Mullauna Secondary College
MITCHAM

'Success through learning together'

Communication with School Staff Policy

@ 17 September 2026

Help for non-English speakers



If you need help to understand the information in this policy please contact Mullauna Secondary College general office

PURPOSE

This policy explains how Mullauna 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

Mullauna 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 use the Compass portal.
- To report any urgent issues relating to a student on a particular day, please contact the general office on 9874 3422.
- The College will provide a minimum of two written reports and two Learning Conferences per year for parents and students to discuss their progress with teachers. At other times, to discuss a student's academic progress, health or wellbeing, parents / carers should contact their child's Year Level Coordinator.
- For enquiries regarding camps and excursions, please contact the member of staff managing the camp or excursion as listed on the event on Compass.
- To make a complaint, please refer to our Complaints Policy located in the School Policies Folder on Compass.
- To report a potential hazard or incident on the school site, please contact the general office on 9874 3422.
- For parent payments, please access Compass or in the case of Compass access issues, please contact the general office on 9874 3422.
- For all other enquiries, please contact the general office 9874 3422 or email Mullauna.sc@education.vic.gov.au

We will do our best to respond to general queries as soon as possible. The right to disconnect legislation makes explicit that all employees have the right to refuse to monitor, read, listen to or respond to contact that occurs outside their working hours from their employer or a third party (such as a student or a parent), unless that refusal is unreasonable.

We ask that you allow us 2 – 3 working days to provide you with a detailed response to general queries. We will endeavour to respond to urgent matters within 24 hours where possible.

INTERPRETING SERVICES

We can arrange for interpreting support if you are from a language background other than English and need help with understanding important educational information about your child. Contact Mullauna Secondary College general office on 9874 3422 or via email Mullauna.sc@education.vic.gov.au to arrange this.

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@education.vic.gov.au

COMMUNICATION

This policy will be communicated to our school community in the following ways:

- Available in the School Policies folder on Compass
- Available publicly on our school's website
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	September 2026
Consultation	School Council 15 September 2-26
Approved by	Principal September 2026
Next scheduled review date	September 2030