SOUTH YARRA 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 office either by phone or by email.
Email: south.yarra.ps@education.vic.gov.au
Phone: 03 9866 3424

PURPOSE

This policy explains how South Yarra 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

South Yarra 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 place the information directly onto Compass (via the green cross)
- to report any urgent issues relating to a student on a particular day, please contact the front office on 03 98663424
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher via the office
- for enquiries regarding camps and excursions, please contact the front office on 03 98663424 or via the school's email address: south.yarra.ps@education.vic.gov.au
- to make a complaint, please contact the front office on 03 98663424 or via the school's email address: south.yarra.ps@ education.vic.gov.au
- the complaint will be referred to the Principal or Assistant Principal. Please also refer to our Complaints Policy, available on the SYPS website.
- to report a potential hazard or incident on the school site, please contact the front office on 03 98663424.
- for parent payments, please visit COMPASS

- for all other enquiries, please contact our Office on 03 98663424 or via the school's email address: south.yarra.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. 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 front office on 03 9866 3424 or at south.yarra.ps@education.vic.gov.au 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
- Included in staff induction processes and staff training
- Included in staff handbook/manual
- Included in transition and enrolment packs
- Discussed at parent information sessions
- Reminders in our school newsletter
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	June 2026
Consultation	Tabled at School Council
Approved by	Principal
Next scheduled review date	June 2029