



Dimboola Memorial Secondary College: Communication with School Staff Policy

PURPOSE

This policy explains how Dimboola Memorial 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

Dimboola Memorial 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, please contact the Front Office on 5389 1460
- to report any urgent issues relating to a student on a particular day, please contact the Front Office 5389 1460
- to discuss a student's academic progress, health or wellbeing, please contact your Year Level Coordinator.
- for enquiries regarding camps and excursions, please contact the Front Office.
- to make a complaint, please contact the Principal/Assistant Principal at the school. Please also refer to our Complaints policy, available on our DMSC website.
- to report a potential hazard or incident on the school site, please contact the Principal/Assistant Principal at the school.
- for parent payments, please contact Kaye Webb at the Front Office or use the DMSC Qkr! app
- for all other enquiries, please contact our Office on 5389 1460.

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 5389 1460 for more information.

Requests for information

Parents and carers are generally entitled to information ordinarily provided to parents, including school reports and newsletters. School reports can be accessed via our XUNO parent portal and newsletters are emailed home weekly.

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
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	December 2022
Consultation	Principal
Approved by	DMSC School Council
Next scheduled review date	December 2025