

## COLAC SECONDARY COLLEGE

### COMMUNITY COMMUNICATION POLICY

#### PURPOSE

This policy explains how Colac Secondary College proposes to manage common enquiries from parents and carers.

This policy applies to school staff, and all parents and carers in our community.

#### POLICY

Colac 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, please contact the school absence line on 5231 9888, general office on 5231 9800, or enter via COMPASS
- to report any urgent issues relating to a student on a particular day, please contact the General Office on 5231 9800
- to discuss a student's academic progress, health or wellbeing, please contact your child's Year Level Coordinator on 5231 9800
- for enquiries regarding camps and excursions, please contact the teacher in charge of the event
- to make a complaint, please contact the Principal/Assistant Principal on 5231 9800. Please also refer to our Complaints policy
- to report a potential hazard or incident on the school site, please contact Principal/Assistant Principal on 5231 9800
- for parent payments, please contact the Business Manager on 5231 9800
- for all other enquiries, please contact our General Office on 5231 9800

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.

#### EVALUATION

This policy will be reviewed every three to four years or more frequently if necessary due to changes in regulations or circumstances.

Council Approval date	June 2021
Review date	2024
DET/VRQA required	Optional