



Help for non-English speakers

If you need help to understand the information in this policy, please contact East Gippsland Specialist School on 5152 5922.

PURPOSE

This policy explains how East Gippsland Specialist School 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

East Gippsland Specialist School 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 Reception on 5152 5922
- to report any urgent issues relating to a student on a particular day, please contact the Main Office on 03 5623 1385 or east.gippsland.ss@education.vic.gov.au
- to discuss a student's academic progress, health or wellbeing, please contact the classroom teacher or leadership.
- for enquiries regarding camps and excursions, please contact the classroom teacher or leadership on 5152 5922 or east.gippsland.ss@education.vic.gov.au
- to make a complaint, please contact the Principal or Assistant Principal on 5152 5922 or east.gippsland.ss@education.vic.gov.au. Please also refer to our Complaints policy available upon request from Reception or from our school website.
- to report a potential hazard or incident on the school site, please contact the Principal or Assistant Principal on 5152 5922 or east.gippsland.ss@education.vic.gov.au
- for parent payments, please contact the school Business Manager on 5152 5922 or east.gippsland.ss@education.vic.gov.au
- for all other enquiries, please contact Reception on 5152 5922 or east.gippsland.ss@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 3 working days to provide you with a detailed response. 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 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
- Reminders in our school newsletter
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

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| Policy last reviewed | August 2023 |
| Approved by | Principal |
| Next scheduled review date | August 2027 |