

Policy Title	Communication with school staff		
Date approved by School Council	12/09/2024	Review Date:	12/09/2028
Revision No:	1	Revision Date:	14/11/2024



Help for non-English speakers

If you need help to understand the information in this policy please contact the General Office on 9466 0900.

PURPOSE

This policy explains how Reservoir High School 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

Reservoir High School 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 your child's relevant sub school on 9466 0900
- to report any urgent issues relating to a student on a particular day, please contact your child's relevant sub school on 9466 0900
- to discuss a student's academic progress, health or wellbeing, please contact your child's Student Engagement Co-ordinator
- for enquiries regarding camps and excursions, please contact the relevant excursion or camp organiser
- to make a complaint, please contact the Principal/Assistant Principals on 9466 0900 and also refer to our Complaints policy which is available on our website reservoirhs.vic.edu.au/Policies
- to report a potential hazard or incident on the school site, please contact the General Office on 9466 0900 or by the school email at reservoir.hs@education.vic.gov.au
- for parent payments, please contact the Business Manager on 9466 0900
- for all other enquiries, please contact our General Office on 9466 0900 or by the school email: reservoir.hs@edumail.vic.gov.au

We will do our best to respond to general queries as soon as possible. The [right to disconnect](#) legislation makes explicit that all employees have the right to refuse to monitor, read, listen to or respond to contact that occurs outside their working hours from their employer or a third party (such as a student or a parent), unless that refusal is unreasonable.

We ask that you allow us 3 working days to provide you with a detailed response to general queries. 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. Contact the General 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)
- Discussed at parent information nights/sessions
- Reminders in our school newsletter
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

To be reviewed every 4 years as part of our school's review cycle.

Principal Signature:



Date: 12th September 2024