

Parent/Carer Staff Communication Policy



Help for Non-English Speakers

If you need help to understand the information in this policy, please contact the General Office on 03 9571 7838.

PURPOSE

This policy explains how Glen Eira 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

Glen Eira 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 this on Compass or contact the school absence line on 9571 4178
 - to report any urgent issues relating to a student on a particular day, please contact the General Office on 9571 7838
 - to discuss a student's academic progress, health or wellbeing, please contact your Year Level Coordinator
 - for enquiries regarding camps and excursions, please contact the Sub School
 - to make a complaint, please contact the Principal or Assistant Principal. Please also refer to our Complaints Policy
 - to report a potential hazard or incident on the school site, please contact the General Office
 - for parent/Carer payments, please contact the Business Manager
 - for all other enquiries, please contact our General Office on 95717838 or Glen.Eira.co@education.vic.gov.au
- We will do our best to respond to general queries as soon as possible.

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 business 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
2 Treasury Place
EAST MELBOURNE VIC 3002
03 9637 3134
foi@education.vic.gov.au

Email Protocols

- Emails to staff and parents/carers should be sent within business hours unless otherwise agreed.
- Staff and parents/carers are not expected to respond to emails outside of business hours
- Respond to emails within 2 business days.
- Use delay send for all communications outside of business hours.

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 Resource Hub
- Included in transition and enrolment packs
- Discussed at parent information nights/sessions
- Reminders in our school newsletter
- Discussed at student forums
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy Created/ Updated	May 2026
Consultation	Leadership Team 21 April 2026 Consultative Committee 28 April 2026 Staff meeting 18 May 2026 School Council 20 May 2026
Approved by	Principal
Next scheduled review date	May 2029