

COMMUNICATION WITH SCHOOL STAFF POLICY

PURPOSE:

This policy explains how Wallan 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:

Wallan 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, please contact Student Services on (03) 57 83 0300, you can leave message. Or alternatively e-mail - wallan.sc@edumail.vic.gov.au
- to report any urgent issues relating to a student on a particular day, please contact the front office on (03) 57 83 0300
- to discuss a student's academic progress, please contact your child's Ready to Learn Teacher, via compass or leave a message on their voice mail. (03) 57 83 0300
- to discuss a student's health or wellbeing, please contact your Child's Ready to Learn Teacher, or Yr Level Leader. Contact the main office and follow the prompts - (03) 57 83 0300
- for enquiries regarding camps and excursions, please contact the teach nominated on the permission form, see detail on Compass
- to make a complaint, Please also refer to our Raising Concerns & Complaints policy, available: <https://www.wallansc.vic.edu.au/page/99/Concerns-and-Complaints-Policy>
- Written correspondence can be address to the Principal.
- to report a potential hazard or incident on the school site, please contact Business Manager on 57 83 0301
- for parent payments, please contact the school Bursar on 57 83 0307
- for all other enquiries, please contact our Office on (03) 57 83 0300 .

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 response. We will endeavour to respond to urgent matters within 24 hours where possible.

REVIEW CYCLE

This policy was last updated June 2019 and is scheduled for view in 2020.

Wallan Secondary College is committed to the wellbeing of all students whilst participating in school activities both during and outside school hours. Staff have responsibility for building and maintaining a child safe environment. This responsibility extends to the identification and timely response to all concerns