



COMMUNICATION WITH SCHOOL STAFF POLICY



Help for non-English speakers

If you need help to understand the information in this policy please contact Foster Secondary College on 03 5682 2066.

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 03 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 via Compass or phone the college direct on 03 5682 2066
- for enquiries regarding camps and excursions, please contact the school office on 03 5682 2066
- to make a complaint, please contact the Principal or Assistant Principal on 035682 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 03 5682 2066
- for parent payments, please contact the Business Manager on 03 5682 2066
- for all other enquiries, please contact our Office on 03 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.

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 Foster Secondary College on 03 5682 2066.

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 (or insert other online parent/carer/student communication method)
- Included in staff induction processes and staff training

POLICY REVIEW AND APPROVAL

Policy last reviewed	25th day of October 2023
Consultation	Foster Secondary College School Council
Approved by	Principal Dean Duursma
Next scheduled review date	October 2027 (Review cycle for this policy is 4 years)