|  | **Help for non-English speakers**If you need help to understand the information in this policy please contact Hume Valley School.Ph: 9309 3477 |
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## **PURPOSE**

This policy explains how Hume Valley School proposes to manage common enquiries from parents and carers.

Face​ ​to​ ​face​ ​and​ ​telephone​ ​conversations​ ​are​ ​the​ ​primary​ ​medium​ ​of​ ​communication​ ​with​ ​the school.​ ​Parents​ ​will​ ​be​ ​advised​ ​that​ ​any​ ​queries​ ​should,​ ​in​ ​the​ ​first​ ​instance,​ ​be​ ​raised​ ​with​ ​the​ ​Sub School​ ​Leader​ ​or​ ​a​ ​member​ ​of​ ​the​ ​Wellbeing​ ​Team​ ​for​ ​consideration.​ ​Sensitive​ ​issues​ ​or​ ​issues​ ​of​ ​a personal​ ​nature​ ​can​ ​be​ ​directed​ ​to​ ​the​ ​Principal,​ ​Assistant​ ​Principals,​ ​Wellbeing​ ​Team​ ​and​ ​Sub School Leaders.

## **SCOPE**

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

## **POLICY**

Hume Valley 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 Campus front office:
	+ - **Koroit Campus: 93093477**
		- **Narrun Campus: 9309 6664**
		- **VPC Campus: 9066 3690**
* **to report any urgent issues relating to a student on a particular** day, please contact your child’s Sub School Leader.
* to discuss a student’s academic progress, health or wellbeing, please contact your sub school leader or a member of the wellbeing team.
* for enquiries regarding camps and excursions, please contact your child’s sub school manager or front office at the relevant campus **Koroit Campus 93093477 Narrun Campus 9309 6664 VPC 9066 3690**
* To make a complaint, please contact the **Principal or an Assistant Principal** on 93093477.
	+ (Please also refer to our Complaints policy.)
* to report a potential hazard or incident on the school site, please contact on Principal or an Assistant Principal on 93093477
* for parent payments, please contact Front Office on 93093477
* for all other enquiries, please contact our Office on 93093477

School staff will do our best to respond to general queries as soon as possible and ask that you allow us 2 – 3 working day] to provide you with a detailed response. We will endeavour to respond to urgent matters within 24 hours where possible.

## **APPROVAL AND REVIEW**

This policy will be reviewed as part of the school’s annual year review cycle.

| Policy Reviewed | September 2025 |
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| Consultation | SCHOOL COUNCIL |
| Endorsed by | Principal : YES |
| Endorsed on | 9/09/2025 |
| Next review date | September 2026 |