



# COMMUNICATION WITH SCHOOL STAFF POLICY

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Authorised by:  
**Principal**

Approved by School Council:  
**21.10.20**

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## Purpose:

This policy explains how Horsham 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:

Horsham 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, you can: contact the Absence Hotline – 5381 7200, lodge details on our Skoolbag App or email the school – [horsham.co@edumail.vic.gov.au](mailto:horsham.co@edumail.vic.gov.au)
- to report any urgent issues relating to a student on a particular day, please contact Horsham College by phoning 5381 7100
- to discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher, form group teacher or Year Level Coordinator
- for enquiries regarding camps and excursions, please contact the teacher in charge or contact the school by phoning 5381 7100
- to make a complaint, please contact the Principal. Please also refer to our Complaints Policy available on the school website – [www.horsham-college.vic.edu.au](http://www.horsham-college.vic.edu.au)
- to report a potential hazard or incident on the school site, please phone the school on 5381 7100
- for parent payments, please contact the Administration Office in person or by phone on 5381 7100
- for all other enquiries, please contact our Administration Office on 5381 7100

School staff will do their best to respond to general queries as soon as possible and ask that you allow 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 unless court orders are supplied to the College.

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](mailto:foi@edumail.vic.gov.au)

### **Review Cycle and Evaluation:**

This policy will be reviewed as part of the school's review cycle.