



POLICY

Communication with School Staff Policy

Purpose

This policy explains how Lyndale 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

Lyndale 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 College on 9795 2366 and then follow the prompts re the relevant sub school. Absence can also be reported by entering it through the Compass Portal
- to report any urgent issues relating to a student on a particular day, please contact the College on 9795 2366 and then follow the prompts re the relevant sub school. Absence can also be reported by entering it through the Compass Portal
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher and or Year Level Coordinator
- for enquiries regarding camps and excursions, please contact the activity organiser via Compass portal
- to make a complaint, please contact the Sub school Leader/Assistant Principal/Principal on 9795 2366 or via email through the Compass Portal. Please also refer to our Complaints policy
- to report a potential hazard or incident on the school site, please contact The College Operations Coordinator on 9795 2366
- for parent payments, please contact Accounts Receivable coordinator on 9795 2366
- for all other enquiries, please contact our Office on 9795 2366

School staff will do our best to respond to general queries as soon as possible and ask that you allow us 3 working days to provide you with a detailed response. We will endeavour to respond to urgent matters within 48hours 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 front office 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

COMMUNICATION

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

- Available publicly on our school's website (or insert other online parent/carer/student communication method)
- Included in staff induction processes and staff training
- Included in staff handbook/manual
- Included in transition and enrolment packs
- Discussed at parent information nights/sessions
- Reminders in our school newsletter
- Discussed at student forums
- Hard copy available from school administration upon request

Endorsed Date: 5th May 2023

Date of next review: May 2024