message on the voicemail system
* text to mobile number 0410 622 730
* call the office and speak to a staff member
* verbally notify the child’s teacher
* to report any urgent issues relating to a student on a particular day, please contact the office on (03) 9546 9210.
* to discuss a student’s academic progress, health or wellbeing, please contact your child’s home group teacher.
* for enquiries regarding camps and excursions, please contact the office and ask to speak to the coordinator of the camp or excursion.
* to make a complaint, please contact the Principal/Assistant Principal on (03) 9546 9210. Please also refer to our Complaints policy.
* to report a potential hazard or incident on the school site, please contact the office on

(03) 9546 9210.

* for parent payments, please contact the office on (03) 9546 9210.
* for all other enquiries, please contact our office on (03) 9546 9210.

We will do our best to respond to general queries as soon as possible. The [right to disconnect](https://www2.education.vic.gov.au/pal/right-to-disconnect/policy-and-guidelines) legislation makes explicit that all employees have the right to refuse to monitor, read, listen to or respond to contact that occurs outside their working hours from their employer or a third party (such as a student or a parent), unless that refusal is unreasonable.

School staff will do our best to respond to general queries as soon as possible and ask that you allow us 2 – 3 working days to provide you with a detailed response. We will endeavour to respond to urgent matters within 24 hours where possible.

### **Interpreting Services**

We can arrange for interpreting support if you are from a language background other than English and need help with understanding important educational information about your child. Contact the school office for more information.

### **Requests for information**

Parents and carers are generally entitled to information ordinarily provided to parents, including school reports and newsletters.

Parents and carers seeking information that is not ordinarily provided to parents are encouraged to apply for access through the Freedom of Information process, or, if the information is sought for use in court proceedings, by issuing a subpoena.

Freedom of Information requests should be directed to:

Manager – Freedom of Information Unit

Department of Education

2 Treasury Place

EAST MELBOURNE VIC 3002

03 9637 3134

[foi@education.vic.gov.au](mailto:foi@edumail.vic.gov.au)

**COMMUNICATION**

This policy will be communicated to our school community in the following ways:

* Available publicly on our school’s website where applicable
* Saved on COMPASS under School Documentation
* Included in staff induction processes, staff training and child safety training processes
* Discussed at staff briefings/meetings as required
* Discussed at parent information nights/sessions where applicable
* Included as annual reference as a COMPASS notification if required
* Made available in hard copy from school administration upon request.

**POLICY REVIEW AND APPROVAL**

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| Policy last reviewed | 11th June 2025 |
| Approved by | Principal |
| Next scheduled review date | July 2028 |