

COMMUNICATION WITH SCHOOL STAFF POLICY



HELP FOR NON-ENGLISH SPEAKERS

If you need help to understand the information in this policy please contact Marong Primary School on 03 5435 2288 or marong.ps@education.vic.gov.au.

PURPOSE

This policy explains how Marong 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

Marong 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 contact the office on 03 5435 2288 or log your child's absence on the Sentral Parent Portal App.
- To report any **urgent issues** relating to a student on a particular day, please contact the office on 03 5435 2288.
- To discuss a **student's academic progress, health or wellbeing**, please contact your child's classroom teacher via Sentral requesting that you would like discuss a matter related to the mentioned categories. If the matter requires higher resolution, Leadership will support your concern.
- For enquiries regarding **campus and excursions**, please contact your child's classroom teacher.
- To make a **complaint**, please contact the Principal/Assistant Principal on 03 5435 2288 or email marong.ps@education.vic.gov.au Please also refer to our Complaints policy, available: https://www.marongps.vic.edu.au/uploaded_files/media/complaints.pdf
- To **report a potential hazard or incident** on the school site, please contact the office on 03 5435 2288 or if it is an emergency, call 000.
- Parent payments are made through the **QKR App**, if you need assistance with setting up the app please contact the office.
- For all **other enquiries**, please contact our Office on 03 5435 2288.
- Please refer to our **School Wide Positive Behaviour Matrices** which further outlines expected behaviours when communicating and interacting within our school community.
- All interactions are to be professional and reflect the relevant **AITSL Standards** and the **Department of Education Values**.

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 staff 2 – 3 working days to provide you with an adequate response to general queries. It is worth noting, that some staff work part-time or are on leave so responses may take longer. We will endeavour to respond to urgent matters within 24 hours where possible.

Forms of Communication

School Policies

- Policies can be found on the school website.

General School Information

- Newsletter – weekly newsletter which is uploaded to the school website and published on Sentral on a Friday. Hard copies can be requested at the office.
- School Website
- QKR – payments including school fees
- Facebook Group – requires request and following rules
- Sentral for Parents Calendar

Annual Report

The Annual Report is located on the school website, usually updated in Term 2.

Student Achievement

- Mid-year and end of year written report for each student are available on Sentral at the end of Term 2 and Term 4.
- Parent Teacher Interviews will be held in Term 1 and Term 3. Bookings are made via the Sentral App.
- Formal meetings around Student Achievement can be arranged as required by contacting the Assistant Principal or Disability Inclusion Coordinator.
- Parents of students in years three and five will receive a copy of the National Assessment Program Literacy and Numeracy (NAPLAN) sent home in a sealed envelope when delivered by the Victorian Curriculum and Assessment Authority.

Students with Additional Supports

- Student Support Group Meetings are held each term to set and reflect on goals for students with additional supports (Tier 3 funded, applying for Tier 3 funding and OoHC)
- Other students with additional supports may have an Individual Learning Plan and will be reviewed by the student's classroom teacher and a member of Leadership each term

Classroom Processes, Expectations and Information

- At the start of each year, a flyer will be sent out explaining your child's new teacher and bit about who they are.
- Within the first 2 weeks of each term, families will receive a hard copy of their child/ren's Class's Learning Term Overview.
- School Wide Positive Behaviour Matrices are shared at the start of the year and revisited each term.

Emergency Management

- Evacuation Plans will be updated annually and displayed in all classrooms, all administration offices and the staffroom. Evacuation drills will be held twice a year.

Student Attendance

- As mentioned above, absences need to be lodged via the Sentral App or called through to the office. Frequent, as well as unexplained absences will be followed up by the classroom teacher. The Attendance Policy can be found [here](#).
- Authorised parents/carers are required to sign in and out students at the office.

Student Care

- Parents/carers will be notified if their child has received an injury to the head, bites/stings or medical treatment.

Student Behaviour

- Parents/carers will be notified of serious (major) behaviour via telephone or invited to attend a meeting to discuss.
- Commendations (starting 2026) will be a notification pushed out to parents/carers acknowledging behaviours that align with our school values and growth.

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 Marong Primary School for more information on 03 5435 2288 or marong.ps@education.vic.gov.au. Our school is linked with Language Loop on 03 9280 1941 or translations@languageloop.com.au

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 <https://www.marongps.vic.edu.au/page/225/Policies>
- 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	November 2025
Consultation	
Approved by	Jacob Saddlier – Acting Principal
Next scheduled review date	2029