



Baringa School

Be Safe, Be Respectful, Be a Learner.

47 Staff Street
(P.O. Box 380)
Moe, Vic, 3825
Phone: 03 5127 1744
ABN - 41 875 668 637
baringa.ss@education.vic.gov.au

COMMUNICATION WITH SCHOOL STAFF POLICY



Help for non-English speakers

If you need help to understand the information in this policy, please contact Baringa School on (03) 51271744).

PURPOSE

This policy explains how Baringa 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

Baringa 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 Renee Stansbury on 0407 880 630 or the school administration office on 512717144.
- to report any urgent issues relating to a student on a particular day, please contact the school's administration office on 51271744. Office staff will put you through to the appropriate staff member depending on the nature of the issue.
- to discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher on 51271744.
- for enquiries regarding camps and excursions, please contact school's administration office on 51271744. Office staff will put you through to the appropriate staff member depending on which camp or excursion it is related to.
- to make a complaint, please contact the either Assistant Principal, Terri Clark or Kyra Monteleone on 51271744. Please also refer to our Complaints policy, available on the school's website at <https://www.baringass.vic.edu.au/policies>.
- to report a potential hazard or incident on the school site, please contact either Assistant Principal, Terri Clark or Kyra Monteleone on 51271744.

- for parent payments, please contact Jackie Frost, the schools Business Manager on 51271744.
- for all other enquiries, please contact our Office on 51271744

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 5 working days to provide you with a detailed response to general queries. We will endeavour to respond to urgent matters within 1-2 business days 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 administration office at Baringa School on (03) 51271744 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

COMMUNICATION

This policy will be communicated to our school community in the following ways:

- Available publicly on our school's website
- Included in staff handbook/manual
- Reminders in our school newsletter
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	12/11/2024
Consultation	Consulted: <ul style="list-style-type: none">• The Office Administration Team – 12/11/2024• Leadership Team – 12/11/2024
Approved by	Kelly Mether - Principal
Next scheduled review date	12/11/2027