

# COMMUNICATION WITH SCHOOL STAFF POLICY



## Help for non-English speakers

If you need help to understand the information in this policy please contact Glendal Primary School on 03 9803 1330.



## PURPOSE

This policy explains how Glendal 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

Glendal 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. Parents and Carers can call the school on 03 9801 1330, email [glendal.ps@education.vic.gov.au](mailto:glendal.ps@education.vic.gov.au) or use Compass email:

- to report a student absence, please use the Parent Portal on Compass. Alternatively, contact the Class Teacher, an Assistant Principal or the Principal
- to report any urgent issues relating to a student on a particular day, please contact the Principal or an Assistant Principal
- to discuss a student's academic progress, health or wellbeing, please contact the child's Classroom Teacher
- for enquiries regarding camps and excursions, please contact the child's Classroom Teacher or Camp Co-ordinator
- to make a complaint, please contact the Classroom Teacher, the Principal or an Assistant Principal. Please also refer to our [Complaints policy](#)
- to report a potential hazard or incident on the school site, please contact the Principal or an Assistant Principal
- for parent/carer payments, please contact the school office staff
- for all other enquiries, please contact our school office.

We will do our best to respond to general queries as soon as possible. The [right to disconnect](#) 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.

We ask that you allow us two to three working days to provide you with a detailed response to general queries. 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, including student school reports and newsletters.

Parents and carers seeking information that is not ordinarily provided to parents and carers 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:

The Manager – Freedom of Information Unit  
Department of Education and Training  
2 Treasury Place  
EAST MELBOURNE VIC 3002  
03 9637 3134  
[foi@education.vic.gov.au](mailto:foi@education.vic.gov.au)

## COMMUNICATION

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

- Available publicly on our school's website
- A hard copy will be available from school administration upon request.

## POLICY REVIEW AND APPROVAL

Policy last reviewed	March, 2025
Approved by	The Principal
Next scheduled review date	March, 2028