**COMMUNICATION WITH SCHOOL STAFF POLICY**

**Help for non-English speakers**

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

## **Purpose**

This policy explains how Heywood Consolidated School 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**

Heywood Consolidated School 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 School Administration on 5527 1200 or email heywood.cs@education.vic.gov.au
* to report any urgent issues relating to a student on a particular day, please contact front office on 5527 1200
* to discuss a student’s academic progress, health or wellbeing, please contact your classroom teacher
* for enquiries regarding camps and excursions, please contact your classroom teacher
* to make a complaint, please contact the Principal on 5527 1200. Please also refer to our Complaints policy, available at <http://www.heywoodconsolidated.vic.edu.au/documents-policy>
* to report a potential hazard or incident on the school site, please contact Business Manager on 5527 1200
* for parent payments, please contact Business Manager on 5527 1200 or email [heywood.cs@education.vic.gov.au](mailto:heywood.cs@education.vic.gov.au)
* for all other enquiries, please contact our Office on 5527 1200 or email [heywood.cs@education.vic.gov.au](mailto:heywood.cs@education.vic.gov.au)

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.

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

**COMMUNICATION**

[This Communication section is not mandatory and can be deleted. However, for consistency with your other policies you may wish to retain it and/or include it in a spreadsheet listing all your school’s policies and outlining the communication method your school uses next to each policy. You can adapt our consolidated spreadsheet of all policies for this purpose – refer to [Communicating our Policies](https://edugate.eduweb.vic.gov.au/edrms/keyprocess/cp/Pages/Communicating-School-Policies.aspx)

This policy will be communicated to our school community in the following ways:

* Available publicly on our school’s website <http://www.heywoodconsolidated.vic.edu.au/documents-policy>
* Hard copy available from school administration upon request

**POLICY REVIEW AND APPROVAL**

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| --- | --- |
| Policy last reviewed | June 2022 |
| Approved by | Principal |
| Next scheduled review date | 4 years – June 2026 |