



Help for non-English speakers

If you need help to understand the information in this policy, please contact McClelland College.

PURPOSE

This policy explains how McClelland 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

McClelland 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 use Compass, and if needed contact the Admin Team on 9789 4544.
- to report any urgent issues relating to a student on a particular day, please contact the front office on 9789 4544.
- to discuss a student's academic progress, health or wellbeing, please contact your relevant Year Level Coordinator.
- for enquiries regarding camps and excursions, please contact the Admin Team on 9789 4544.
- to make a complaint, please contact the relevant Assistant Principal on 9789 4544. Please also refer to our Complaints policy, available: [HERE](#)
- to report a potential hazard or incident on the school site, please contact the Facilities Manager on 9789 4544.
- for parent payments, please contact the Admin Team on 9789 4544.
- for all other enquiries, please contact our Office on 9789 4544.

We will do our best to respond to general queries as soon as possible. The [right to disconnect](#) legislation makes explicit that all employees have the right to refuse to monitor, read, listen to or respond to contact that occurs outside their working hours from their employer or a third party (such as a student or a parent), unless that refusal is unreasonable.

We ask that you allow us 2 – 3 working days to provide you with a detailed response to general queries. We will endeavour to respond to urgent matters within 24 hours where possible.

As per the Student Wellbeing and Engagement Policy, communication with school staff must be respectful and considerate of staff safety in the workplace.

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 McClelland College 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