

COMMUNICATION WITH SCHOOL STAFF POLICY



Help for non-English speakers

If you need help to understand the information in this policy, please contact Dandenong Valley SDS on 9704 4800.

PURPOSE

This policy explains how Dandenong Valley SDS 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

Dandenong Valley SDS 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:

All enquiries should be made through the front office on 9704 4800 and will be directed to the appropriate person.

General Office:

- to report a student absence
- to report any urgent issues relating to a student on a particular day
- to report a potential hazard or incident on the school site,
- for parent payments
- for all other enquiries

Student's Academic progress, Health or Wellbeing: Classroom Teachers

Bus Issues: Kim Saunders- Lipari (Assistant Principal)

Hazards/incidents: Paul Kendall (Facilities Manager)

Questions/Enquiries/Concerns of a whole school matter/sensitive issues:

Rhonda Fletcher (Principal), Michael Weston (Assistant Principal) or Kim Saunders-Lipari (Assistant Principal)

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 the front office on 9704 4800 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

COMMUNICATION

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

- Available publicly on our school's website
- Included in staff induction processes and staff training
- Discussed at prep information/transition sessions
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	March 2021
Approved by Principal	Rhonda Fletcher
Next scheduled review date	March 2025