Grey Street
Primary School Traralgon

Grey Street Primary School Policy

Communication with School Staff

Reviewed:	**4 Sept 2026**
Next Review:	**4 Sept 2030**

Our purpose is to empower resilient learners to think critically, actively problem solve, be respectful and positively contribute to their world.

At Grey Street that means that we are all active and resilient learners, who learn in different ways. We challenge and support each other with our learning through setting goals, working persistently, problem solving, using feedback and reflecting on our progress. We value a culture of collaboration and mutual support that is focused on achieving success for all staff, students and members of the school community.

At Grey Street Primary School we are committed to maintaining a safe and inclusive environment for everyone, everywhere, all of the time.

Interpreter

Help for non-English speakers

If you need help to understand the information in this policy please contact Grey Street Primary School.

Purpose

This policy explains how Grey Street 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

Grey Street 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 register the absence on Compass or contact our office administration team on 03 5174 2055.
- to report any urgent issues relating to a student on a particular day, please contact your classroom teacher or our office administration team on 03 5174 2055.
- to discuss a student's academic progress, health or wellbeing, please contact/email your classroom teacher via Compass. Please note, staff are not required to respond to emails outside of normal business hours (7.30am to 5pm).

- for enquiries regarding camps and excursions, please contact our office administration team on 03 5174 2055.
- to make a complaint, please contact the Principal or Assistant Principal on 03 5174 2055. 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 Principal as the Workplace Manager on 03 5174 2055.
- for parent payments, please contact our office administration team on 03 5174 2055.
- for all other enquiries, please contact our Office on 03 5174 2055.

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 their 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 Grey Street Primary School 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@edumail.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
- Hard copy available from school administration upon request

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POLICY REVIEW AND APPROVAL

Policy last reviewed	4 September 2026
Approved by	Principal
Next scheduled review date	4 September 2030