

## COMMUNICATION WITH SCHOOL STAFF POLICY

### PURPOSE

This policy explains how **Moe (Albert Street) 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

**Moe (Albert Street) 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 **Administration Office** on 5127 1966 or via the Sentral Parent Portal.
- To report any urgent issues relating to a student on a particular day, please contact **Administration Office or Welfare Officer** on 5127 1966, or directly to the classroom teacher through the Sentral Parent Portal.
- To discuss a student's academic progress, please contact your **classroom teacher**
- To discuss a child's health or wellbeing, please contact the wellbeing officer on 5127 1966 or directly through the Sentral Parent Portal.
- For enquiries regarding camps and excursions, please contact the **Administration Office** on 5127 1966
- To make a complaint, dependent on the nature of your complaint please refer to the following table

Actions of other students	<ul style="list-style-type: none"> <li>• Contact your child's teacher for concerns in the classroom to respectfully clarify information.</li> <li>• Contact the Welfare Officer or Principal to respectfully discuss playground issues.</li> </ul>
School Policy or Practice	<ul style="list-style-type: none"> <li>• Contact the office, respectfully state nature of concern and make an appointment to see the principal and/or appropriate member of staff</li> </ul>
Actions of a Staff Member	<ul style="list-style-type: none"> <li>• Contact the office. Contact can be made in person, by phone, or by e-mail to respectfully state the nature of the concern and make an appointment to see the principal. Refer to the school website for e-mail contacts.</li> </ul>



- Please also refer to our Complaints policy
- To report a potential hazard or incident on the school site, please contact the Administration Office on 5127 1966.
- For parent payments, please contact the Administration Office on 5127 1966
- For all other enquiries, please contact our Administration Office on 5127 1966

School staff will do our best to respond to general queries as soon as possible within school hours.

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. 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 [insert school contact details] 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 (or insert other online parent/carers/student communication method)
- Included in staff handbook/manual
- Included in transition and enrolment packs



- Discussed at parent information nights/sessions
- Reminders in our school newsletter
- Discussed at student forums
- Hard copy available from school administration upon request

Policy last reviewed	May 2025
Consultation	School Council
Approved by	Principal
Next scheduled review date	2026