



# UNIVERSITY HIGH SCHOOL



## Help for non-English speakers

If you need help to understand the information in this policy please contact University High School on 9347 2022 or [university.hs@education.vic.gov.au](mailto:university.hs@education.vic.gov.au)

## PURPOSE

This policy explains how University High School 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

University High 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 including direct email communication between parents/carers and teachers:

- to report a student absence, please use the Compass Parent Portal. If you are unable to do this, please contact the school office on 9347 2022
- to report any urgent issues relating to a student on a particular day, please contact the school office on 9347 2022
- to initially raise a student's academic progress concern in regards to a particular subject or across various subjects or to raise a health or wellbeing issue, please contact your child's sub-school coordinator who will facilitate communication with teachers where required
- to follow up on a progress or ready-to-learn concern communicated by a teacher via a compass notification, please respond directly to the teacher per email. Email communication guidelines for parents/carers are available on our website ([link](#))
- for enquiries regarding camps and excursions, please contact the front office for payment inquiries or assistance providing consent; or to be referred to the appropriate staff member if you have other queries
- to make a complaint, please contact your child's sub-school coordinator or Head of Sub-School in the first instance. Formal complaints or complaints unable to be addressed through this avenue should be directed to an Assistant Principal or directly to the Principal. Please also refer to our Complaints policy, available at <https://www.unihigh.vic.edu.au/index.php/school-policies-dm>
- to report a potential hazard or incident on the school site, please contact the front office on 9347 2022
- for parent payments, please contact the front office on 9347 2022 or [university.hs@education.vic.gov.au](mailto:university.hs@education.vic.gov.au); and ask to speak to a member of the finance team
- for all other enquiries, please contact our Office on 9347 2022 or [university.hs@education.vic.gov.au](mailto:university.hs@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 around 2-3 working days to provide you with a detailed response, depending on the nature of your query. We will endeavour to respond to urgent matters within one working day 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 [university.hs@education.vic.gov.au](mailto:university.hs@education.vic.gov.au) for more information.

## 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](mailto:foi@education.vic.gov.au)

## POLICY REVIEW AND APPROVAL

Policy last reviewed	May 2024
Approved by	Principal
Next scheduled review date	May 2026