

COMMUNICATION WITH SCHOOL STAFF POLICY



Help for non-English speakers

If you need help to understand the information in this policy please contact the office on 9460-6995

PURPOSE

This policy explains how Reservoir Views 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

Reservoir Views 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 school on 94606995 or enter through Compass.
- to report any urgent issues relating to a student on a particular day, please contact the front office on 94606995
- to discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher
- for enquiries regarding camps and excursions, please contact the front office on 94606995
- to make a complaint, please contact the Principal/Assistant Principal on 94606995. Please also refer to our Complaints policy.
- to report a potential hazard or incident on the school site, please contact the Principal/Assistant Principal on 94606995
- for parent payments, please contact the front office on 94606995
- for all other enquiries, please contact the front office on 94606995

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.

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 (free of charge) if you are from a language background other than English and need help with understanding educational information about your child or with any communication that is required with the school. Contact the office on 9460-6995 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

COMMUNICATION

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

- Annual reminders in our school newsletters
- Available publicly on our school's
- Included in staff induction processes and staff training
- Included in staff handbook/manual
- Discussed at staff briefings/meetings, as required
- Discussed at parent information nights/sessions
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	June 6 2025
Approved by	Principal
Consultation	With school council July 2025
Next scheduled review date	June 2028