



# Mount Pleasant Primary School

## Communication with School Staff Policy



### Help for non-English speakers

If you need help to understand the information in this policy please contact the office on 5332 3646.

### Purpose

This policy explains how Mount Pleasant 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

Mount Pleasant 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 log the details on the school Sentral portal and/or contact the Office on 5332 3646.
- to report any urgent issues relating to a student on a particular day, please contact the Office on 5332 3646.
- to discuss a student's academic progress, health or wellbeing, please contact your Classroom Teacher via the Office on 5332 3646, or request an appointment via email, [mount.pleasant.ps@education.vic.gov.au](mailto:mount.pleasant.ps@education.vic.gov.au).
- for enquiries regarding camps and excursions, please contact the Principal/Assistant Principal on 5332 3646 or via email, [mount.pleasant.ps@education.vic.gov.au](mailto:mount.pleasant.ps@education.vic.gov.au).
- to make a complaint, please contact the Principal/Assistant Principal on 5332 3646 or via email, [mount.pleasant.ps@education.vic.gov.au](mailto:mount.pleasant.ps@education.vic.gov.au). Please also refer to our Concerns and Complaints Advice for Parents.
- to report a potential hazard or incident on the school site, please contact the Principal/Assistant Principal or Business Manager on 5332 3646 or via email, [mount.pleasant.ps@education.vic.gov.au](mailto:mount.pleasant.ps@education.vic.gov.au).
- for parent payments, please contact the Business Manager on 5332 3646 or via email, [mount.pleasant.ps@education.vic.gov.au](mailto:mount.pleasant.ps@education.vic.gov.au).
- for all other enquiries, please contact our Office on 5332 3646 or via email, [mount.pleasant.ps@education.vic.gov.au](mailto:mount.pleasant.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 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 office on 5332 3646 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 and staff training
- 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

Created date	September, 2025
Consultation	Staff and School Council, Month, Year
Endorsed/Ratified by	Principal and School Council
Endorsed/Ratified on	10 <sup>th</sup> September, 2025
Next review date	September, 2029