



COMMUNICATION WITH SCHOOL STAFF POLICY



Help for non-English speakers

If you need help to understand the information in this policy please contact Bellbrae PS on 52612660 or email bellbraeps@education.vic.gov.au

PURPOSE

This policy explains how Bellbrae 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

School staff will do their best to respond to general queries as soon as possible and we ask that you allow 2 to 3 working days to provide you with a response. We will endeavour to respond to urgent matters within 24 hours where possible.

NOTE: Please do not contact teachers directly during teaching hours for matters which require an immediate response or action; direct these to the office.

Communication platform summary:

Front Office	Compass	Email	SeeSaw	Social Media
<i>Used to communicate urgent matters.</i>	<i>Used to communicate whole school information with staff / parents and community.</i>	<i>Used to communicate non-urgent matters.</i>	<i>Used to regularly share student learning and achievements in the classroom.</i>	<i>Used to share and celebrate whole school and department events.</i>
Bus travel				
Enrolments	Absences	Academic progress	Department newsletters	Sporting events
Health	General information	Wellbeing	Learning Tasks	Celebration of learning
Hazards		General cohort or class queries	Sharing of classroom learning	Important events
Payments	Event permissions and payment	Specific details in advance of camps, excursions and incursions		
General administration	Semester Reports			
	Newsletter			



	Canteen – lunch orders, sausage sizzle			
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Bellbrae 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 notify the school via the Compass platform
- to report any urgent issues relating to a student on a particular day, please contact the front office on (03) 5261 2660
- to discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher via Compass or email
- for enquiries regarding camps and excursions, please contact your child's classroom teacher via Compass or email
- for any bus enquiries or notifications please contact the front office on (03) 5261 2660
- to make a formal complaint, please contact the Principal / Assistant Principal via email at bellbrae.ps@education.vic.gov.au . Please also refer to our Complaints policy, available at: <https://www.bellbraeps.vic.edu.au/uploads/Files/Child-Safety-policies/Bellbrae-PS-Complaints-Policy.pdf>
- to report a potential hazard or incident on the school site, please contact the front office on (03) 5261 2660 or bellbrae.ps@education.vic.gov.au
- In the case of emergencies related to facilities please contact the front office on (03) 5261 2660 or 000
- for all parent payment and other enquiries, please visit the front office or contact on (03) 5261 2660

Right to Disconnect

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 Bellbrae PS on (03) 5261 2660 for more information.

Requests for information relating to legal matters

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 parent information nights/sessions
- Reminders in our school newsletter
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	25/03/2025
Approved by	Principal
Next scheduled review date	2028