



COMMUNICATION WITH SCHOOL STAFF POLICY

PURPOSE

This policy explains how Willow 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

Willow 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 use Compass
- to report any urgent issues relating to a student on a particular day, please contact the office on 56352271
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher via email
- for enquiries regarding camps and excursions, please contact the office
- to make a complaint, please contact the Principal by phone or email. 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 office]
- for parent payments, please contact the office[office
- for all other enquiries, please contact our Office on 56352271

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 response to general queries. We will endeavour to respond to urgent matters within 24 hours where possible.

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.



Willow Grove Primary School

39-45 Moe-Willow Grove Road, Willow Grove VIC 3825

Phone: (03) 5635 2271

ABN: 44 446 257 821

Email: willow.grove.ps@education.vic.gov.au

Web: <http://www.willowgroveps.vic.edu.au/>

Principal: Miss Tamara Halket

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
- Reminders in our school newsletter
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	2026
Approved by	Principal
Next scheduled review date	2030