



## Communication with School Staff

### PURPOSE

This policy explains how Euroa Secondary College proposes to manage common enquiries from parents and carers.

### SCOPE

This policy applies to school staff, and all families, parents and carers in our community.

### POLICY

Euroa 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 contact the office on 5795 2512
- to report any urgent issues relating to a student on a particular day, please contact the office on 5795 2412
- to discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher/ Home Room teacher/Year Level Coordinator by email
- for enquiries regarding camps and excursions, please contact the teacher in charge of the excursion
- to make a complaint, please contact the Principal or Assistant Principal on 5795 2512. Please also refer to our Complaints policy.
- to report a potential hazard or incident on the school site, please contact the Office on 5795 2512
- for parent payments, please contact the Office on 5795 2512
- for all other enquiries, please contact our Office on 5795 2512 or email: [euroa.sc@education.vic.gov.au](mailto:euroa.sc@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.

### REVIEW CYCLE

This policy was last updated in February 2021 and is scheduled for review in [month/year].

“A united community where everybody has responsibility in preparing youth for their future.”  
CHALLENGE    EMPOWERMENT    RESILIENCE    RESPECT