



Communication with School Staff Policy

PURPOSE

This policy explains how Surfside 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

Surfside 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 use the Compass portal or contact the administration office on 5256 1411
- to report any urgent issues relating to a student on a particular day, please contact the administration office on 5256 1411
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher or the mental health and wellbeing leader on 5256 1411 or via email (this can be done via compass)
- for enquiries regarding camps and excursions, please contact the classroom teacher, year level coordinator or the administration office on 5256 1411 or via email (this can be completed on compass)
- to make a complaint, please contact the Principal or Assistant Principal on 5256 1411 or via email (this can be completed on compass). Please also refer to our Complaints Policy via the school website.
- to report a potential hazard or incident on the school site, please contact the Principal or the administration office on 5256 1411 or via email at surfside.ps@education.vic.gov.au
- for parent payments, please contact the Business Manager via the administration office on 5256 1411 or via email at surfside.ps@education.vic.gov.au
- for all other enquiries, please contact our administration office on 5256 1411 or via email at surfside.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 24-48 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 the administration office on 5256 1411 for more information or support.

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

POLICY REVIEW AND APPROVAL

Policy last reviewed	March 2025
Consultation	Recommended to School Council
Requirement	Not applicable
Child Safe Standards Requirement	No
Approved by	Principal
Next Review date	March 2028