

Communication with School Staff

Policy



Help for non-English speakers

If you need help to understand the information in this policy please contact the front office on 9744 0500.

PURPOSE

This policy explains how Sunbury Downs 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

Sunbury Downs 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 General Office on 9744 0500
- to report any urgent issues relating to a student on a particular day, please contact the relevant Level Coordinator – Junior Sub School, Middle Sub School, Senior Sub School on 9744 0500
- to discuss a student's academic progress, health or wellbeing, please contact your child's home group teacher on 9744 0500
- for enquiries regarding camps and excursions, please contact the relevant event organiser on 9744 0500
- to make a complaint, please contact the relevant Level Coordinator or Sub School Leader on 9744 0500. Please also refer to our Complaints policy, available: [Complaints Policy \(sunburydowns.vic.edu.au\)](https://www.sunburydowns.vic.edu.au/complaints-policy)
- to report a potential hazard or incident on the school site, please contact the General Office on 9744 0500
- for parent payments, please contact the Finance Officer on 9744 0500
- for all other enquiries, please contact the General Office on 9744 0500

School staff will do our best to respond to general queries as soon as possible and ask that you allow us 2 – 3 working days to provide you with a detailed response. 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, including an interpreting services available during Progress Information Meetings (PIMs). Contact the General Office on 9744 0500 for more information.

Requests for information

Parents and carers are generally entitled to information ordinarily provided to parents, including school reports and newsletters.

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
- Included in staff handbook/manual
- Included in transition and enrolment packs
- Discussed at Progress Information Meetings (PIMs)
- Reminders in our school newsletter
- Discussed at student forums
- Hard copy available from school administration upon request.

POLICY REVIEW AND APPROVAL

Policy last reviewed	June 2024
Consultation	School Community – ongoing consultation with the school community via an offer to provide feedback on child safety policies and procedures as outlined on our website
Approved by	School Council 20 June 2024 Principal
Next scheduled review date	June 2027