Broadford Primary School

Communication with School Staff

Help for non-English speakers

If you need help to understand the information in this policy please contact Broadford Primary School on 03 5784 1221 or email: broadford.ps@education.vic.gov.au

PURPOSE

This policy explains how Broadford 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

Broadford 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 contact the school office on 57841221 or report the absence on the Compass portal
- to report any urgent issues relating to a student on a particular day, please contact the school office on 5784 1221
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher
- for enquiries regarding camps and excursions, please contact school office or camp coordinator on 5784 1221 or email broadford.ps@education.vic.gov.au
- to make a complaint, please contact the Principal or Assistant Principal on 5784 1221. Please also refer to our Complaints policy
- to report a potential hazard or incident on the school site, please contact the school office on 5784 1221
- for parent payments, please contact school office on 5784 1221
- for all other enquiries, please contact our Office on 5784 1221 or email broadford.ps@edumail.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 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.

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@edumail.vic.gov.au

REVIEW CYCLE

This policy was last updated on 19th January 2026 and is scheduled for view in December 2030.