



Communication with School Staff Policy



Help for non-English speakers.

If you need help to understand the information in this policy, please contact Maryborough Education Centre (MEC) on 5461 7900.

PURPOSE

This policy explains how MEC 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

MEC 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 our office at MEC on 5461 7900 and follow the voice prompts.
- To report any urgent issues relating to a student on a particular day, please contact your child's class/mentor teacher, year level co-ordinator, sub-school leader or assistant principal by phoning our office.
- To discuss a student's academic progress, health, or wellbeing, please contact your child's class/mentor teacher, year level co-ordinator, sub-school leader or assistant principal by phoning our school office.
- For enquiries regarding camps and excursions, please contact the nominated excursion/camp co-ordinator, your child's class/mentor teacher, year level co-ordinator, sub-school leader or assistant principal by phoning our school office.
- To make a complaint, please contact the principal or assistant principal by phoning our school office. Please also refer to our [Complaints policy](#).
- To report a potential hazard or incident on the school site, please contact the principal or assistant principal by phoning our school office.
- For parent payments, please contact our school office.
- For all other enquiries, please contact our school office.

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 days to provide you with a detailed response to general queries. We will endeavour to respond to urgent matters within 24 hours where possible.

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.
- Included in staff handbook/manual.
- Included in transition and enrolment packs.
- Discussed at parent information nights/sessions.
- Included in student diaries so that it is easily accessible to parents, carers, and students.
- Annual reference in school newsletter.
- Discussed at student forums.
- Hard copy available from school administration upon request.

POLICY REVIEW AND APPROVAL

Policy last reviewed	February 2025
Consultation	Education Policy Committee, February 2025
Approved by	School Council 25 th February 2025
Next scheduled review date	This policy was last updated in February 2025 and is scheduled for review in February 2028 as part of the school's 3-year review cycle.

Signed:



Anita Ford
School Council President

Date 25.2.2025