

POLICY – SEPTEMBER 2024



LILYDALE HEIGHTS
COLLEGE

COMMUNICATION WITH SCHOOL STAFF POLICY

Review: 2027

Child Safe Standards

Victorian government schools are child safe environments. Lilydale Heights College actively promote the safety and wellbeing of all students, and all school staff are committed to protecting students from abuse or harm in the school environment, in accordance with their legal obligations including child safe standards.

PURPOSE

This policy explains how Lilydale Heights 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

Lilydale Heights 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 enter the absence on the Compass portal or contact the Absence line on 9735 1133. Given the convenience and security of the Compass portal, this is the preferred method.
- to report any urgent issues relating to a student on a particular day, please contact the General Office on 97351133. Our reception staff will then refer you to the most appropriate staff member to assist you.
- to discuss a student's academic progress, health or wellbeing, please contact your child's Learning Leader or Year Level Liaison.
- to make a time to meet with a member of staff, please contact the staff member via their email on Compass or by contacting the General Office on 9735 1133 or via email at lilydale.heights.co@education.vic.gov.au to make an appointment. We request that families to do not arrive at the college to meet with a staff member without an appointment. Staff are often teaching and/or involved in other school activities and may not be able to meet with you without prior notice. To avoid disappointment, we request that you make an appointment with the staff member.
- for enquiries regarding camps and excursions, please contact the General Office on 97351133. Our reception staff will then refer you to the most appropriate staff member to assist you.
- to make a complaint, please contact the Principal or an Assistant Principal on 9735 1133 or via email at lilydale.heights.co@education.vic.gov.au. Please also refer to our Complaints policy, available via the College website
- to report a potential hazard or incident on the school site, please contact our Business Manager on 9735 1133.
- for parent payments, please contact our Office Manager on 9735 1133.
- for all other enquiries, please contact our General Office on 9735 1133 or lilydale.heights.co@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.

Right to disconnect

At Lilydale Heights College, we support our staff's right to disconnect outside of their normal working hours. Based upon an amendment to the Fair Work Legislation Amendment (Closing Loopholes) Act 2023, all employees have the right to refuse contact from their employer or a third party (this includes students and/or a parents) outside of their normal working hours, unless that refusal is unreasonable. This means that under this new amendment to the legislation, staff at Lilydale Heights College are not obliged to monitor, read or respond to contact that occurs outside their normal working hours.

Staff that receive contact outside of their normal working hours will respond during their normal working hours around their teaching and administration responsibilities.

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 as Assistant Principal 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
- Included in staff handbook/manual
- Discussed at parent information nights/sessions
- Reminders in our school newsletter
- Discussed at student forums
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	September 2024
Approved by	Principal
Next scheduled review date	2027