



**Help for non-English speakers**

If you need help to understand the information in this policy please contact Teesdale Primary School

**Purpose**

This policy explains how Teesdale 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**

Teesdale 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 do this via Sentral or contact the front office during school hours on 5281 5218
- to report any urgent issues relating to a student on a particular day, please contact the front office on 5281 5218
- to discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher via Sentral or contact the office to arrange a meeting with a member of leadership
- for enquiries regarding camps and excursions, please contact the office on 5281 5218 or email [teesdale.ps@education.vic.gov.au](mailto:teesdale.ps@education.vic.gov.au)
- to make a complaint, please contact the office to arrange a meeting with a member of leadership on 5281 5218 or email [teesdale.ps@education.vic.gov.au](mailto:teesdale.ps@education.vic.gov.au) . Please also refer to our Complaints policy, available on our website
- to report a potential hazard or incident on the school site, please contact the front office on 52815218
- for parent payments, please contact the office 5281 5218 or email [teesdale.ps@education.vic.gov.au](mailto:teesdale.ps@education.vic.gov.au)
- for all other enquiries, please contact our Office on 5281 5218 or email [teesdale.ps@education.vic.gov.au](mailto:teesdale.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 Teesdale Primary School 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 staff handbook/manual
- Included in transition and enrolment packs
- Reminders in our school newsletter
- Hard copy available from school administration upon request

## **Policy Review and Approval**

Policy last reviewed	July 2025
Approved by	Principal
Next scheduled review date	From July 2028 (3 to 4 years]