

COMMUNICATION WITH SCHOOL STAFF POLICY YARRA PRIMARY



Help for non-English speakers

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

Administration 03 94283286.

PURPOSE

This policy explains how Yarra 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

Yarra 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 an absence notification on the COMPASS student management system
- to report any urgent issues relating to a student on a particular day, please contact the office on (03) 9428 3286
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher
- for enquiries regarding camps and excursions, please contact your classroom teacher
- to make a complaint, please contact the Principal or Assistant Principal on (03) 9428 3286. Please refer to our [Complaints Policy](#)
- To report a potential hazard or incident on the school site, please the Assistant Principal on (03) 9428 3286
- For parent payments, please contact our office manager on (03) 9428 3286 or yarra.ps@education.vic.gov.au
- For all other enquiries, please contact our Office on (03) 9428 3286 or yarra.ps@education.vic.gov.au

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.

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 our office manager on (03) 9428 3286 or Leanne.Kennedy@education.vic.gov.au 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:

- Available publicly on our school's website
- Discussed at Staff Meetings as required
- Hard copy available from school administration upon request

REVIEW CYCLE

Policy last reviewed	March 2025
Approved by	Principal
Next scheduled review date	March 2029 – Mandatory review cycle for this policy 3 to 4 years.