

COMMUNICATION WITH SCHOOL STAFF POLICY



Help for non-English speakers

If you need help to understand the information in this policy, please contact 9717 7500.

PURPOSE

This policy explains how Hazel Glen College proposes to manage common enquiries from parents and carers.

SCOPE

This policy is specific on methods of how school staff, and all parents and carers in our community communicate with each other.

POLICY

Hazel Glen 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 enter it on Compass or contact 9717 7500
- for all enquiries call the College on 9717 7500 and follow the prompts to be connected to the correct area.
- to make a complaint, please contact a member of your sub school Principal class on 9717 7500 or via email office@hazelglencollege.com. Please also refer to our Complaints policy, available on the website.

School staff will do our best to respond to general queries as soon as possible and ask that you allow us 48 hours to provide you with a detailed response.

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 9717 7500 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
- Discussed at parent information nights/sessions
- Discussed at student forums
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	29 th August 2022
Consultation	College Council, Parent Advisory, College Leadership
Approved by	Principal
Next scheduled review date	August 2026