



Communication with Staff Policy

Purpose:

This policy explains how Whittlesea Secondary College proposes to manage common enquiries from parents and carers to our College.

Scope:

This policy applies to Whittlesea Secondary College staff, students, parents and carers in our College community.

Policy:

Whittlesea 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 upload onto the COMPASS Parent Portal.
- To report any urgent issues relating to a student on a particular day, please contact General Office on Ph. (03) 97191200 to then be sent through to the appropriate College Staff member.
- To discuss a student's academic progress, health or wellbeing, please contact your students Head of House via the email function on COMPASS.
- For enquiries regarding camps and excursions, please contact the General Office on Ph. (03) 97191200.
- To make a complaint, please contact the Principal on Ph. (03) 97191200. Please also refer to our Complaints policy, available here: [Complaints Policy](#).
- To report a potential hazard or incident on the College grounds, please contact General Office on Ph. (03) 97191200 to then be sent through to the appropriate College Staff member.
- For parent payments, please contact General Office on Ph. (03) 97191200 to then be sent through to the appropriate Administration team member.
- for all other enquiries, please contact General Office on Ph. (03) 97191200 and you will be referred to the appropriate College Staff member to manage your inquiry.

We will do our best to respond to general queries as soon as possible. The [right to disconnect](#) legislation makes it 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 **3 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 please contact General Office on Ph. (03) 97191200 for more information.

Requests for information

Parents/ carers are generally entitled to information ordinarily provided to parents, including College reports and COMPASS newsfeeds.

Parents/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 College community in the following ways:

- Provided to staff at induction and included in staff handbook/manual
- Discussed at staff meetings/briefings as required
- Made available publicly on our College website
- Included in transition and enrolment packs
- Included as annual reference via COMPASS
- Made available in hard copy from College administration upon request



Further Information and Resources:

Whittlesea Secondary College Policies

- [Complaints Policy](#)
- [Respect for College Staff Policy](#)

Policy Review and Approval:

Policy last reviewed	March 2026
Consultation	Principal Executive
Policy approved	Principal
Next scheduled review date	March 2028