

## POLICY REVIEW AND APPROVAL

This Policy has been reviewed and endorsed by the Principal:	2024
This Policies next review and endorsement is due in four years:	2028



### HELP FOR NON-ENGLISH SPEAKERS

If you need help to understand the information in this policy, please contact Geelong High School on 03 5225 4100 or [geelong.hs@education.vic.gov.au](mailto:geelong.hs@education.vic.gov.au).

## PURPOSE

This policy explains how Geelong 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

Geelong 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 Administration on 52254100 or [geelong.hs@education.vic.gov.au](mailto:geelong.hs@education.vic.gov.au)
- to report any urgent issues relating to a student on a particular day, please contact front office on 52254100
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher/ Home Room teacher/House leader
- to make a complaint, please contact the Principal/Assistant Principal on 52254100 Please also refer to our Complaints policy, available: [www.geelonghigh.vic.edu.au](http://www.geelonghigh.vic.edu.au)
- to report a potential hazard or incident on the school site, please contact the Principal on 52254100
- for parent payments, please contact the Business Manager on 52254100 or [geelong.hs@education.vic.gov.au](mailto:geelong.hs@education.vic.gov.au)
- for all other enquiries, please contact our Office on 5225 4100 or [geelong.hs@education.vic.gov.au](mailto:geelong.hs@education.vic.gov.au)

We will do our best to respond to general queries as soon as possible. The [right to disconnect](#) legislation makes explicit that all employees have the right to refuse to monitor, read, listen to or respond to contact that occurs outside their working hours from their employer or a third party (such as a student or a parent), unless that refusal is unreasonable.

We ask that you allow us [2 – 3 working days] to provide you with a detailed response to general queries. 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 Geelong High School 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](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 (or insert other online parent/carer/student communication method)
- 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