

COMMUNICATION WITH SCHOOL STAFF POLICY



Help for non-English speakers

If you need help to understand the information in this policy, please contact the Victorian School of Languages (03) 9474 0500.

PURPOSE

This policy explains how the Victorian School of Languages 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

The Victorian School of Languages 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 in [\(Appendix A\)](#) outlines key contacts and contact details for common queries for all Victorian School of Languages Centres and the Distance Education Section located at Head Office. For Centre classes, the Area Manager is considered the first person of contact. The Area Manager then redirects queries to appropriate staff as required. For absences, please refer to the dedicated Centre contact numbers in [\(Appendix A\)](#).

Common queries:

- 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 excursions
- to make a complaint
- to report a potential hazard or incident on the school site
- for parent voluntary contributions

For all other enquiries, please contact our Office during working hours on (030) 9474 0500. The office can also be contacted via email: vsl@vsl.vic.edu.au.

Our school staff will do their best to respond to general queries as soon as 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 the Victorian School of Languages (03) 9474 0500 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
(030 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 www.vsl.vic.edu.au
- Included in VSL Area newsletters
- Included in annual Centre Class brochures and in language-specific brochures
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last updated	October 2022
Approved by	Principal
Consultation	School Council: 10/11/22
Next scheduled review date	October 2026

APPENDIX A

Centre Locations and Contact Details

Altona North (Bayside S.C.) 1 McArthurs Road, Altona North	 9689 1166  9392 8602	Keysborough S.C. (Banksia) 8-20 Janine Road, Springvale South	 9558 5566  0411 074 060
Ballarat High School Sturt Street West, Ballarat	 9689 1166  0499 695 034	Lalor S.C. David Street, Lalor	 9464 0848  0428 450 116
Bendigo South East College Curtin Street, Bendigo	 9474 0562  0456 742 453	McKinnon S.C. McKinnon Road, McKinnon	 9547 3780  8520 9053
Berwick Secondary College Manuka Road, Berwick	 9791 9289  9474 0591	Melton (Staughton College) 26 Wilson Road, Melton South	 9474 0575  0436 642 201
Blackburn High School Springfield Road, Blackburn	 9840 0082  8804 6490	Mentone Girls S.C. 175 Balcombe Road, Mentone	 9558 5566  9558 5566
Box Hill High School Whitehorse Road, Box Hill	 9840 0082  9878 7287	Mildura Senior College Deakin Avenue, Mildura	 9802 4326  5021 2911
Brentwood S.C. Heath Street, Glen Waverley	 9558 5566  9561 5228	Noble Park (Carwatha Coll) Browns Road, Noble Park North	 9802 4326  0447 712 946
Broadmeadows (Hume) 62 Blair Street, Broadmeadows	 9364 3201  9302 6028	North Geelong S.C. Separation Street, North Geelong	 5277 9833  5277 9833
Brunswick S.C. Dawson Street, Brunswick	 9348 1720  8673 6731	Parkville (University H.S.) Story Street, Parkville	 9348 1720  9348 1720
Caroline Springs (Creekside Coll) The Crossing, Caroline Springs	 9474 0575  0429 047 129	Point Cook Senior S.C. Cnr Boardwalk Blvd & Bergamont Drive, Point Cook	 5277 9833  8366 1203
Clayton South (Westall S.C.) Rosebank Avenue, Clayton Sth	 9547 3780  9547 3780	Roxburgh College Donald Cameron Drive, Roxburgh Park	 9464 0848  9930 8100
Collingwood College McCutcheon Way, Collingwood	 9348 1720  9416 0641	Shepparton (Greater Shepparton S.C.) Hawdon Street, Shepparton	 9474 0562  0436 925 661
Craigieburn (Mt Ridley Coll) 2-30 Hampton Street, Craigieburn	 9364 3201  8339 6414	South Oakleigh College Bakers Road, Oakleigh South	 9547 3780  0417 579 729
Croydon (Melba College) Croydon Road, Croydon	 9474 0562  0436 925 660	Sunshine (Sunshine Coll Nth) Northumberland Road, Sunshine North	 9689 1166  9474 0593
Dandenong High School Princes Highway, Dandenong	 9791 9289  9791 9289	Taylors Lakes S.C. Parmelia Drive, Taylors Lakes	 9364 3201  9390 3130
Doncaster S.C. Church Road, Doncaster	 9840 0082  9840 0082	Thomastown S.C. Main Street, Thomastown	 9464 0848  9464 0848
Epping S.C. McDonalds Road, Epping	 9464 0848  9401 2599	Traralgon Grey Street P.S, Traralgon	 9558 5566  0439 653 766
Footscray H.S. (Barkly Campus) 298 Barkly Street, Footscray	 9689 1166  9689 1166	Truganina 55 Clearwood Drive, Truganina	 9474 0575  0427 145 809
Geelong (Matthew Flinders GSC) Cnr Fenwick & Myers Sts, Geelong	 5277 9833  9474 0594	Werribee (Suzanne Cory HS) 225 Hoppers Lane, Werribee	 5277 9833  0438 047 581
Glen Waverley S.C. O'Sullivan Road, Glen Waverley	 9802 4326  9802 4326	Wodonga M.Y. College Mitchell Street, Wodonga	 9474 0562  0447 423 975
Hampton Park S.C. Fordholm Road, Hampton Park	 9791 9289  0437 265 461		
Hume Central S.C. 62-70 Blair Street, Broadmeadows	 9464 0848  9302 6028		
Keilor Downs College Odessa Avenue, Keilor Downs	 9364 3201  0447 824 626		

 Phone number used outside of class time  Phone number used when classes are running