



COMMUNICATION WITH SCHOOL STAFF POLICY



Help for non-English speakers

If you need help to understand the information in this policy please contact the wellbeing assistant principal on 9787 6102.

PURPOSE

This policy explains how Kunyang 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

Kunyang 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 do so via Compass or contact the office on 9787 6102
- to report any urgent issues relating to a student on a particular day, please contact the office on 9787 6102
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher via Compass
- for enquiries regarding camps and excursions, please contact your classroom teacher, camp coordinator via Compass or contact our office on 9787 6102.
- to make a complaint, please in the first instance contact your child's teacher. Formal complaints should be directed to a member of the school leadership team. Please email, telephone or arrange a meeting with your class teacher. Please also refer to our Complaints Policy.
- to report a potential hazard or incident on the school site, please contact a member of our admin team on 9787 6102 or email kunyang.ps@education.vic.gov.au
- for parent payments, please pay via Compass, BPAY or the front office.
- for all other enquiries, please contact our Office on 9787 6102 or email kunyang.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.

PROTOCOLS

There will be a zero tolerance approach to any aggression, intimidation, threats or harassment of school staff, by any means (e.g. in person, by phone, by email, on social media etc).

These behaviours may lead to exclusion from school grounds and school activities (see Respect for School Staff Policy).

Kunyang Primary School expects all members of our community to have reasonable expectations when communicating with school staff members and to act consistently with our Statement of Values.

Staff members will respond to emails and make any necessary phone calls within appropriate working hours.

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 [insert school contact details] 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
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	13/08/2025
Consultation	School Council

Approved by	Principal
Next scheduled review date	13/08/2028