

Doncaster Gardens Primary School

COMMUNICATION WITH SCHOOL STAFF POLICY

PURPOSE

This policy explains how Doncaster Gardens 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 Gardens 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 mark student absence on Compass or contact the school's office on doncaster.gardens.ps@education.vic.gov.au
- to report any urgent issues relating to a student on a particular day, please contact our front office on 9848 5282
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher
- for enquiries regarding camps and excursions, please contact your child's class teacher on 9848 5282 or via the school's email: doncaster.gardens.ps@education.vic.gov.au
- to make a complaint, please contact the Principal/Assistant Principal on doncaster.gardens.ps@education.vic.gov.au
- Please also refer to our Complaints policy, available on the school's website
- to report a potential hazard or incident on the school site, please contact the Principal or Assistant Principal on 9848 5282 or via the school's email: doncaster.gardens.ps@education.vic.gov.au
- for parent payments, please contact our Finance Manager or Principal on 9848 5282 or via the school's email: doncaster.gardens.ps@education.vic.gov.au
- for all other enquiries, please contact our Office on 9848 5282 or via the school's email: doncaster.gardens.ps@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 our school office for more information.

First Ratified: June 2025

Reviewed: June 2025

This policy is localised for Doncaster Gardens Primary School from a DET policy template.

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

POLICY REVIEW AND APPROVAL

Policy last reviewed	17 June 2025
Consultation	Education Sub-committee, 10 June 2025 School Council, 17 June 2025
Approved by	Principal
Next scheduled review date	June 2028