



Communication Policy



Help for non-English speakers

If you need help to understand the information in this policy please contact Ashburton Primary School Office:

Tel: 03 9813 9400 Email: ashburton.ps@education.vic.gov.au

Purpose

This policy explains how Ashburton 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

Ashburton 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 do so via the Compass website/app
- to report any urgent issues relating to a student on a particular day, please contact the school office on 9813 9400 or via email ashburton.ps@education.vic.gov.au
- to discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher via Compass Connect to arrange a face to face or online meeting at a mutually agreeable time
- for enquiries regarding camps and excursions, please contact your child's teacher via Compass Connect
- to make a complaint, please contact the Principal via the office email - ashburton.ps@education.vic.gov.au Please also refer to our Complaints policy, available on our school website
- to report a potential hazard or incident on the school site, please contact the school office on 9813 9400 or via email ashburton.ps@education.vic.gov.au
- for parent payments, please contact the school office on 9813 9400 or via email ashburton.ps@education.vic.gov.au
- for all other enquiries, please contact the school office on 9813 9400 or via email ashburton.ps@education.vic.gov.au
- for emergency issues outside of school hours, please contact police on 000 if an emergency, or Incident Support and Operations Centre (ISOC) on 1800 126 126 for other non emergency issues
- for emergency issues with families or children outside of school hours and terms, contact police on 000 if an emergency, otherwise contact Orange Door on 1800 737 732

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 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 [insert school contact details] 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 via policy link in staff handbook
- Discussed at staff meetings/briefings as required
- Made available publicly via our school [APS website](#)
- Included in enrolment/transition packs
- Made available in hard copy from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	November 2025
Approved by	Principal
Next scheduled review date	2029