COMMUNICATION WITH SCHOOL STAFF POLICY

Help for non-English speakers
If you need help to understand the information in this policy, please contact Gisborne Secondary College on 03 5428 3691 or gisborne.sc@education.vic.gov.au.

PURPOSE

This policy explains how Gisborne 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

Gisborne 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 any urgent issues relating to a student on a particular day, please contact College Reception on 5428 3691
- to discuss a student's academic progress, health or wellbeing, please contact your Classroom Teacher / Year Level Coordinator / Wellbeing and Inclusion Team
- for enquiries regarding camps and excursions, please contact College Administration on 5428 3691
- to make a complaint, please contact the Principal and/or Assistant Principal of the relevant Sub School on 5428 3691. Please also refer to our Complaints policy, available: https://gisbornesc.vic.edu.au/school-governance/college-documents-policies/
- to report a potential hazard or incident on the school site, please contact our Business Manager on 5428 3691 / gisborne.sc@education.vic.gov.au
- for parent payments, please contact the Finance Manager on 5428 3691
- for all other enquiries, please contact our Office on 5428 3691 or gisborne.sc@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 24-48 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 language.services@education.vic.gov.au for more information. More information about Interpreting and Translation Services can be found at Interpreting and Translation Services: Policy | education.vic.gov.au

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@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
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	September 2026
Consultation	School Council, 9th September 2026
Approved by	Principal
Next scheduled review date	Before September 2028