



Peter Lalor Secondary College

Communication with School Staff



Help for non-English speakers

If you need help to understand the information in this policy please contact the school on 9464 0122 or at peter.lalor.sc@education.vic.gov.au

PURPOSE

This policy explains how Peter Lalor Secondary College 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

Peter Lalor Secondary College 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 our administration office on 9464 0122 or peter.lalor.sc@education.vic.gov.au
- to report any urgent issues relating to a student on a particular day, please contact the administration office on 9464 0122
- to discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher, or the Year Level Coordinator on 9464 0122 or via Compass email
- for enquiries regarding camps and excursions, please contact your child's classroom teacher, or the Year Level Coordinator on 9464 0122 or via Compass email

- to make a complaint, please contact the principal on 9464 0122 Please also refer to our Complaints policy, available <https://peterlalom.vic.edu.au/policies/>
- to report a potential hazard or incident on the school site, please contact administration office on 9464 0122
- for parent payments, please contact administration office on 9464 0122 or @peter.lalom.sc@education.vic.gov.au
- for all other enquiries, please contact our administration office on 9464 0122.

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 our administration office on 9464 0122 for more information.

Requests for information

Parents and carers are generally entitled to information ordinarily provided to parents, including school reports and newsletters. The school provides these reports and newsletters via our compass management system and on our website.

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

COMMUNICATION

This policy will be communicated to our school community in the following ways:

- Available publicly on our school's website
- Included in staff induction processes and staff training
- Included in staff handbook/manual
- Included in transition and enrolment packs
- Reminders in our school newsletter
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	14.11.2024
Consultation	Principal Team
Approved by	Principal
Next scheduled review date	November 2028