



COMMUNICATION WITH SCHOOL STAFF POLICY



Help for non-English speakers

If you need help to understand the information in this policy please contact 57612777.

PURPOSE

This policy explains how Benalla P-12 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

Benalla P-12 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 attendance hotline on 57612777.
- to report any urgent issues relating to a student on a particular day, please contact the relevant campus office on 57612777.
- to discuss a student's academic progress, health or wellbeing, please contact your child's classroom or subject teacher, Year Level Co-ordinator, wellbeing staff or Assistant Principal.
- for enquiries regarding camps and excursions, please contact please contact the relevant campus office.
- to make a complaint, please contact the College Principal on 57612777. Please also refer to our Complaints policy, available: on the school's website <https://benallap12.vic.edu.au>
- to report a potential hazard or incident on the school site, please contact the relevant campus office.
- for parent payments, please contact the relevant campus office or the College Business Manager.
- for all other enquiries, please contact any office on 57612777.

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 relevant campus 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
- Hard copy available from school administration upon request

Basis for discretion:

The basis for discretion lies with the Principal as an operational matter.

<i>Compulsory</i>	<i>School Council Ratification Required</i>	<i>Date Implemented</i>	<i>Reviewed</i>	<i>Due for Review</i>
No	No	March 2021	October, 2021	October, 2025