



# COMMUNICATION WITH SCHOOL STAFF POLICY

## PURPOSE

This policy explains how Mount Waverley Secondary College proposes to manage common enquiries from staff, parents and carers.

## SCOPE

This policy applies to school staff, and all parents and carers in our community.

## POLICY

Mount Waverley Secondary College understands the importance of providing helpful and timely responses to common enquiries from staff, parents and carers. Communication is expected to be respectful, meaningful, timely and relevant. 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 all the relevant General Office
- extended absences should be communicated to the Year Level Coordinator by email
- to report any urgent issues relating to a student on a particular day, please contact the relevant General Office
- to discuss a student's academic progress in a specific subject please contact the relevant classroom teacher (email is best as your teachers are often in class)
- to discuss a student's overall academic progress, health or wellbeing, please first contact the Year Level Coordinator
- for enquiries regarding camps and excursions, please contact the staff member listed as overseeing the camp/excursion on Compass
- to make a complaint, please refer to our Complaints policy
- to report a potential hazard or incident on the school site, please contact the General Office of the relevant campus
- for parent payments, please contact the General Office of the relevant campus
- for all other enquiries, please contact the relevant General Office

**General Office Junior Campus: 9887 9290**

**General Office Senior Campus: 9803 6811**

We will do our best to respond to general queries as soon as possible. The [right to disconnect](#) legislation makes explicit that all employees have the right to refuse to monitor, read, listen to or respond to contact that occurs outside their working hours from their employer or a third party (such as a student or a parent), unless that refusal is unreasonable.

Please allow two working days for a detailed response to general enquires. 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 relevant campus General Office 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](mailto: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
- Reminders in our school newsletter
- Discussed with students at the start of each year
- Hard copy available from school administration upon request

## POLICY REVIEW AND APPROVAL

Policy last reviewed	November 2024
Consultation	Education Subcommittee – 21 November 2024
Approved by	College Principal and School Council
Next scheduled review date	November 2028