

# COMMUNICATION WITH SCHOOL STAFF POLICY



## **Help for non-English speakers**

If you need help to understand the information in this policy, please contact Braybrook College on 9312 2900 or [braybrook.sc@education.vic.gov.au](mailto:braybrook.sc@education.vic.gov.au).

## **PURPOSE**

This policy explains how Braybrook College 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**

Braybrook College 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, please contact the General Office on 9312 2900 for common queries such as:

- reporting a student absence to the Attendance Officer
- reporting urgent issues relating to a student on a particular day
- discussing a student's academic progress, health or wellbeing
- enquiring about camps and/or excursions
- making a complaint, please contact the Principal. Please also refer to our [Complaints Policy](#)
- reporting a potential hazard or incident on the school site
- enquiring about parent payments

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 the General Office 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](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
- Included in staff induction processes
- Available on Compass (In School Documentation Folder)
- Included in transition and enrolment packs
- Hard copy available from General Office, upon request

## **POLICY REVIEW AND APPROVAL**

|                            |                                            |
|----------------------------|--------------------------------------------|
| Policy last reviewed       | 12 <sup>th</sup> May 2025                  |
| Consultation               | School Council – 12 <sup>th</sup> May 2025 |
| Approved by                | Principal                                  |
| Next scheduled review date | Before May 2029                            |