



COMMUNICATION WITH SCHOOL STAFF POLICY

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Authorised by: **Principal**

Consultation: **School Council**

Approved by Principal and School Council: **18.06.25**

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Review Date: 2028 (3-4 years)

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Help for non-English speakers

If you need help to understand the information in this policy, please contact Horsham College by calling 5381 7100, or emailing horsham.co@education.vic.gov.au.

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, please contact the Absence Hotline – 5381 7200, or lodge details via SEQTA Engage App or email the school – horsham.co@education.vic.gov.au
- to report any urgent issues relating to a student on a particular day, please contact Horsham College Administration Office or the relevant Year Level Leading Teacher 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 on 5381 7100, or by emailing horsham.co@education.vic.gov.au. Please also refer to our Complaints Policy available on the school website: <https://www.horsham-college.vic.edu.au/wp-content/uploads/2024/09/Complaints-Policy.pdf>
- 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

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.

We ask that you allow us two to three working days to provide you with a detailed response to general queries. 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 school Administration office for more information.

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
2 Treasury Place
EAST MELBOURNE VIC 3002
03 9637 3134
foi@edumail.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
- Reminders in our school newsletter
- Hard copy available from school administration upon request

Review Cycle and Evaluation:

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