

INTRODUCTION

All staff members of Bairnsdale Secondary College are responsible for supporting the safety, participation, wellbeing and empowerment of children.

Our College Values of Respect, Resilience and Responsibility provide a strong foundation for this policy.

AIM

The purpose of this policy is to clarify how Bairnsdale Secondary College proposes to manage common enquiries from parents and carers.

SCOPE

This policy applies to all College Staff, Parents and Carers in our community.

POLICY

Bairnsdale 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 or any urgent issues relating to a student on a particular day, please contact:
 - Year 7 Hub 5150 4818
 - Year 8 Hub 5150 4888
 - Year 9 Hub 5150 4820
 - Year 10/11/12 Hub 5150 4823
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher via the Administration Office on 5150 4800
- for enquiries regarding camps and excursions, please contact:
 - Year 7 Hub 5150 4818
 - Year 8 Hub 5150 4888
 - Year 9 Hub 5150 4820
 - Year 10/11/12 Hub 5150 4823
- to make a complaint, please contact the Principal/Assistant Principals on 5150 4800. Please also refer to our Complaints policy, available: <http://bairnsdalesc.vic.edu.au/policies-and-procedures.html>
- to report a potential hazard or incident on the school site, please contact the OHS/Facilities Manager on 5150 4890
- for parent payments, please contact the Family Finance Officer on 5150 4812
- for all other enquiries, please contact our Office on 5150 4800 or Bairnsdale.sc@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 the Administration Office on 5150 4800 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
- Included in staff induction processes and staff training
- Reminders in our school newsletter
- Hard copy available from school administration upon request

RELATED DOCUMENTS / KEY REFERENCES

- Complaints Policy, available: <http://bairnsdalesc.vic.edu.au/policies-and-procedures.html>
- Department of Education Right to Disconnect Policy [right to disconnect](#)

Document Name: Academic Integrity Policy SC consultation not required.	Review Schedule: Every two years Endorsed by the Principal on: 20/01/2025	Page 2 of 2
All College policies are available in the Compass Policy Library. This policy is available on the College website.		Uncontrolled version when printed