



Communication with School Staff

Help for non-English speakers

If you need help to understand the information in this policy please contact Reception at 03 9878 1730

PURPOSE

This policy explains how Mount Pleasant Road 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

Mount Pleasant Road 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, log it on Compass
- to report any urgent issues relating to a student on a particular day, please contact Reception on 9878 1730
- to discuss a student's academic progress, health or wellbeing, please contact your Classroom Teacher via Compass
- The school will provide a minimum of two written reports, two three-way conferences, additional interviews upon agreement and a portfolio for each student annually.
- for enquiries regarding camps and excursions, please contact your Classroom Teacher on Compass or Reception on 9878 1730
- to make a complaint, please email, telephone or arrange a meeting through Reception with the Assistant Principal or Principal. Please also refer to our [Complaints Policy](#)
- to report a potential hazard or incident on the school site, please contact Reception on 9878 1730 or email mt.pleasant.road.ps@education.vic.gov.au

School Name: Mount Pleasant Road Primary School	Policy name: Communication with School Staff	Policy Ref. Number Optional	Consultation:
Approved by: Claudia Rushton (Principal)	Date: 2026 Next: 2030	Version 1.0	School Council No

- for parent payments, please contact Reception on 9878 1730 or email mt.pleasant.road.ps@education.vic.gov.au
- for all other enquiries, please contact our Reception on 9878 1730 or email mt.pleasant.road.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. 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.

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 Reception 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

COMMUNICATION

This policy will be communicated to our school community in the following ways:

- Available publicly on our school's website

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- Included in staff induction processes and staff training
- Discussed at parent information nights/sessions
- Reminders in our school newsletter
- Hard copy available from school administration upon request

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