

# COMMUNICATION WITH SCHOOL STAFF POLICY



## Help for non-English speakers

If you need help to understand the information in this policy please contact Sunshine Harvester on 9311 1234 or email: [sunshine.harvester.ps@education.vic.gov.au](mailto:sunshine.harvester.ps@education.vic.gov.au)

## PURPOSE

This policy explains how Sunshine Harvester 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

Sunshine Harvester 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 contact the Office at 9311-1234, use the link on the school website homepage, or respond to the electronic text message service
- to report any urgent issues relating to a student on a particular day, please contact the relevant classroom teacher on Seesaw or the school office at 9311-1234 and request to speak to the Principal
- to discuss a student's academic progress, health, or wellbeing, please contact the relevant classroom teacher
- for enquiries regarding camps and excursions, please contact the Business Manager on 9311-1234
- to make a complaint, please contact the Principal or principal's delegate on 9311-1234. Please also refer to our Complaints policy: [W Complaints-policy-July-2021.docx](#)
- to report a potential hazard or incident on the school site, please contact the OH&S Coordinator on 9311-1234
- for parent payments, please contact the Business Manager on 9311-1234
- for all other enquiries, please contact our Office on 9311-1234

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 2 – 3 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 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 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
- Hard copy available from school administration upon request

## POLICY REVIEW AND APPROVAL

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|----------------------------|---------------|
| Policy last reviewed       | 06/11/2024    |
| Approved by                | Principal     |
| Next scheduled review date | November 2028 |