

Communication with School Staff Policy



HELP FOR NON-ENGLISH SPEAKERS AND FOR THOSE WITH ADDITIONAL NEEDS

If you need help to understand the information in this policy, please contact Lyndhurst Primary School (LPS) on 03 8768 6700 or lyndhurst.ps@education.vic.gov



PURPOSE

This policy explains how LPS 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

LPS 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, add an attendance note on Compass or call the school
- to report any urgent issues relating to a student on a particular day, please email the school
- to discuss a student's academic progress, health or wellbeing or for enquiries for camps and excursions, your first point of contact is the classroom teacher or year level coordinator
- to make a complaint* or report a potential hazard or incident on the school site, please contact the Principal/Assistant Principal via the school email.
- for parent payments and all other enquiries, please contact the office.

*Please also refer to our Complaints policy on our website.

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 – 4 school days to provide you with a detailed response to general queries. We will endeavour to respond to urgent matters within 24-48 hours where possible.

1. 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.

2. 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
- Discussed at annual staff briefings/meetings
- Discussed at student forums
- Included in transition and enrolment packs
- Discussed at parent information nights/sessions
- Reminders in our school newsletter
- Hard copy available from school administration upon request
- Signage will be displayed at the front office

POLICY REVIEW AND APPROVAL

Policy last reviewed	Tuesday 17th June 2025
Consultation	Whole staff Governance meetings
Approved by	School Council
Next scheduled review date	June 2028