



Communication with School Staff Policy

PURPOSE

This policy explains how Kew High 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.

Kew High 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 any urgent issues relating to a student on a particular day, please contact the front office on 03 9092 7500
- to report a student absence, please do this via Compass for support to do this contact the general office for assistance on 03 9092 7500
- to discuss a student's academic progress, health or wellbeing, please contact the subject teacher via Compass or the year level coordinators.
- for enquiries regarding camps and excursions, please contact the leader of the camp or a member of the principal team on 03 9092 7500 or kew@kew.vic.edu.au
- to report a potential hazard or incident on the school site, please contact one of the Assistant Principals on 03 9092 7500
- to make a complaint, please refer to our [complaints policy](#) and contact a member of the Principal Team on 03 9092 7500 or kew@kew.vic.edu.au
- for parent payments, please contact the front office on 03 9092 7500
- for all other enquiries, please contact our Office on 03 9092 7500

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.

Staff workhours are 8.40am to 4.30pm, part time staff will have their work hours in their email signature. Parents and Carers can continue to email staff outside of these hours, however staff are not obligated to respond outside work hours. 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.

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 kew@kew.vic.edu.au 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?
- Communicated to students/parents/carers via Compass newsfeed
- Included in staff induction processes and staff training
- Included in transition and enrolment packs
- Discussed at parent/carer information nights/sessions
- Discussed at student assemblies
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy Developed	November 2024
Consultation	KHS staff, School Council, Student Representative Council
Approved by	Acting Principal – Jane Thornton
Next scheduled review date	November 2028