

## PURPOSE

This policy explains how Rubicon Outdoor Centre 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

Rubicon Outdoor Centre 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 not attending or to report any urgent issues relating to a student on a particular day, please contact Thornton campus reception on 5773 2285 or email [rubicon.oc@edumail.vic.gov.au](mailto:rubicon.oc@edumail.vic.gov.au) or Nayook campus reception on 5628 4210 or email [rubicon.oc@edumail.vic.gov.au](mailto:rubicon.oc@edumail.vic.gov.au)
- to discuss a student's academic progress, health or wellbeing, please contact reception and ask for the Campus Principal
- for enquiries regarding activities whilst at Rubicon, please contact reception and ask for the Campus Principal or visit <http://rubicon.vic.edu.au/activities/>
- to make a complaint, please telephone, visit or write to:
  - The Assistant Principal about issues relating to learning issues and incidents that happened in their group, or other student issues.
  - The Principal about issues relating to school policy, school management, or staff members.
- to report a potential hazard or incident on the school site, please contact Thornton campus reception on 5773 2285 or email [rubicon.oc@edumail.vic.gov.au](mailto:rubicon.oc@edumail.vic.gov.au) or Nayook campus reception on 5628 4210 or email [rubicon.oc@edumail.vic.gov.au](mailto:rubicon.oc@edumail.vic.gov.au)
- for all other enquiries, please contact the Thornton campus reception on 5773 2285 or email [rubicon.oc@edumail.vic.gov.au](mailto:rubicon.oc@edumail.vic.gov.au) or Nayook campus reception on 5628 4210 or email [rubicon.oc@edumail.vic.gov.au](mailto:rubicon.oc@edumail.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.

### 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 13/9/2018 and is scheduled for view in September 2021

### Implementation guide

Is it compulsory for all Victorian government schools to have a policy addressing this issue?	No, this school policy is optional.
Does this policy have to be approved by school council?	No
Recommended consultation	It is recommended that school council be consulted and its views should be taken into account when you adopt this policy, as the sections in this template that are marked in yellow should be tailored to your school community.
Policy basis	<ul style="list-style-type: none"> <li>• School Policy and Advisory Guide: <a href="#">Requests for Information About Students</a></li> <li>• Common law duty of care</li> <li>• <i>Education and Training Reform Act 2006</i></li> </ul>
Recommended review cycle	3-4 years

- We recommend that you consult with school staff to ensure that the content of this policy is useful, relevant and tailored to your school community. Staff are likely to have ideas about common queries and appropriate lines of communication.
- If you choose to have a policy about how parents can communicate with staff, it should be available on your school website so that it can be accessed by parents.
- Parents may also be provided with this policy upon enrolment, and reminded of it at regular intervals (for example, through your school newsletter).