

TUNGAMAH PRIMARY SCHOOL



COMMUNICATION WITH SCHOOL STAFF POLICY



Help for non-English speakers

If you need help to understand the information in this policy, please contact Tungamah Primary School on 03 5748 5627 or tungamah.ps@education.vic.gov.au.

PURPOSE

This policy explains how Tungamah 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

Tungamah 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, the preferred option is via the *uEducateUs* app, or contact the office on 03 5748 5627, 0457 485 627 or tungamah.ps@education.vic.gov.au, or
- to report any urgent issues relating to a student on a particular day, please contact the office on 03 5748 5627
- to discuss a student's academic progress, health or wellbeing, please contact the classroom teacher
- for enquiries regarding camps and excursions, please contact the classroom teacher first, and if deemed necessary the classroom teacher will engage the Principal
- to make a complaint, please contact the Principal on 03 5748 5627. Please also refer to our [Complaints Policy](#) available on the school website.

- to report a potential hazard or incident on the school site, please contact the office on 03 5748 5627 or tungamah.ps@education.vic.gov.au
- for parent payments, please contact the Business Manager on 03 5748 5627 or tungamah.ps@education.vic.gov.au
- for all other enquiries, please contact our office on 03 5748 5627 or tungamah.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. At times, due to staff working part time, this may take longer. We will endeavour to respond to urgent matters within 24 hours where possible.

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
- Included in staff induction processes and staff training
- Included in staff handbook/manual
- Included in transition and enrolment packs
- Reminders in our school newsletter
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	17 th January, 2025
Consultation	Staff: 28 th January, 2025 School Council: 3 rd March, 2025
Approved by	Principal
Next scheduled review date	January, 2029