

COMMUNICATION WITH SCHOOL STAFF POLICY



Help for non-English speakers

If you need help to understand the information in this policy, please contact Rubicon Outdoor School on 03 5773 2285 or via email at Rubicon.os@education.vic.gov.au

PURPOSE

This policy explains how Rubicon Outdoor 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

Rubicon Outdoor 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 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.os@education.vic.gov.au or Nayook campus reception on 5628 4210 or email Rubicon.os@education.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 Campus Principal about issues relating to learning issues and incidents that happened in their group, or other student issues.
 - The School 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.os@education.vic.gov.au or Nayook campus reception on 5628 4210 or email Rubicon.os@education.vic.gov.au
- for all other enquiries, please contact the Thornton campus reception on 5773 2285 or email Rubicon.os@education.vic.gov.au or Nayook campus reception on 5628 4210 or email Rubicon.os@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 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 Rubicon Outdoor School on 03 5773 2285 or via email at Rubicon.os@education.vic.gov.au 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

POLICY REVIEW AND APPROVAL

Created/reviewed date	March 2023
Consultation	15/03/2023 Rubicon Outdoor School Council
Endorsed by	Andrew Monson, Principal
Endorsed on	15/03/2023
Next review date	March 2027