



## COMMUNICATION WITH SCHOOL STAFF POLICY

Reviewed: 07/07/2022

Next review: 07/07/2025

RECOMMENDED REVIEW CYCLE: 3-4 YEARS

COMMUNICATION METHOD: SCHOOL WEBSITE / STAFF HANDBOOK

Optional



### Help for non-English speakers

- If you need help to understand the information in this policy please contact Doncaster Primary School on 9848 1122 or email [doncaster.ps@education.vic.gov.au](mailto:doncaster.ps@education.vic.gov.au)

### PURPOSE

This policy explains how Doncaster Primary 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

Doncaster Primary 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 go onto Compass to enter dates of student absence and to record explanation of absence as required by DE&T
- to report any urgent issues relating to a student on a particular day, please contact front office on 9848 1122
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher
- for enquiries regarding camps and excursions, please contact your classroom teacher
- to make a complaint, in most instances, please contact your classroom teacher. Please refer to our Complaints policy for further details on the complaints process, available on the school website.
- to report a potential hazard or incident on the school site, please contact Office Manager or Principal on 9848 1122 or email [doncaster.ps@education.vic.gov.au](mailto:doncaster.ps@education.vic.gov.au)
- for parent payments, please contact Natalie Pike (Business Manager) 9848 1122 or email [doncaster.ps@education.vic.gov.au](mailto:doncaster.ps@education.vic.gov.au)
- for all other enquiries, please contact our Office on 9848 1122 or [doncaster.ps@education.vic.gov.au](mailto:doncaster.ps@education.vic.gov.au)

Last edited: 02/05/19 by Larissa Vesdrevanis

Located in U:\Policies and on Compass under School Documentation

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.

### 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 [insert school contact details] 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@edumail.vic.gov.au](mailto:foi@edumail.vic.gov.au)