



Help for non-English speakers

If you need help to understand the information in this policy, please contact the principal or assistant principal.

PURPOSE

This policy explains how Ardeer 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

Ardeer 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, contact the Administration Office on 9363 1194. ardeer.ps@education.vic.gov.au or via Compass.
- to report any urgent issues relating to a student on a particular day, contact the Administration Office on 9363 1194.
- to discuss a student's general academic progress, health or wellbeing concerns, contact your child's classroom teacher via Seesaw.
- for serious matters relating to student wellbeing, e.g. bullying or child safety matters, email ardeer.ps@education.vic.gov.au and attention your correspondence to the principal or assistant principal.
- for enquiries relating to camps contact the assistant principal on 9363 1194 or via email ardeer.ps@education.vic.gov.au.
- to make a complaint, email ardeer.ps@education.vic.gov.au. For further information regarding our complaints process, you can refer to our [Complaints policy](#).
- to report a potential hazard or incident on the school site, contact the principal/assistant principal on 9363 1194 or via email ardeer.ps@education.vic.gov.au.
- for uniform and parent payments, contact the Administration Office on 9363 1194.
- for all other enquiries, contact our Administration Office on 9363 1194 or via email ardeer.ps@education.vic.gov.au.

School staff will do our best to respond to general queries as soon as possible and ask that you allow us 2 – 3 working days to provide you with a detailed response. 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 Assistant Principal 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

PARENT EXPECTATIONS WHEN COMMUNICATING WITH SCHOOL STAFF

Parents/carers can create a positive environment for learning and work by:

- using calm, polite, and respectful language in all interactions—whether in person, by phone, email, or online
- avoiding aggressive, offensive, or threatening language and behaviour
- being collaborative and constructive
- working in partnership with school staff to support your child’s learning and wellbeing
- focusing on solutions and be open to different perspectives
- following appropriate communication channels
- raising concerns or issues through the correct school processes (e.g. starting with the class teacher or relevant staff member before escalating)
- allowing staff reasonable time to respond to queries
- recognising that school staff have responsibilities during the school day and may not be immediately available
- avoiding unannounced visits—make appointments when required
- maintaining confidentiality and privacy
- avoiding discussing sensitive issues in public forums or with other parents
- using school communication platforms appropriately and responsibly

Communication with school staff

Under no circumstances should school staff be contacted directly via their work/personal email unless previous arrangements have been made between that staff member and parent/guardian.

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
- Discussed at parent information nights/sessions
- Reminders in our school newsletter
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

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