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**COMMUNICATION WITH SCHOOL STAFF POLICY**

## **Purpose**

This policy explains how Casterton 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**

Casterton 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:

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| **Concern** | **Who to contact** |
| **Absences** | For absences where there is no exemption in place, a parent / carer must provide an explanation on each occasion to the school.  Parents / carers should notify Casterton Secondary College of absences by:   * Contacting the front office by phone, XUNO message or email. * Sending a note to the front office with the student on his / her return to school * Note of explanation in Student Planner   If a student is absent on a particular day and the school has not been previously notified by a parent / carer, or the absence is otherwise unexplained, Casterton Secondary College will notify parents by phone or XUNO message.  Casterton Secondary College will attempt to contact parents / carers as soon as practicable on the same day of the unexplained absence, allowing time for the parent to respond. |
| **Careers advice** | Relevant sub-school leader- Mrs Carina Barton or Miss Renae Newell  Careers Coordinator – Mrs Delma Fidler |
| **CSC Late Arrival/Early Leaver Process:** | All students late to school will present a signed note (or the school has been notified), from their parent/carer to the front office on arrival before they sign in and ***before the start of school***.  All students who need to leave school early will present a signed note, from their parent/carer to the front office on arrival ***before the start of school***. |
| **Curriculum** | Director of Teaching and Learning – Mrs Jo McKenzie |
| **Enrolments** | Assistant Principal – Mr John Webb |
| **Finance, payments etc** | Business Manager – Miss Renee Jukes |
| **General enquiries** | Front Office |
| **Homework and academic progress** | Subject teacher  Relevant sub-school leader- Mrs Carina Barton or Miss Renae Newell |
| **Make a complaint** | Staff: Principal – Mrs Meridith Walker  Student: Mrs Carina Barton (Years 7-9) or Miss Renae Newell (Years 10-12) |
| **Report a hazard or incident on school site** | Principal – Mrs Meridith Walker or Assistant Principal – Mr John Webb |
| **Staff and general** | Principal – Mrs Meridith Walker |
| **Student Behaviour**  **Bullying/Harassment** | Years 7-9 Leader – Mrs Carina Barton  Years 10-12 Leader – Miss Renae Newell |

School staff will do their best to respond to general queries as soon as 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 [insert school contact details] 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@edumail.vic.gov.au)

**COMMUNICATION**

This policy will be communicated to our school community in the following ways:

* Available publicly on school website ([www.castertonsc.vic.edu.au](http://www.castertonsc.vic.edu.au)) along with guidance on how to raise a concern or complaint at Casterton Secondary College – **Casterton Secondary College: Communication With School Staff**
* Included in staff induction processes
* Included in our staff handbook/manual
* Included in transition and enrolment packs
* Discussed at parent information nights/sessions
* Included in student diaries so that it is easily accessible to parents, carers and students
* Annual reference in school newsletter
* Discussed at student forums/through communication tools
* Hard copy available from school administration upon request

## **POLICY Review and approval**

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| Policy last reviewed | Term 2, 2022 |
| Consultation | Endorsed by School Council 12/09/2022 |
| Approved by | Principal |
| Next scheduled review date | 2024 |