

COMMUNICATION WITH SCHOOL STAFF POLICY

PURPOSE

This policy explains how Keilor Downs 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

Keilor Downs 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 your child's House STA on 9365 8000 or use the direct line listed below:
 - **Blue House** **9365 8041**
 - **Green House** **9365 8015**
 - **Red House** **9365 8017**
 - **Yellow House** **9365 8034**
- to report any urgent issues relating to a student on a particular day, please contact our general office on 9365 8000
- to discuss a student's academic progress, health or wellbeing, please contact your child's House team on the numbers listed above or on 9365 8000
- for enquiries regarding camps and excursions, please contact the relevant organiser through the general office on 9365 8000
- to make a complaint, please contact one of our leadership team on 9365 8000. Please also refer to our *Complaints Policy*, available on Compass>Community>School Documentation>School Policies>Complaints or via our website: www.kdc.vic.edu.au
- to report a potential hazard or incident on the school site, please contact Amanda Lock (Facilities Manager) on 9365 8000
- for parent payments, please contact the General Office on 9365 8000
- for all other enquiries, please contact our Office on 9365 8000 or via email at keilor.downs.sc@edumail.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.

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@edumail.vic.gov.au

REVIEW CYCLE

This policy was last updated on **June 2019** and is scheduled for view in **June 2021**.