
Communication with School Staff Policy



Help for non-English speakers

If you need help to understand the information in this policy, please contact Portarlington Primary School on 03 5259 2572 or portarlington.ps@education.vic.gov.au

PURPOSE

This policy explains how Portarlington Primary School proposes to manage common enquiries from parents and carers.

SCOPE

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

POLICY

Portarlington 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 outlines key contacts for common queries:

- to report a student absence, please contact the administration on (03) 5259 2572 or by emailing portarlington.ps@education.vic.gov.au
- to report any urgent issues relation to a student on a particular day, please contact the administration on (03) 5259 2572 or by emailing portarlington.ps@education.vic.gov.au
- to discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher on (03) 5259 2572 or by emailing portarlington.ps@education.vic.gov.au
- for enquiries regarding camps and excursions, please contact the administration on (03) 5259 2572 or by emailing portarlington.ps@education.vic.gov.au
- to make a complaint, refer to our Complaints Policy and contact the Principal on (03) 5259 2572 or by emailing portarlington.ps@education.vic.gov.au
- to report a potential hazard or incident on the school site, please contact the administration on (03) 5259 2572 or by emailing portarlington.ps@education.vic.gov.au
- for parent payments, please contact our Business Manager on (03) 5259 2572 or by emailing portarlington.ps@education.vic.gov.au
- for all other enquiries, please contact the administration on (03) 5259 2572 or by emailing portarlington.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/carer), 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.

When emailing the school, brief and informative communication is expected. Depending on the email communications, the school may respond via a phone call or a request for an in person meeting. All communications must adhere to Portarlington Primary School's 'Respect for School Staff Policy'.

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 for further information.

Requests for Information

Parents and carers are generally entitled to information ordinarily provided to parents and carers, including school reports and newsletters.

Parents and carers seeking information that is not ordinarily provided to parents or carers 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
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
- Reminders in our school newsletter
- Hard copy available from the school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	February 24th, 2026
Approved by	Principal
Next scheduled review date	February, 2029