



COMMUNICATION WITH SCHOOL STAFF POLICY

**Approved by School
Council:**

April 2025

**Review:
April 2028**



Help for non-English speakers

If you need help to understand the information in this policy, please contact 9338 6983.

PURPOSE

This policy explains how Gladstone 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

Gladstone 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:

- Please note that school office hours are between 8am and 4pm.
- to report a student absence, please contact administration on 9338 6083 / gladstone.views.ps@education.vic.gov.au
- to report any urgent issues relating to a student on a particular day, please contact front office on 9338 6083
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher via phone 9338 6083 or class dojo or gladstone.views.ps@education.vic.gov.au
- for enquiries regarding camps and excursions, please contact Samantha Hills on 9338 6083
- to make a complaint, please contact the Principal/Assistant Principal on 9338 6083 or in written form to gladstone.views.ps@education.vic.gov.au with attention to Principal/Assistant Principal
- Please also refer to our Complaints policy
- to report a potential hazard or incident on the school site, please contact gladstone.views.ps@education.vic.gov.au
- for parent payments, please contact Samantha Hills on 9338 6083

- for all other enquiries, please contact our Office on 9338 6083 or via gladstone.views.ps@education.vic.gov.au

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. School based staff are not expected to respond via phone, email or Class Dojo outside the hours of 8am-4pm Monday to Friday and not during school holidays. 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 COMPASS, Class Dojo, 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:

- Available publicly on our school's website (COMPASS)
- 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	April 2022
Consultation	With School Council April, 2025
Approved by	Principal

Next scheduled review date	April 2028
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