



## PURPOSE

This policy explains how Lyndhurst Secondary 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

Lyndhurst 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 record the absence on Compass or contact Reception on (03) 5996 0144
- to report any urgent issues relating to a student on a particular day, please contact Reception on (03) 5996 0144
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher, Team Leader or Sub School Leader
- for enquiries regarding camps and excursions, please contact the relevant co-ordinator of the excursion or camp on (03) 5996 0144
- to make a complaint, please refer to our Raising Concerns and Complaints Policy and Procedures that can be found on our Website
- to report a potential hazard or incident on the school site, please contact Reception on (03) 5996 0144
- for parent payments, please contact Reception on (03) 5996 0144
- for all other enquiries, please contact Reception on (03) 5996 0144.

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.

All Policy updates will be posted on our College Website. All staff will receive an email with the updated school policies and procedures.

## 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 November 2018 and is scheduled for review in November 2021