



COMMUNICATION WITH SCHOOL STAFF POLICY

PURPOSE

This policy explains how Foster 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

Foster 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 use the Compass portal only
- to report any urgent issues relating to a student on a particular day, please contact the school office on 5682 2066
- to discuss a student's academic progress, health or wellbeing, please contact the relevant classroom teacher, Year Level Coordinator or Student Welfare Coordinator
- for enquiries regarding camps and excursions, please contact the school office on 5682 2066
- to make a complaint, please contact the Principal or Assistant Principal on 5682 2066. Under no circumstances should a teacher be approached or phoned about concerns or grievances outside of school time. This includes calling or texting the personal mobile phones of staff and social media posts.
- to report a potential hazard or incident on the school site, please contact the Principal or Assistant Principal on 5682 2066
- for parent payments, please contact the Business Manager on 5682 2066
- for all other enquiries, please contact our Office on 5682 2066

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 Ph. 03 9637 3134 foi@edumail.vic.gov.au

REVIEW CYCLE

This policy was last updated on 26/2/18 and is scheduled for review in 2020.