



Templestowe Valley 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 the school office.

PURPOSE

This policy explains how Templestowe Valley 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. All communication should be respectful, constructive and focused on the wellbeing and learning of our students.

POLICY

Templestowe Valley 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 complete the absence on Compass
- to report any urgent issues relating to a student on a particular day, please contact the school office by phone
- For Before/After School Care bookings, please use Xplor. For any last minute changes, please contact the Before/After Care coordinator. Please let the school office know by phone if you would like a staff member to let your child know they need to go to After Care
- **For any formal communication such as a discussion about a student's academic progress, health or wellbeing, please contact your classroom teacher by email. The teacher will then follow up with a phone call, face to face/Online meeting or a return email**
- **For any informal communication such as finding out about what's happening in the classroom etc, please contact your classroom teacher via Seesaw**
- for enquiries regarding camps and excursions, please contact the Camp Coordinator or your classroom teacher via email
- to make a complaint, please contact the Principal/Assistant Principal. Please also refer to our Complaints policy, available on our school website
- to report a potential hazard or incident on the school site, please contact the school office
- for parent payments, please contact the school office
- for all other enquiries, please contact our school office on 88505777

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 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.

Due to privacy regulations, staff are not able to pass on information about other students or families including class lists.

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 transition and enrolment packs
- Discussed at parent information nights/sessions
- Reminders in our school newsletter
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	15/9/2025
Consultation	Staff and School Council
Approved by	Principal
Next scheduled review date	15/9/2028