Billanook Primary School
COMMUNICATION WITH SCHOOL STAFF POLICY

PURPOSE

This policy explains how Billanook 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

Billanook 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 contact front office on Ph: 9728 2624 or enter the absence direct into Compass via your child's profile.
- to report any urgent issues relating to a student on a particular day, please contact front office on Ph: 9728 2624 or directly email your child's teacher via Compass.
- to discuss a student's academic progress, health or general wellbeing, please contact your classroom teacher as a first port of call.
- to discuss a significant wellbeing concern please contact our Wellbeing Leader, Jess Brown on 9728 2624.
- for enquiries regarding camps and excursions, please contact your child's classroom teacher, or the teacher responsible for organising the event. The front office can direct you as required on Ph: 9728 2624.
- to make a complaint, please contact the Principal or Assistant Principal. Please also refer to our Complaints policy located on the Billanook Primary School website.
- to report a potential hazard or incident on the school site, please contact front office on Ph: 9728 2624.
- for parent payments, please contact front office on Ph: 9728 2624.
- for all other enquiries, please contact our front office on Ph: 9728 2624.

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 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.

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
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	June 2026
Consultation	Staff - June 2026
Approved by	Principal
Next scheduled review date	June 2030