

## Communication with School Staff Policy

### PURPOSE

This policy explains how Tucker Road Bentleigh 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

Tucker Road Bentleigh 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 contact the school either by phone (03 9557 2044) or through Compass system or school email: [tucker.rd.bentleigh.ps@edumail.vic.gov.au](mailto:tucker.rd.bentleigh.ps@edumail.vic.gov.au)
- to report any urgent issues relating to a student on a particular day, please contact the front office on 03 9557 2044.
- to discuss a student's academic progress, health or wellbeing, please contact your class teacher or the year level Team Leader through the school office phone or through Compass email system.
- for enquiries regarding camps and excursions, please contact the year level Team Leaders through the front office, school email or Compass email system.
- to make a complaint, please contact the [Principal/Assistant Principal] via the office or through the school email. Please also refer to our [Complaints Policy](#).
- to report a potential hazard or incident on the school site, please contact the office directly on 03 9557 2044
- for parent payments, please contact the school business manager through the front office, school email or Compass email system (above addresses and numbers)
- for all other enquiries, please contact our Office on the numbers listed above.

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. We will endeavour to respond to urgent matters within 24-48 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 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@edumail.vic.gov.au](mailto:foi@edumail.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 staff policy packs
- Hard copy available from school administration upon request

## POLICY REVIEW AND APPROVAL

Policy last reviewed	February 2022
Approved by	Principal
Next scheduled review date	February 2026