



PURPOSE

This policy explains how Portland Secondary College (Must Street & Victoria Parade campuses) 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

Portland Secondary College (Must Street & Victoria Parade campuses) 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 enter the absence on Compass on the day or phone the General Office on 55231344
- to report any urgent issues relating to a student on a particular day, please contact the classroom teacher, year level leader or student's mentor. If unable to contact any of these please phone the general office on 5523 1344
- to discuss a student's academic progress, health or wellbeing, please contact the classroom teacher/ Mentor teacher/Year Level Leader
- for enquiries regarding camps and excursions, please contact the relevant teacher
- to make a complaint, please contact the Principal or Assistant Principal on 5523 1344 or email portlandsc@edumail.vic.gov.au Please also refer to our Complaints policy, available: [Complaints and Grievances Policy.docx](#)
- to report a potential hazard or incident on the school site, please contact Operations Manager, Ms Vicki Taylor on 5523 1344
- for parent payments, please contact the Business Manager, Mrs Michelle Boreham on 5523 1344
- for all other enquiries, please contact the General Office on 5523 1344

School staff will do their 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.

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

RELATED POLICIES AND RESOURCES

- Privacy Policy
- [Complaints & Grievances Policy](#)

REVIEW CYCLE

DATE	VERSION	RATIFIED BY	NEXT REVIEW
Oct 2018	2	Portland Secondary College School Council	Sept 2020