



# Communication with School Staff

## POLICY

### Purpose

This policy explains how Ocean Grove 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

Ocean Grove 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 Ocean Grove Primary School on 5255 1340, add the absence via the Sentral parent portal or notify the teacher via Seesaw.
- to report any urgent issues relating to a student on a particular day, please contact the office on 5255 1340
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher.
- for enquiries regarding camps and excursions, please contact your classroom teacher or the office on 5255 1340 or email [ocean.grove.ps@education.vic.gov.au](mailto:ocean.grove.ps@education.vic.gov.au)

- to make a complaint, please contact the Principal/Assistant Principal on 5255 1340 or email [ocean.grove.ps@education.vic.gov.au](mailto:ocean.grove.ps@education.vic.gov.au). Please also refer to our [Complaints policy](#).
- to report a potential hazard or incident on the school site, please contact the office on 5255 1340 or email [ocean.grove.ps@education.vic.gov.au](mailto:ocean.grove.ps@education.vic.gov.au)
- for parent payments, please contact the office on 5255 1340 or email [ocean.grove.ps@education.vic.gov.au](mailto:ocean.grove.ps@education.vic.gov.au)
- for all other enquiries, please contact our Office on 5255 1340 or email [ocean.grove.ps@education.vic.gov.au](mailto:ocean.grove.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.

School staff will do our best to respond to general queries as soon as possible and ask that you allow us 2 – 3 working days to provide you with a detailed response. 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 5255 1340 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  
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 by being made available publicly on our school's website (or insert other online parent/carer/student communication method)

## POLICY REVIEW AND APPROVAL

Policy last reviewed	November 2025
Approved by	Principal
Next scheduled review date	November 2029 - recommended minimum review cycle for this policy is 3 to 4 years