

COMMUNICATION WITH SCHOOL STAFF POLICY



Help for non-English speakers

If you need help to understand the information in this policy please contact

Mill Park Heights Primary School

Tel: (03) 9436 8866

Email: mill.park.heights.ps@education.vic.gov.au

PURPOSE

This policy explains how Mill Park Heights 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

Mill Park Heights 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 complete via Compass or phoning the school on 9436 8866.
- to report any urgent issues relating to a student on a particular day, please contact the school on 9436 8866
- to discuss a student's academic progress, health or wellbeing, please contact your child's teacher via Compass email
- for enquiries regarding camps and excursions, please contact the classroom teacher via Compass or ring the office on 9436 8866
- to make a complaint, please discuss issue with your child teacher. Please also refer to our [Complaints Policy](#)
- to report a potential hazard or incident on the school site, please contact school via email mill.park.heights.ps@education.vic.gov.au or ringing the office on 9436 8866
- for parent payments, please contact school via email mill.park.heights.ps@education.vic.gov.au or ringing the office on 9436 8866
- for all other enquiries, please contact our Office on 9436 8866

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 if you are from a language background other than English and need help with understanding important educational information about your child. Contact Mill Park Heights Primary School 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 Communication section is not mandatory and can be deleted. However, for consistency with your other policies you may wish to retain it and/or include it in a spreadsheet listing all your school's policies and outlining the communication method your school uses next to each policy. You can adapt our consolidated spreadsheet of all policies for this purpose – refer to [Communicating our Policies](#)

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/carer/student communication method)
- Included in staff induction processes and staff training
- 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 REVIEW AND APPROVAL

Policy last reviewed	July 2024
Consultation	School Council
Approved by	Principal
Next scheduled review date	July 2028