



EMERALD SECONDARY COLLEGE

COMMUNICATION WITH SCHOOL STAFF POLICY

PURPOSE

This policy explains how Emerald 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

Emerald 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 the Attendance Officer on 5968 5388 – Press 1 for the Senior School, Press 2 for the Junior School
- to report any urgent issues relating to a student on a particular day, please contact the Administration Office on 5968 5388 and your issue will be forwarded onto the relevant person
- to discuss a student's academic progress, health or wellbeing, please contact your Year Level Coordinator
- for enquiries regarding camps and excursions, please contact the finance office on 5968 5388 – Press 3
- to make a complaint, please contact the Principal/Assistant Principal on 5968 5388 or school email emerald.sc@edumail.vic.gov.au. Please also refer to our Complaints policy, available: www.emeraldsc.vic.edu.au.
- to report a potential hazard or incident on the school site, please contact the Principal/Assistant Principal on 5968 5388
- for parent payments, please contact the finance office on 5968 5388 – Press 3
- for all other enquiries, please contact our Office on 5968 5388

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@edumail.vic.gov.au

REVIEW CYCLE

This policy was last updated in August and is scheduled for review in August 2019.