



# COMMUNICATION WITH STAFF POLICY

<b>Date</b>	November 2024	<b>Review Cycle</b>	3 Year	<b>Approved By</b>	College Principal
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## INTERPRETER SERVICE

If you need help to understand the information in this policy please contact our college on 9741 1822 or [werribee.sc@education.vic.gov.au](mailto:werribee.sc@education.vic.gov.au) so interpreters may be arranged via VITS or local services.



## PURPOSE

This policy explains how Werribee Secondary College proposes to manage common enquiries from parents and carers.

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## COLLEGE MISSION AND VALUES

At Werribee Secondary College we strive for success in all the chosen endeavours of our students. We nurture the values of **respect** and **responsibility**.

We **respect**, and are **responsible** for embracing our identity and that of others, taking care of our local and global communities, and valuing the right to learn.

### ***We respect and are responsible for our:***

#### **Learning**

*I respect my own right to learn and that of others, and I recognise my responsibility to become a lifelong learner.*

#### **Identity**

*I respect the diverse cultures, religions, languages, beliefs, genders, sexual orientation and the specific needs of those around me. I respect my own role within this community and take responsibility to show respect for both myself and others.*

#### **Community**

*I respect the local and global communities within which I live. I understand my responsibility in protecting these communities to ensure a safe and sustainable future in which everyone feels they belong.*

## SCOPE

This policy applies to school staff, and all parents and carers in our community.

## POLICY

Werribee 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 report a student absence, please enter the absence in to Compass or contact the relevant sub-School (Junior 7 & 8, Middle 9 & 10, Senior 11 & 12) on 9741 1822.
- to report any urgent issues relating to a student on a particular day, please contact our Office on 9741 1822.
- to discuss a student's academic progress, health or wellbeing, please contact the relevant sub-School (Junior 7 & 8, Middle 9 & 10, Senior 11 & 12) on 9741 1822.
- to make a complaint, please refer to our Complaints Policy, available: [Complaints-Policy-Effective-April-2024.pdf](#)
- to report a potential hazard or incident on the school site, please contact our Office on 9741 1822 or [werribee.sc@education.vic.gov.au](mailto:werribee.sc@education.vic.gov.au)
- for parent payments, please contact our Office on 9741 1822.
- for all other enquiries, please contact our Office on 9741 1822

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 endeavor to respond to urgent matters sooner where possible.

All business operators, tradespeople and other visitors attending the school to conduct work must report to the school office upon arrival for instruction and follow the sign in procedure outlined above

## REQUEST 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](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

