



Hamlyn Views School

Communication With School Staff Policy



Help for non-English Speakers

If you need help to understand the information in this policy, please contact Hamlyn Views School on (03)52155700.

1. PURPOSE

This policy explains how Hamlyn Views School proposes to manage common enquiries from parents and carers.

2. SCOPE

This policy applies to school staff, and all parents and carers in our community.

3. POLICY

Hamlyn Views 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 contact Reception on 52 155 700.
- To report any urgent issues relating to a student on a particular day, please contact Reception on 52 155 700.
- To make any changes to your child's morning or afternoon bus schedule, please contact the School Operations Officer on 52 155 700.
- To discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher via Seesaw.
- For enquiries regarding camps and excursions, please contact the staff member in charge as listed on the consent form.
- To make a complaint, please contact the Principal via Reception on 52 155 700 or via email at Hamlyn.views.school@education.vic.gov.au

- To report a potential hazard or incident on the school site, please contact the School Operations Officer on 52 155 700.
- For payment queries, please contact the Assistant Business Manager on 52 155 700.
- For all other enquiries, please contact Reception on 52 155 700 and you will be supported to reach the right staff member.

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 your child's teacher or Reception 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
foi@education.vic.gov.au

4. COMMUNICATION

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

- Available publicly on our school's website
- Included in staff handbook
- Included in transition/enrolment packs
- Reminders in our school newsletter
- Hard copy available from Reception upon request

5. REVIEW CYCLE

Created/Updated On	20 March 2025
Consultation	School Council
Endorsed By	School Council
Endorsed On	13 August 2025
Next scheduled review date Review Cycle	August 2029 3 – 4 years
Required Communication Methods	<ul style="list-style-type: none">• School Website