

COMMUNICATION WITH SCHOOL STAFF POLICY



Help for non-English speakers

If you need help to understand the information in this policy please contact [insert school contact details].

PURPOSE

This policy explains how Bendigo South East 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

Bendigo South East 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 Absence Line on 5443 7600
- to report any urgent issues relating to a student on a particular day, please contact General Office on 5443 4522
- to discuss a student's academic progress, health or wellbeing, please contact students Year Level Leader
- for enquiries regarding camps and excursions, please contact student's Year Level Leader
- to make a complaint, please contact the Principal/Assistant Principal on 5443 4522 or helpdesk@bse.vic.gov.au. Please also refer to our Parent Complaint Policy, available: <https://www.bse.vic.edu.au/wp-content/uploads/Parent-Complaint-Policy-DET-Booklet.pdf>
- to report a potential hazard or incident on the school site, please contact General Office on 5443 4522
- for parent payments, please contact General Office on 5443 4522
- for all other enquiries, please contact our General Office on 5443 4522

School staff will do their 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.

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 [insert school contact details] for more information.

BSE VIRTUAL

BSE Virtual (at www.bse.vic.edu.au/virtual) is an online system. Students and parents can access, using a student or family login, to view:

- student's dashboard
- student's LA results
- student's Learning Program and the Learning Tasks they are completing
- student's Graduation Elements and their Graduation Status
- student's Learning Culture and their scheduled lessons
- messages and alerts from Staff and BSE to students and/or parents

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@edumail.vic.gov.au

COMMUNICATION

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

- Available publicly on our school's website
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	October 2022
Consultation	School Council
Approved by	Principal
Next scheduled review date	October 2026