

# Communication with School Staff Policy



## Help for non-English speakers

If you need help to understand this policy, please contact the school on (03)8823 9500

## PURPOSE

This policy explains how Malvern Central 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

Malvern Central 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 place the information directly onto Compass (via the green cross)
- to report any urgent issues relating to a student on a particular day, please contact the front office on (03) 8823 9500
- to make a time to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher via Compass or via the school email with attention to your classroom teacher. (Informal or unscheduled face to face meetings should not take place after 8.50am or before 3.40pm as teachers have a duty of care to their class and should not be distracted)
- for enquiries regarding camps and excursions, please contact the front office or your classroom teacher
- to make a complaint, please contact your classroom teacher first. The complaint may then be referred to the Principal or Assistant Principal. Please also refer to our Complaints and Concerns Policy, available on the MCS website.  
[MCS-Complaints-and-Concerns-Policy.pdf \(malvern-central.vic.edu.au\)](#)
- to report a potential hazard or incident on the school site, please contact the front office so it can be referred to the relevant contact.
- for parent payments, please contact the front office on (03) 8823 9500
- for all other enquiries, please contact our front office on (03) 8823 9500 or [malvern.cen@education.vic.gov.au](mailto:malvern.cen@education.vic.gov.au)

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 hours where possible.

Students, parents and carers are not permitted to contact school staff via private phone numbers, email addresses or through computer applications such as Facebook, Instagram or Whatsapp.

Personal contact details of school leadership will only be disseminated in unique circumstances and should only be used in these emergency situations.

### **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 front 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](mailto:foi@education.vic.gov.au)

### **Related policies and procedures**

This Policy is to be read in conjunction with other related school policies, procedures, and codes. These include our:

- Complaints and Concerns Policy
- Facebook and Instagram Policy
- Statement of Values and School Philosophy Policy

### **POLICY REVIEW AND APPROVAL**

Policy last reviewed	9 <sup>th</sup> May 2022
Consultation	Teachers School Council
Approved by	Imogen Lippiatt, Principal
Next scheduled review date	May 2025