



ASCOT VALE PRIMARY SCHOOL
No.2608

ASCOT VALE PRIMARY SCHOOL COMMUNICATION WITH SCHOOL STAFF POLICY 25th November 2024



Help for non-English speakers.

If you need help to understand the information in this policy, please contact the school office.

PURPOSE

This policy explains how Ascot Vale PS proposes to manage common enquiries from parents and carers.

SCOPE

This policy applies to school staff, and all parents and carers in our community.

IMPLEMENTATION

Ascot Vale PS has four major communications pathways:

1. Compass
2. School Website
3. Class Dojo
4. Direct contact – in person, by phone or email

All other communication approaches displaying Ascot Vale Primary School, Ascot Vale PS or AVPS, for example but not limited to, 'Facebook' or 'What's App', are not managed or endorsed by Ascot Vale PS.

POLICY

Ascot Vale PS 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 'add an attendance note' on Compass. Alternatively, parents may contact the school by phone or in person to report a student absence before 9:30am. All other methods, including emailing the school or staff member's account are NOT preferred methods of reporting student absence.
- To report any urgent issues relating to a student on a particular day, please contact office staff on (03) 9370 6507.
- To relay an important message from parents/guardians to children please contact office staff on (03) 9370 6507. Parents and students are requested NOT to communicate with each other using electronic devices during the school day as this has potential to cause great distraction to student learning.
- To discuss a student's academic progress, health or wellbeing, please make an appointment to meet with your child's classroom teacher either by approaching the teacher in person, DoJo messaging or contacting the office.
- For enquiries regarding camps and excursions, please contact the office. Staff will then forward queries to the appropriate co-ordinator.
- To make a complaint, please contact the Principal or Assistant Principal on (03) 9370 6507. Please also refer to the AVPS Complaints policy, available on the school website

- to report a potential hazard or incident on the school site, please the Principal or Assistant Principal on (03) 9370 6507.
- For parent payments, please contact Office Staff on (03) 9370 6507.
- For all other enquiries, please contact our Office on (03) 9370 6507 and ascot.vale.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 Ascot Vale PS 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 (or insert other online parent/carer/student communication method)
- Included in staff induction processes and staff training
- Included in staff handbook/manual
- Included in transition and enrolment packs
- Discussed at parent information nights/sessions
- Reminders in our school newsletter
- Discussed at student forums
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	25 th November 2024
Consultation	School Council November 2024.
Approved by	Principal
Next scheduled review date	November 2028