



Communication with School Staff Policy

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Location

All Coburg High School policies are located under the 'Community' tab on Compass, sub-section 'School Documentation' and then 'Policies'.

Language Opportunities



If you require this document to be translated into another language, please contact:
info@coburg.vic.edu.au

Se si richiede che questo documento sia tradotto in un'altra lingua, si prega di contattare:

info@coburg.vic.gov.au

Εάν ζητήσετε να μεταφραστεί αυτό το έγγραφο σε άλλη γλώσσα, επικοινωνήστε με την ηλεκτρονική διεύθυνση
info@coburg.vic.edu.au

यदि आपको इस दस्तावेज़ को किसी अन्य भाषा में अनुवादित करने की आवश्यकता है, तो कृपया संपर्क करें:

info@coburg.vic.edu.au

اگر شما نیاز دارید که این سند به زبان دیگری ترجمه شود ، لطفاً با این آدرس تماس بگیرید: info@coburg.vic.edu.au

หากคุณต้องการแปลเอกสารนี้เป็นภาษาอื่นกรุณาติดต่อ: info@coburg.vic.edu.au

إذا كنت تريد ترجمة هذا المستند إلى لغة أخرى ، فيرجى الاتصال بـ: info@coburg.vic.edu.au

Purpose

This policy explains how Coburg High 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

Coburg High School 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 the Attendance Officer on (03) 9353 1700 or attendance@coburg.vic.edu.au
- to report any urgent issues relating to a student on a particular day, please contact the front office on (03) 9353 1700
- to discuss a student's academic progress, health or wellbeing, please contact the student's classroom teacher via Compass or the relevant Student Support Team via (03) 9353 1700
- for enquiries regarding camps and excursions, please contact the relevant Student Support Team via (03) 9353 1700
- to make a complaint, please contact the student's classroom teacher, home group teacher, Student Support Team or a member of the principal team according to your need via (03) 9353 1700. Please also refer to our Complaints policy, available on Compass and the school website
- to report a potential hazard or incident on the school site, please contact the office on (03) 9353 1700
- for parent payments, please contact the front office on (03) 9353 1700
- for all other enquiries, please contact the front office on (03) 9353 1700

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.

Further Information and Resources

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 the Front Office 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

Policy Review and Approval

Policy last reviewed	2024
Approved by	Principal
Next scheduled review date	2028