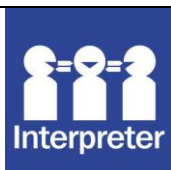


COMMUNICATION WITH SCHOOL STAFF POLICY



Help for non-English speakers

If you need help to understand the information in this policy please contact the Principal.

PURPOSE

This policy explains how Heywood Consolidated School 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

Heywood Consolidated School 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 School Administration on 5527 1200 or email heywood.cs@education.vic.gov.au
- to report any urgent issues relating to a student on a particular day, please contact front office on 5527 1200
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher
- for enquiries regarding camps and excursions, please contact your classroom teacher
- to make a complaint, please contact the Principal on 5527 1200. Please also refer to our Complaints policy, available at <http://www.heywoodconsolidated.vic.edu.au/documents-policy>
- to report a potential hazard or incident on the school site, please contact Business Manager on 5527 1200
- for parent payments, please contact Business Manager on 5527 1200 or email heywood.cs@education.vic.gov.au
- for all other enquiries, please contact our Office on 5527 1200 or email heywood.cs@education.vic.gov.au

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
03 9637 3134
foi@education.vic.gov.au

COMMUNICATION

[This Communication section is not mandatory and can be deleted. However, for consistency with your other policies you may wish to retain it and/or include it in a spreadsheet listing all your school's policies and outlining the communication method your school uses next to each policy. You can adapt our consolidated spreadsheet of all policies for this purpose – refer to [Communicating our Policies](#)

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

- Available publicly on our school's website <http://www.heywoodconsolidated.vic.edu.au/documents-policy>
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	June 2022
Approved by	Principal
Next scheduled review date	4 years – June 2026