



Communication with Staff Policy

Purpose

This policy explains how Whittlesea Secondary 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

Whittlesea Secondary Coll 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 Officer, in the General Office on extension 441
- to report any urgent issues relating to a student on a particular day, please contact the General Office on extension 404, who will inform, refer to the appropriate staff member
- to discuss a student's academic progress, health or wellbeing, please contact their Head of House
- for enquiries regarding camps and excursions, please contact the Daily Organiser on extension 445
- to make a complaint, please contact a member of the Principal Team.
- to report a potential hazard or incident on the school site, please contact the Assistant Principal (School Operations)
- for parent payments, please contact Linda Smith on extension 404
- for all other enquiries, please contact our Office on 9719 1200 or extension 441.

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 – 48 hours where possible.

Further Information

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

Relevant Policies

<https://www.education.vic.gov.au/Pages/schoolsprivacypolicy.aspx#link6>

REVIEW CYCLE

This policy was last updated June 2021 and is scheduled for review in June 2024.