

# COMMUNICATION WITH SCHOOL STAFF POLICY

## 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 students Year Level Leader
- to make a complaint, please contact the Principal/Assistant Principal on 5443 4522 or [helpdesk@bse.vic.gov.au](mailto: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.

## BSE VIRTUAL

**BSE Virtual** (at [www.bse.vic.edu.au/virtual](http://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

## COMMUNICATION

**Parent communication** is always welcome and regarded as vital for each student's social and academic progress.

Parents may:

- Call the College to speak to, or arrange an appointment with a staff member.
- Email Contact can be made via [helpdesk@bse.vic.edu.au](mailto:helpdesk@bse.vic.edu.au)
- Visitors to the College are advised that it is unlikely that staff will be immediately available to speak with. However, details regarding the issue can be taken by the office staff and forwarded onto the most appropriate staff member.

Visitors to the College are to be respectful, confidential and courteous. Complainants who are unreasonable, threatening or aggressive can expect their discussions with staff to be terminated until such time as an alternative time is arranged by the College with more appropriate staff in attendance.

Examples of the various avenues for communication that are in place at BSE are;

- BSE Virtual
- Assemblies to promote leadership, citizenship and collegiality
- College Council and subcommittees
- Parent forums/information evenings
- Facebook, Webpage, Instagram
- Newsletter, distributed digitally from the College via the Website and BSE Virtual

### **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](mailto:foi@edumail.vic.gov.au)

## REVIEW CYCLE

This policy was last updated on August 16, 2019 and is scheduled for review in August 2022.