



# COMMUNICATION WITH SCHOOL STAFF

School Policy and Advisory Guide Reference: <a href="http://www.education.vic.gov.au/school/principals/spag/Pages/spag.aspx">http://www.education.vic.gov.au/school/principals/spag/Pages/spag.aspx</a>	Last updated 7/11/2024
Endorsed by Wodonga Primary School Council	
Origin	
Line Manager	D. Duncan
Effective Date	7/11/2024
Review Date	7/11/2027



## Help for non-English speakers

If you need help to understand the information in this policy please contact the front office and we can arrange an interpreter.

## PURPOSE

This policy explains how Wodonga 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

Wodonga 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, please refer to communication channels through our Compass App, or contact the front office who will direct your enquiries for the following:

- to report a student absence, please use Compass App.
- to report any urgent issues relating to a student on a particular day
- to discuss a student's academic progress, health or wellbeing teacher
- for enquiries regarding camps and excursions
- to make a complaint ( also refer to the Wodonga Primary School's Complaint Policy)
- to report a potential hazard or incident on the school site
- for parent payments
- for all other enquiries



## Wodonga Primary School No. 37 - Policy

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.

### 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
- Included in staff induction processes and staff training
- Included in staff handbook/manual
- Reminders in our school newsletter
- Hard copy available from school administration upon request

### EVALUATION

This policy will be reviewed every three years, or more often if necessary, due to changes in legalisation or circumstances.