



COMMUNICATION WITH SCHOOL STAFF POLICY



Help for non-English speakers

If you need help to understand the information in this policy, please contact North Geelong Secondary College on 03 5240 5800 or north.geelong.sc@education.vic.gov.au.

PURPOSE

This policy explains how North Geelong Secondary College proposes to manage common enquiries from parents and carers

SCOPE

This policy applies to college staff, and all parents and carers in our community.

POLICY

North Geelong Secondary College 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 relevant Sub School Office on 52405800
- to report any urgent issues relating to a student on a particular day, please contact the Administration Office on 52405800
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher/ Home Room teacher/Year Level Coordinator
- for enquiries regarding camps and excursions, please contact the Year Level Coordinator on 52405800
- to make a complaint, please contact the Assistant Principal on 52405800. Please also refer to our Complaints Policy
- to report a potential hazard or incident on the school site, please contact the Administration Office and/or an Assistant Principal on 52405800
- for parent payments, please contact the Administration Office on 52405800
- for all other enquiries, please contact our Office on 52405800

School staff will do our best to respond to general queries as soon as possible and ask that you allow us 2 – 3 working days]to provide you with a detailed response. 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 the Administration Office 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 induction processes and staff training
- Included in staff handbook/manual
- Discussed at parent information nights/sessions
- Reminders in our school newsletter
- Discussed at student forums
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	22/04/2024
Consultation	Principal
Approved by	Principal
Next scheduled review date	04/2027