



MONMIA PRIMARY SCHOOL
- Learn and Achieve -

Communication with School Staff Policy

Monmia Primary School

Rationale	<p>This policy explains how Monmia Primary School proposes to manage common enquiries from parents/guardians. This policy applies to school staff, and all parents and guardians in our community.</p>
Aim	<p>The aim of this policy is to:</p> <ul style="list-style-type: none">• provide helpful and timely responses to common enquiries from parents and guardians.
Implementation	<p>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:</p> <ul style="list-style-type: none">• to report a student absence, please contact the school office on 9364 1007 or contact the office through SENTRAL• 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 classroom teacher• for enquiries regarding camps and excursions, please contact the school office on 9364 1007• to make a complaint, please contact the Principal on 9364 1007 or monmia.ps@education.vic.gov.au. Please also refer to our Complaints policy, available: [Refer to the policy page here]• to report a potential hazard or incident on the school site, please contact the school office on 9364 1007 or monmia.ps@education.vic.gov.au.• for parent/guardian payments, please contact the school office on 9364 1007 or monmia.ps@education.vic.gov.au.• for all other enquiries, please contact the school office on 9364 1007 or monmia.ps@education.vic.gov.au. <p>School staff will respond to queries as soon as reasonably possible, within 10 working days. We will respond to urgent matters within 1 working day..</p> <p>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 or monmia.ps@education.vic.gov.au for more information.</p> <p>Requests for information Parents and guardians are generally entitled to information ordinarily provided to them, including school reports and newsletters.</p> <p>Parents and 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.</p> <p>Freedom of Information requests should be directed to:</p> <p>Manager – Freedom of Information Unit Department of Education 2 Treasury Place EAST MELBOURNE VIC 3002 03 9637 3134 foi@education.vic.gov.au</p>

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 transition and enrolment packs
- reminders in our school newsletter
- hard copy available from school administration upon request.

Evaluation

This policy will be reviewed as part of the school's cyclic review.

Policy Last Reviewed

August, 2024

Approved By

Principal

Next Scheduled Review Date

2026