

 <p>DONCASTER SECONDARY COLLEGE</p>	<h2>COMMUNICATION WITH SCHOOL STAFF POLICY</h2>
<p>College Council will review this policy every four years or as directed by DET</p> <p><i>Consultation with College Council is recommended by DET</i></p>	<p>Date approved: November 2021</p>
	<p>Date of next review: 2025</p>



Help for non-English speakers

If you need help to understand the information in this policy please contact school administration on (03) 9848 4677

PURPOSE

This policy explains how Doncaster 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

Doncaster 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, late arrival or early departure, parents / carers can:
 - log in to the Compass Student Management System and record this information
 - provide an explanatory note to their child who can present it to the relevant Sub-School Reception Officer immediately upon arrival at school after absence or lateness, or prior to before school on the day of an early departure
 - contact the relevant Sub-School Reception Officer on (03) 9848 4677 and then selecting the option for their child's Sub-School

Please note: students who are departing school early are required to sign out at the relevant Sub-School Reception regardless of whether this early departure has been recorded on Compass or in-person.

- to report any urgent issues relating to a student on a particular day, please contact school administration on (03) 9848 4677 where you will be redirected to the most suitable person to respond to the issue
- to discuss a student's academic progress, health and wellbeing, please use Compass to email your child's classroom teacher, DiSCovery teacher or Year Level Co-ordinator
- for enquiries about our International Students Program, please contact the Director of the International Students Program on (03) 9848 4677 or via doncaster.sc@education.vic.gov.au
- to make a complaint, please contact school administration on (03) 9848 4677 or via doncaster.sc@education.vic.gov.au and ask to be directed to the relevant staff member. In the case of most student matters the first point of contact would be the Year Level Co-ordinator. Concerns may also be directed to the: Junior, Middle or Senior School Leaders, Assistant Principals or Principal. Please also refer to our Complaints Policy, available on our website: <https://doncastersc.vic.edu.au/policies/>

- to report a potential hazard or incident on the school site, please contact school administration on (03) 9848 4677 and advise our office administration of the potential hazard or incident.
- for parent / carer payments, the preferred method is online through Compass. Alternatively, payments can be made directly to the Student Payment Office located at the General Office.
- for all other enquiries, please contact the school administration office on (03) 9848 4677 or at doncaster.sc@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 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 Doncaster Secondary College 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
- Included in staff handbook / manual
- Included in transition and enrolment packs
- Reminders in our school newsletter
- Hard copy available from school administration upon request