



Help for non-English speakers

If you need help to understand the information in this policy please contact (03) 5973 1000.

PURPOSE

This policy explains how Somerville 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

Somerville 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:
 - Log on via the compass parent portal and submit your child's absence/reason by 9:00 am (preferred method).
 - Send an email to our student absence email: studentabsence@somervillesc.vic.edu.au by 9:00 am.
 - Phone the student absence line on: 5973 1098.
- to report any urgent issues relating to a student on a particular day, please contact front office on (03) 5973 1000.
- to discuss a student's academic progress, please contact your child's relevant classroom teacher via email on Compass or at the college on (03) 5973 1000.
- to discuss a student's health or wellbeing, please contact the Sub school team on 5973 1000, or via email through Compass.
- for enquiries regarding camps and excursions, please contact the staff member in-charge via email through Compass or on (03) 5973 1000.
- to make a complaint, please contact the Principal/Assistant Principal on email through Compass or on (03) 5973 1000. Please also refer to our Complaints policy, available on the College Website
- to report a potential hazard or incident on the school site, please contact the front office on (03) 5973 1000 or email somerville.sc@education.vic.gov.au.
- for parent payments, please contact the administration office on 5973 1000.
- for all other enquiries, please contact our Office on 5973 1000.

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.



Somerville Secondary College Communication with School Staff Policy

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 office on (03) 5973 1000 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

COMMUNICATION

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

- Available publicly on our school's website.
- Via Compass Newsfeeds
- Included in staff induction processes and staff training
- Included in transition and enrolment packs
- Discussed at parent information nights/sessions
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	August 2024
Approved by	Principal
Reviewed at College Council	August 2024
Next scheduled review date	August 2028 The recommended minimum review cycle for this policy is 3 to 4 years.