



Communication with School Staff

Purpose

This policy explains how Monbulk College 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

Monbulk College 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 into Compass, and record your student absence. Alternatively, please contact the General Office on 9751 9000, or email monbulk.co@education.vic.gov.au
- to report any urgent issues relating to a student on a particular day, please contact the General Office on 9751 9000.
- to discuss a student's academic progress, health or wellbeing, please contact your year level Team Leader via their email, which can also be accessed through Compass.
- for general enquiries regarding camps and excursions, please contact your year level Team Leader. For information regarding the finances for camps and excursion, please contact the General Office 9751 9000.
- to make a complaint, please contact the General Office on 9751 9000. If you would like to escalate the matter, please refer to our Complaints policy, available: <https://www.monbulkcol.vic.edu.au/wp-content/uploads/Complaints-Policy-1.pdf>
- to report a potential hazard or incident on the school site, please contact Mr Kevin Osborne, Assistant Principal by email: kevin.osbourne@education.vic.gov.au or call 9751 9000.
- for parent payments, please contact the General Office on 9751 9000.
- for all other enquiries, please contact our Office on 9751 9000 or by email monbulk.co@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 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 General Office 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

Approval and review

Policy last reviewed	November 2024
Consultation	Monbulk College Consultative Committee
Endorsed by	Mark Quinlan, Principal
Endorsed on	20 November 2024
Next review date	20 November 2027