
MILGATE 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 9842 7744.

PURPOSE

This policy explains how Milgate 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

Milgate 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's absence, please record this on Compass (instructions are available on Compass in School Documentation | Compass Guides)
- to report any urgent issues relating to a student on a particular day, please contact the school office on 9842 7744.
- to discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher.
- for enquiries regarding camps and excursions, please contact your child's classroom teacher.
- to make a complaint, please contact the Principal/Assistant Principal on 9842 7744. Please also refer to our Complaints Policy, available on Compass
- to report a potential hazard or incident on the school site, please contact the school office on 9842 7744.
- for parent payments, please contact the school office on 9842 7744.

- for all other enquiries, please contact our Office on 9842 7744.

School staff will do their 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 (health/sickness/sudden change in family situation) 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 school office on 9842 7744 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

COMMUNICATION

This policy will be communicated to our school community in the following ways:

- Available publicly on our school’s website and on Compass
- Included in staff induction processes and staff training
- Included in staff handbook/manual
- Reminders in our school newsletter

POLICY REVIEW AND APPROVAL

Approved by	Principal & School Council
Next scheduled review date	20/02/2026