



COMMUNICATION WITH SCHOOL STAFF Policy



Help for non-English speakers

If you need help to understand this policy, please contact the General Office at the appropriate campus.

PURPOSE

This policy explains how Essendon Keilor 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

Essendon Keilor 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, an urgent issues relating to a student on a particular day, a potential hazard or incident on a school site or for assistance with parent payments or enquiries regarding camps and excursions, please contact your child's campus office on;
 - Essendon: 93191300
 - Niddrie: 93758400
 - East Keilor: 83310109
- to discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher, Focus Group teacher or Year Level Coordinator via Compass

- to make a complaint, please contact the Campus Principal on essendon.keilor.co@education.vic.gov.au Please also refer to our Complaints policy, available on our website at <https://www.ekc.vic.edu.au/about-us-our-school/policies>
- for all other enquiries, please contact our college admin on 8331 0100 or essendon.keilor.co@education.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 2 – 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 one of our campus offices for more information.

Requests for information

Parents and carers are entitled to school reports, newsletters and general information.

Parents and carers seeking information that is not ordinarily provided to parents are encouraged to apply for access via the Freedom of Information process. If the information is sought for use in court proceedings, then it will be issued via 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)
- Included in staff induction processes and staff training
- Referenced in staff handbook/manual
- Discussed at parent information nights/sessions

POLICY REVIEW AND APPROVAL

Policy last reviewed	December 2024
Approved by	College Principal - Adam Potter
Next scheduled review date	November 2027

Policy last reviewed	[insert date]
Approved by	Principal
Next scheduled review date	[insert date – noting that this policy has a mandatory review cycle of 1 year]