

LONGFORD PRIMARY SCHOOL

Communication with School Staff Policy

PURPOSE

This policy explains how Longford 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

Longford 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 enter the absence via your Compass Parent Portal or contact the school office on 5149 7210.
- to report any urgent issues relating to a student on a particular day, please contact the school office on 5149 7210.
- 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 5149 7210.
- to make a complaint, please arrange a meeting with the principal through the school office via email or telephone on 5149 7210. Please also refer to our Complaints policy, available: [Complaints policy](#)
- to report a potential hazard or incident on the school site, please contact the school office on 5149 7210
- for parent payments, please contact the school office on 5149 7210
- for all other enquiries, please contact our Office on 5149 7210 or longford.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 the school office 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

Hard copy available from school administration upon request

REVIEW CYCLE

Date Approved and Implemented	12/11/2024
Approval Authority (Signature and date)	
Date Reviewed	12/11/2024
Responsible for Review	Principal
Next Review Date	Nov 2028