



COMMUNICATION WITH SCHOOL STAFF POLICY



Help for non-English speakers

If you need help to understand the information in this policy please contact the office on 5336 7804.

PURPOSE

This policy explains how Mount Rowan 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

Mount Rowan 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 contact the **General Office on 03 5336 7804**.
- to report any urgent issues relating to a student on a particular day, please contact **General Office on 03 5336 7804**
- to discuss a student's academic progress, health or wellbeing, please contact the student's relevant Head of House staff member via a email or call the general office.
- for enquiries regarding camps and excursions, please contact the General Office on 03-53367804.
- to make a complaint, please contact the Principal via the general office on 03-53367804. Please also refer to our Complaints policy.
- to report a potential hazard or incident on the school site, please contact the Principal on 03-53367804.
- for parent payments, please contact the General Office.
- for all other enquiries, please contact our Office on 03-53367804.

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 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@edumail.vic.gov.au

COMMUNICATION

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

- Available publicly on our school's website and on compass
- Included in staff induction processes and staff training
- Included in staff handbook/manual
- Discussed at parent information nights/sessions
- Reminders in our school newsletter
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	September 2022
Approved by	Principal
Next scheduled review date	September 2024