

COMMUNICATION WITH SCHOOL STAFF POLICY



Help for non-English speakers

If you need help to understand the information in this policy please contact our office administrative team, on (03) 5248-1400.

PURPOSE

This policy explains how Newcomb 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

Newcomb 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 do so on Compass, or by contacting the Administration Office on (03) 5248 1400.
- to report any urgent issues relating to a student on a particular day, please contact Administration Office on (03) 5248 1400.
- to discuss a student's academic progress, health, or wellbeing, please contact your Home Group teacher, Student Support Leader or our college Wellbeing Team.
- for enquiries regarding camps and excursions, please contact Administration Office on (03) 5248 1400.
- to make a complaint, please contact the Assistant Principal via the Administration Office on (03) 5248 1400, or via the college email- newcomb.sc@education.vic.gov.au. Please also refer to our Complaints policy, available on the college website- <https://www.newcombsc.vic.edu.au/>
- to report a potential hazard or incident on the school site, please contact Administration Office on (03) 5248 1400, or via the college email- newcomb.sc@education.vic.gov.au.
- for parent payments, please contact our Finance Team via the Administration Office on (03) 5248 1400.
- for all other enquiries, please contact our Administration Office on (03) 5248 1400, and you will be directed to the relevant person.

School staff will do our best to respond to general queries as soon as possible and ask that you allow us two to three 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 school 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
- Included in staff induction processes and staff training
- Included in staff handbook/manual
- Included in transition and enrolment packs
- Discussed at parent information nights/sessions
- Reminders in our school newsletter
- Discussed at student forums
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	2024
Approved by	Principal
Next scheduled review date	2025