



## COMMUNICATION WITH SCHOOL STAFF POLICY



### Help for non-English speakers

If you need help to understand the information in this policy please contact Noble Park English Language School on 9546 9578.

### PURPOSE

This policy explains how Noble Park English Language School 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

Noble Park English Language School understands the importance of providing helpful and timely responses to common enquiries from parents and carers including

- to report a student absence;
- to report any urgent issues relating to a student on a particular day;
- to discuss a student's academic progress, health or wellbeing;
- for enquiries regarding camps and excursions;
- to report a potential hazard or incident on the school site;
- to make a complaint, please contact the **Principal/Assistant Principal on 9546 9578**. Please also refer to our Complaints policy.
- for all other enquiries, please contact the front office/ Campus Coordinator/ Assistant Principal/ Principal

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 at each campus:

- **Noble Park campus on 9546 9578**
- **Casey campus on 9799 0288**
- **Springvale campus on 9548 3496**
- **Stonnington/ Glen Eira campus on 9571 9606 / 9571 0908**



# Noble Park English Language School

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.

## 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 [insert school contact details] for more information.

## 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
- Links included in enrolment packs
- Discussed at parent information sessions

## POLICY REVIEW AND APPROVAL

Policy last reviewed	February 2023
Approved by	Principal
Next scheduled review date	February 2027