

COMMUNICATION WITH SCHOOL STAFF POLICY



Help for non-English speakers

If you need help to understand the information in this policy, please contact 56239900



PURPOSE

This policy explains how Warragul Regional 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

Warragul Regional 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 Warragul Regional College on 56239900 or enter absence on Compass
- to report any urgent issues relating to a student on a particular day, please contact Warragul Regional College on 56239900
- to discuss a student's academic progress, health or wellbeing, please contact the relevant Year Leader coordinator, care group teacher or classroom teacher via email or Compass
- for enquiries regarding camps and excursions, please contact junior school Year 7-10 or Senior school Year 11-12 on 56239900
- to make a complaint, please contact the Nicole Pryor on 56239900. Please also refer to our [Complaints policy](#)
- to report a potential hazard or incident on the school site, please contact Administration Office on 56239900
- for parent payments, please contact Administration Office on 56239900
- for all other enquiries, please contact our Office on 56239900 or email warragul.co@education.vic.gov.au

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. Contact Warragul Regional College for more information.

Requests for information

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

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 transition and enrolment packs
- Discussed at parent information nights/sessions
- Reminders on Compass
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	23 July 2024
Consultation	Principal
Approved by	Principal
Next scheduled review date	23 July 2027