

## 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](mailto: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](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 [www.vsl.vic.edu.au](http://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**

<b>Altona North</b> (Bayside S.C.) 1 McArthurs Road, Altona North	9689 1166 9392 8602	<b>Keysborough S.C.</b> (Banksia) 8-20 Janine Road, Springvale South	9558 5566 0411 074 060
<b>Ballarat High School</b> Sturt Street West, Ballarat	9689 1166 0499 695 034	<b>Lalor S.C.</b> David Street, Lalor	9464 0848 0428 450 116
<b>Bendigo South East College</b> Curtin Street, Bendigo	9474 0562 0456 742 453	<b>McKinnon S.C.</b> McKinnon Road, McKinnon	9547 3780 8520 9053
<b>Berwick Secondary College</b> Manuka Road, Berwick	9791 9289 9474 0591	<b>Melton</b> (Staughton College) 26 Wilson Road, Melton South	9474 0575 0436 642 201
<b>Blackburn High School</b> Springfield Road, Blackburn	9840 0082 8804 6490	<b>Mentone Girls S.C.</b> 175 Balcombe Road, Mentone	9558 5566 9558 5566
<b>Box Hill High School</b> Whitehorse Road, Box Hill	9840 0082 9878 7287	<b>Mildura Senior College</b> Deakin Avenue, Mildura	9802 4326 5021 2911
<b>Brentwood S.C.</b> Heath Street, Glen Waverley	9558 5566 9561 5228	<b>Noble Park</b> (Carwatha Coll) Browns Road, Noble Park North	9802 4326 0447 712 946
<b>Broadmeadows (Hume)</b> 62 Blair Street, Broadmeadows	9364 3201 9302 6028	<b>North Geelong S.C.</b> Separation Street, North Geelong	5277 9833 5277 9833
<b>Brunswick S.C.</b> Dawson Street, Brunswick	9348 1720 8673 6731	<b>Parkville</b> (University H.S.) Stony Street, Parkville	9348 1720 9348 1720
<b>Caroline Springs</b> (Creekside Coll) The Crossing, Caroline Springs	9474 0575 0429 047 129	<b>Point Cook Senior S.C.</b> Cnr Boardwalk Blvd & Bergamont Drive, Point Cook	5277 9833 8366 1203
<b>Clayton South</b> (Westall S.C.) Rosebank Avenue, Clayton Sth	9547 3780 9547 3780	<b>Roxburgh College</b> Donald Cameron Drive, Roxburgh Park	9464 0848 9930 8100
<b>Collingwood College</b> McCutcheon Way, Collingwood	9348 1720 9416 0641	<b>Shepparton</b> (Greater Shepparton S.C.) Hawdon Street, Shepparton	9474 0562 0436 925 661
<b>Craigieburn</b> (Mt Ridley Coll) 2-30 Hampton Street, Craigieburn	9364 3201 8339 6414	<b>South Oakleigh College</b> Bakers Road, Oakleigh South	9547 3780 0417 579 729
<b>Croydon</b> (Melba College) Croydon Road, Croydon	9474 0562 0436 925 660	<b>Sunshine</b> (Sunshine Coll Nth) Northumberland Road, Sunshine North	9689 1166 9474 0593
<b>Dandenong High School</b> Princes Highway, Dandenong	9791 9289 9791 9289	<b>Taylors Lakes S.C.</b> Parmelia Drive, Taylors Lakes	9364 3201 9390 3130
<b>Doncaster S.C.</b> Church Road, Doncaster	9840 0082 9840 0082	<b>Thomastown S.C.</b> Main Street, Thomastown	9464 0848 9464 0848
<b>Epping S.C.</b> McDonalds Road, Epping	9464 0848 9401 2599	<b>Traralgon</b> Grey Street P.S, Traralgon	9558 5566 0439 653 766
<b>Footscray H.S. (Barkly Campus)</b> 298 Barkly Street, Footscray	9689 1166 9689 1166	<b>Truganina</b> 55 Clearwood Drive, Truganina	9474 0575 0427 145 809
<b>Geelong</b> (Matthew Flinders GSC) Cnr Fenwick & Myers Sts, Geelong	5277 9833 9474 0594	<b>Werribee</b> (Suzanne Cory HS) 225 Hoppers Lane, Werribee	5277 9833 0438 047 581
<b>Glen Waverley S.C.</b> O'Sullivan Road, Glen Waverley	9802 4326 9802 4326	<b>Wodonga M.Y. College</b> Mitchell Street, Wodonga	9474 0562 0447 423 975
<b>Hampton Park S.C.</b> Fordholm Road, Hampton Park	9791 9289 0437 265 461		
<b>Hume Central S.C.</b> 62-70 Blair Street, Broadmeadows	9464 0848 9302 6028		
<b>Keilor Downs College</b> Odessa Avenue, Keilor Downs	9364 3201 0447 824 626		
		<b>VSL HEAD OFFICE</b> 315 Clarendon Street Thornbury 3071 Telephone 9474 0500 Email vsl@vsl.vic.edu.au www.vsl.vic.edu.au	

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