



COMMUNICATION WITH STAFF & SCHOOL POLICY

PURPOSE

This policy explains how Mortlake 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

Mortlake 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 Mortlake College on 03 5599 2204 or via text 0427 841 239 or via absence section on Skoolbag.
- to report any urgent issues relating to a student on a particular day, please contact Principal or Assistant Principal on 03 5599 2204
- to discuss a student's academic progress, please contact your child's Home Group Teacher. For health or wellbeing please contact Welfare Officer on 03 5599 2204
- for enquiries regarding camps and excursions, please contact your child's home group teacher or the teacher in charge of the camp/excursion on 03 5599 2204. For all camps and excursions financial enquires please contact Business Manager on 03 5599 2204
- to make a complaint, please contact the Principal or Assistant Principal on 03 5599 2204. Please also refer to our Complaints policy, available: <http://mortlakep12.vic.edu.au/policies.html>
- to report a potential hazard or incident on the school site, please contact OHS Manager Graeme Good on 03 5599 2204
- for parent payments, please contact Business Manager on 03 5599 2204
- for all other enquiries, please contact our General Office on 03 5599 2204

School staff will do our best to respond to general queries as soon as possible and ask that you allow us time to provide you with a detailed response. We will endeavour to respond to urgent matters within as soon as 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

Evaluation:

- This policy will be reviewed every three year as part of the school’s review cycle or earlier if required.

This policy was last ratified by School Council on....

September 2018