

Communication with School Staff Policy

PURPOSE

This policy explains how Blackburn High School engages and communicates with its school and wider community. The policy outlines how the school proposes to manage common enquiries from parents and carers. Blackburn High School values communication between members of the school and wider community as a joint collaboration based on mutual respect.

SCOPE

This policy applies to school staff, students, parents, carers and the wider community.

POLICY

Blackburn High 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 absence**, please contact your child's House Administration Assistant or add the absence via the parent portal
- to report any **urgent issues** relating to a student on a particular day, please contact the Front Office on 03 8804 6464
- to discuss a student's **academic progress, health or wellbeing**, please contact your child's Mentor Teacher
- for enquiries regarding **camp and excursions**, please contact your child's House Administration Assistant
- to make a **complaint**, please address your concerns to the Assistant Principal at blackburn.hs@education.vic.gov.au. Please also refer to the school's Complaints policy, available on request (see below).

- to report a **potential hazard or incident** on the school site, please contact the Front Office on 03 8804 6464
- for **parent payments**, please contact the Bursar on 03 8804 6464
- for all other enquiries, please contact the Front Office on 03 8804 6464 or at blackburn.hs@education.vic.gov.au

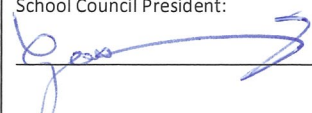
School staff will do our best to respond to general queries as soon as possible and ask that school staff are afforded 2 – 3 working days to follow-up as required and provide a detailed response. The school will endeavour to respond to urgent matters within 24 hours where possible.

Access to school documentation and policies

All relevant documentation relating to student learning (including curriculum), safety and wellbeing can be accessed via the school's website. The website provides a list of other school policies that are available upon request through emailing blackburn.hs@education.vic.gov.au

REFERENCES

Respect for School Staff Policy, available upon request.
 BHS Complaints Policy, available upon request.
 Education and Training Reform Amendment (Protection of School Communities) Bill 2021

Date implemented	May 2021
Author	C.Gachon
Approval Authority	
Principal:	
J. Alexander	Date: 7.10.21
School Council President:	
	Date: 17/9/21
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References	Victorian Government Schools Advisory Guide