



Help for non-English speakers

If you need help to understand this policy, please contact the Language Loop: Phone 03 9280 1955 for interpreters or call our school office on [\(03\) 5243 2521](tel:0352432521).

RATIONALE

At Montpellier Primary School we are committed to open, honest and timely communication. We are also committed to communication being respectful, measured and constructive. In adhering to these principles we aim to strengthen the goodwill and the positive partnership between parents / guardians and the school, to enhance the wellbeing and learning opportunities for our students.

We acknowledge the potential benefits of staff and parents / guardians communicating electronically and also understand its shortcomings. This policy is designed to establish clear expectations for both staff and parents / guardians for all communication avenues.

AIMS

- This policy explains how Montpellier Primary School proposes to manage common enquiries from parents and carers.

IMPLEMENTATION

In order to meet the aims of the policy, Montpellier has outlined positive and effective communication guidelines and expectations for all stakeholders. Staff and parents / guardians are expected to adhere to the guidelines set out in this policy. Failure to do so may lead to Compass access being restricted.

Compass is primarily used for communication between staff and parents / guardians. Parents / guardians and staff will be able to maintain contact via scheduled meetings or phone calls as well as emailing on Compass. Information for families who need support to access Compass will be available at the School Office.

Montpellier 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 any urgent issues relating to a student on a particular day, please contact the main office on 5243 2521 or email: montpellier.ps@education.vic.gov.au
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher
- to make a complaint, please contact the Principal or Assistant Principals on 5243 2521 or email: montpellier.ps@education.vic.gov.au. Please also refer to our Complaints policy, available: <https://www.montpellierps.vic.edu.au/page/169/Policies>

For all other enquiries including:

- to report a student absence
- to report a potential hazard or incident on the school site
- For parent payments

please contact the main office on 5243 2521 or email: montpellier.ps@education.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 – 5 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 5243 2521 for more information.

EXPECTATIONS:

When communicating, staff are expected to adhere to the following protocols:

- Keep communication brief, professional, informative and respectful. Issues or significant concerns that require a level of detailed discussion should be dealt with in person or over the phone.
- Avoid sending confrontational communication. Never say in writing what you wouldn't say to the recipient's face in a meeting.
- Understand that the tone or intent of written communication can easily be misunderstood, especially where humour or sarcasm is involved.
- Understand that parents / guardians are not expected to respond to communication that is contentious or requires ongoing dialogue. A face-to-face meeting should be arranged in these circumstances.
- Email or messages should not be used to discuss sensitive issues. A face to face meeting should be arranged.
- Understand that staff are not to respond to Compass emails outside 8.00am - 5.30pm Monday to Friday or out of the School Term
- Acknowledge receipt of a message / email by responding to the parent / guardian by the end of the next business day. Note – in some circumstances this may not be possible.
- Understand that all communication is bound by the Freedom of Information act and information may be requested at any point by an individual involved in a conversation between parent / guardian and staff.
- If staff are on leave, an automated reply will be set for emails to alert parents that they are on leave and when they will be likely to reply. Staff are NOT to contact parents or reply to parents when they are on leave.

When communicating, parents / guardians are expected to adhere to the following protocols:

- Understand that staff will not respond to any confrontations, offensive or abusive communication and must forward them to the school leadership team immediately

- Only send non-vital or non-urgent messages via Compass (e.g. Do not send an email via Compass about your child not going to After School Care as the teacher may not see it in time). In a situation where urgent communication is required, contact or visit the school's office.
- Understand that staff are not to respond to emails outside 8.00am - 5.30p.m. Monday to Friday or out of the school term
- Avoid writing or seeking personal information regarding third parties (staff, students or parents / guardians)
- Avoid seeking to discuss in detail your child's academic progress, learning expectations, or behavioural issues via written communication. These are best addressed over the phone or in person. Written communication (for example Compass email) may be used to flag the concern or set up a meeting, but will not be the forum for discussion or debate.
- Understand that it is the responsibility of every parent to keep the school administration and class teacher up-to-date with current email addresses for Compass purposes
- Understand that all written communication sent via email can be shared with the school leadership team at any point
- Understand that all communication is bound by the Freedom of Information act and information may be requested at any point by an individual involved in a conversation between parent / guardian and staff

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

POLICY REVIEW AND APPROVAL

Policy last reviewed	February 2026
Approved by	Principal
Communication and feedback	This policy is always accessible on the school website and feedback from the community can be directed to the school at any time for the School Council to consider.

Next scheduled review date	2029 (3-4 Year Cycle)
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If changes from the Department of Education occur or if there is feedback from the community, this policy will be reviewed.