



# Kingsley Park 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 Kingsley Park Primary School on 03 9789 0077 or [kingsley.park.ps@education.vic.gov.au](mailto:kingsley.park.ps@education.vic.gov.au).

## PURPOSE

This policy explains how Kingsley Park 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

Kingsley Park 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 log this on Sentral via the Parent Portal or contact the school office on 9789 0077. You can opt to leave an absence voicemail - ensure you detail your child's name, class, your name and the absence reason.
- to report any urgent issues relating to a student on a particular day, please send your child's classroom teacher a direct Sentral message or contact the school office who will pass on the message to the classroom teacher contact.
- to discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher via Sentral who will make a time to connect with you.
- for enquiries regarding camps and excursions, or School Saving Bonus please contact the Business Manager, Janine Coe via 9789 0077.
- to make a complaint, please contact the Principal or Assistant Principal through the school office on 9789 0077 or via email at [kingsley.park.ps@education.vic.gov.au](mailto:kingsley.park.ps@education.vic.gov.au) and one of them

will return your inquiry. Please also refer to our Complaints policy, available on the school website.

- to report a potential hazard or incident on the school site, please contact the Principal or Assistant Principal on through the school office on 9789 0077 or via email at [kingsley.park.ps@education.vic.gov.au](mailto:kingsley.park.ps@education.vic.gov.au) and one of them will return your inquiry
- for parent payments, please contact the Business Manager, Janine Coe via 9789 0077.
- for all other enquiries, please contact our Office on 9789 0077.

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.

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.

### **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 on 9789 0077 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 emailing such a request to the school principal at [kingsley.park.ps@education.vic.edu.au](mailto:kingsley.park.ps@education.vic.edu.au) . If the request requires detailed and lengthy work, parents will be required to access this 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](mailto: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
- Referred to in staff induction processes and staff training
- Included in the Policy documents folder on Sentral
- Included in transition and enrolment packs
- Discussed at parent information nights/sessions
- Reminders in our school newsletter

- Hard copy available from school administration upon request

## POLICY REVIEW AND APPROVAL

This policy will be reviewed as part of the school's 3 year cycle or as needed to comply with DE policy changes.

Policy last reviewed	October 2024
Consultation	Consultation with school staff and School Council
Approved by	Principal
Next scheduled review date	Before October 2027