Communication With School Staff Policy

MONMIA PRIMARY SCHOOL
- Learn and Achieve -

This policy was last presented to School Council in October 2025

Help for Non-English Speakers
If you need help to understand the information in this policy, please contact the school office on 9364-1007.

Purpose

This policy explains how Monmia Primary School proposes to manage common enquiries from parents and guardians.

Scope

This policy applies to school staff, and all parents and guardians in our community.

Implementation

Monmia Primary School understands the importance of providing helpful and timely responses to common enquiries from parents and guardians. 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 office on 9364-1007 or log the absence on Sentral Management System
- to report any urgent issues relating to a student on a particular day, please contact the school office on 9364-1007
- to discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher or alternatively send an email to monmia.ps@education.vic.gov.au
- for enquiries regarding camps and excursions, please contact the school office on 9364-1007 or alternatively send an email to monmia.ps@education.vic.gov.au
- to make a complaint, please contact the Principal or the Assistant Principal on 9364-1007 or alternatively send an email to monmia.ps@education.vic.gov.au. For further details refer to the schools Complaints Policy page here
- to report a potential hazard or incident on the school site, please contact the school office or Principal on 9364-1007 or alternatively send an email to monmia.ps@education.com.au
- for parent payments details, please contact the school office on 9364-1007 and ask to speak to the Business Manager on 9364-1007 or alternatively send an email to monmia.ps@education.com.au
- for all other enquiries, please contact our school office on 9364-1007 or send an email to monmia.ps@education.com.au

School staff will do their best to respond to general queries as soon as possible and ask that you allow up to 10 working days for a response for non-urgent matters. 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 the school office on 9364-1007 for more information.

Requests for information

Parents/guardians are generally entitled to information ordinarily provided to parents/guardians, including school reports and newsletters.

	Parents/guardians seeking information that is not ordinarily provided to parents/guardians 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 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 • Included in induction processes for relevant staff • Discussed at annual staff/briefings • Discussed at parent/guardian information sessions/nights • Reminders in our school newsletter • Made available in hard copy from school office upon request
Evaluation	The program leaders will review this policy every 4 years.
Policy Last Reviewed	September 2025
Consultation	School Staff and Principal
Approved by	Principal 2025
Next Scheduled Review Date	September 2029