



# Communication with School Staff Policy



## Help for non-English speakers

If you need help to understand the information in this policy please contact VCD on 9510 1706 or [Victorian.ds@education.vic.gov.au](mailto:Victorian.ds@education.vic.gov.au)

## PURPOSE

This policy explains how Victorian College for the Deaf 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

Victorian College for the Deaf 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 add an attendance note onto Compass, or contact the office on Ph: 9510 1706 or SMS: +61416905371
- to report any urgent issues relating to a student on a particular day, please contact the office on Ph: 9510 1706 or SMS: +61416905371
- to discuss a student's academic progress, health or wellbeing, please contact your child's homegroup teacher or classroom teacher
- for enquiries regarding camps and excursions, please contact the office on Ph: 9510 1706 or SMS: +61416905371
- to make a complaint, please contact the Principal/Assistant Principal on 9510 1706 or [victorian.ds@education.vic.gov.au](mailto:victorian.ds@education.vic.gov.au). Please also refer to our Complaints policy.
- to report a potential hazard or incident on the school site, please contact the Business Manager, Curtis Yildirim, on 9510 1706, or [curtis.yildirim@education.vic.gov.au](mailto:curtis.yildirim@education.vic.gov.au)
- for parent payments, please contact the Business Manager, Curtis Yildirim, on 9510 1706, or [curtis.yildirim@education.vic.gov.au](mailto:curtis.yildirim@education.vic.gov.au)
- for all other enquiries, please contact our Office on Ph: 9510 1706, SMS: +61416905371 or [Victorian.ds@education.vic.gov.au](mailto:Victorian.ds@education.vic.gov.au)

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.

Staff will endeavour to accommodate any language interpreter requirements to ensure a smooth flow of communication between parents and the school.

## COMMUNICATION

This policy will be communicated to the school community via:

- School website
- Staff induction and handbook

## REVIEW CYCLE

This policy was last updated in June 2022 and is scheduled for view in **June 2025**.

This policy does not require school council approval. It was endorsed by the School Improvement Team (SIT) and the Principal on: 17<sup>th</sup> June 2022

