



Help for non-English speakers

If you need help to understand the information in this policy, please contact the college via email (Kyabram.P12@education.vic.gov.au) or phone (03 5851 2100).

PURPOSE

This policy explains how Kyabram P-12 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

Kyabram P-12 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 our Attendance Officer on 03 5851 2100 and select option 1.
- to report any urgent issues relating to a student on a particular day, please contact our Administration Office on 03 5851 2100.
- to discuss a student's academic progress, please email the classroom/ subject teacher.
- to discuss a student's progress with health or wellbeing, please contact the relevant Year Level Coordinator, Learning Community Leader, and/ or a member of our Wellbeing Team.
- for enquiries regarding camps and excursions, please contact the teacher in charge of the event.
- to make a complaint, please contact the Learning Community Leader/ Assistant Principal/ Principal by calling 03 5851 2100. Please also refer to our [Complaints Policy](#).
- to report a potential hazard or incident on the school site, please contact our Administration Office on 03 5851 2100 and ask for our *Facilities Coordinator*.
- for parent payments, please contact our Administration Office on 03 5851 2100 and ask for *Accounts Receivable*.
- for all other enquiries, please contact our Administration Office on 03 5851 2100.

Responding to requests

At Kyabram P-12 College, we will do our best to respond to general queries as soon as possible and ask that you allow us up to two school days to provide you with a detailed response. We will endeavour to respond to urgent matters within 24 hours where possible.

In line with our college values of Respect, Responsibility and Community, our staff reserve the right to stop a meeting or finish a phone call if they feel intimidated and/ or disrespected at any stage. Our staff should not be subjected to any form of occupational violence. In the case of this occurring, the staff member will report this to the principal.

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 our Administration Team on 5851 2100 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
- Included in staff induction processes and staff training
- Included in staff handbook
- Included in transition and enrolment packs
- Reminders in our school newsletter
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	April 2024	
Consultation	April 2024	College Consultative Committee
Approved by	Principal	
Next scheduled review date	April 2027	Recommended cycle of 3-4 years