

# Communication with School Staff Policy



## Help for non-English speakers

If you need help to understand the information in this policy, please contact the school 9387 6133 or [brunswick.sc@education.vic.gov.au](mailto:brunswick.sc@education.vic.gov.au)

## Purpose

This policy explains how Brunswick Secondary 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

Brunswick Secondary 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 record a student absence, please record on Compass. If you need help, you can contact the general office on 9397 6133.
- to report an extended student absence, please contact the Year Level Coordinator, or you can contact the general office on [brunswick.sc@education.vic.gov.au](mailto:brunswick.sc@education.vic.gov.au) or 9397 6133.
- to report any urgent issues relating to a student on a particular day, please contact the general office on 9397 6133 to be directed to the best staff member to offer help.
- to discuss a student's academic progress, health or wellbeing, please contact the Year Level Coordinator.
- for enquiries regarding camps and excursions, please contact the teacher in charge as shown on the Compass event.
- to make a complaint, please contact the Principal or Assistant Principal by calling the school on 9397 6133. Please also refer to our Complaints policy, available on the school website policy page
- to report a potential hazard or incident on the school site, please contact the general office on 9397 6133.
- for parent payments, please contact Anastasia Papadopoulos, the finance officer on [apap@brunswick.vic.edu.au](mailto:apap@brunswick.vic.edu.au) or 9397 6133.

For all other enquiries, please contact our general office on 9397 6133.

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 2 working days to provide you with a 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 our general office on 9397 6133.

## 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  
Tel: 03 9637 3134  
Email: [foi@education.vic.gov.au](mailto: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/manual
- Included in transition and enrolment packs
- Discussed at parent information nights/sessions
- Reminders in our school newsletter
- Discussed at student forums
- Hard copy available from school administration upon request

## POLICY REVIEW AND APPROVAL

Policy last reviewed	24 February 2025
Approved by	Principal
Next scheduled review date	February 2029