

# Communication with School Staff Policy

<b>Date Reviewed</b>	21 <sup>st</sup> August 2019
<b>Date Implemented</b>	11 <sup>th</sup> February 2015
<b>Author</b>	Gail Hardman
<b>Approved By</b>	College Council / Policies sub-committee
<b>Approval Authority (Signature &amp; Date)</b>	<i>Gail Hardman 21/8/19</i>
<b>Responsible for Review</b>	Assistant Principal – Organisation
<b>Review Date</b>	July 2022
<b>References</b>	DET

## PURPOSE

This policy explains how Seymour College 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

Seymour 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 General Office on 57711300 or enter on COMPASS.
- to report any urgent issues relating to a student on a particular day, please contact the General Office on 57711300 for referral.
- to discuss a student's academic progress, health or wellbeing, please contact your Year Level Coordinator via the General Office.
- for enquiries regarding camps and excursions, please contact the General Office on 57711300.
- to make a complaint, please contact the Principal/Assistant Principal via the General Office on 57711300 for referral. Please also refer to our Complaints policy, on the website.
- to report a potential hazard or incident on the school site, please contact the General Office on 57711300 for referral.
- for parent payments, please contact the General Office on 57711300.

- for all other enquiries, please contact the General Office on 57711300.

School staff will do our best to respond to general queries as soon as possible and ask that you allow us up to 5 working days to provide you with a detailed response. We will endeavour to respond to urgent matters within 24 hours where possible.

### 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@edumail.vic.gov.au](mailto:foi@edumail.vic.gov.au)

### EXPECTATIONS

- This policy will be reviewed as part of the college's review cycle.

1. This policy will be made available on the College's website.

2. This policy was ratified by College Council on 

21/08/2019
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### Child Safe Standards

*"Victorian government schools are child safe environments. Seymour College actively promotes the safety and wellbeing of all students, and all school staff are committed to protecting students from abuse or harm in the school environment in accordance with their legal obligations including the Child Safe Standards. The College's Child Safety Code of Conduct is available on the school's website."*