



DUNOLLY PRIMARY SCHOOL

COMMUNICATION WITH SCHOOL STAFF POLICY



Help for non-English speakers

If you need help to understand the information in this policy please contact the principal on 54681111.

PURPOSE

This policy explains how Dunolly 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

Dunolly 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 contact Business Manager, Tracey Lacey on 54681111 to speak to Tracey directly or leave a voicemail message.
- to report any urgent issues relating to a student on a particular day, please contact Business Manager, Tracey Lacey or Principal, Katie Lovel on 54681111
- to discuss a student's academic progress, health or wellbeing, please contact your child's classroom teacher.
- for enquiries regarding camps and excursions, please contact classroom teacher or Business Manager, Lacey on 54568111 or email: dunolly.ps@education.vic.gov.au
- to make a complaint, please contact the Principal on 54681111 or email: katie.lovel@education.vic.gov.au Please also refer to our Complaints policy, available: [DPS complaints policy 2023.docx](#)
- to report a potential hazard or incident on the school site, please contact Business Manager, Tracey Lacey on 54681111 or email: dunolly.ps@education.vic.gov.au

- for parent payments, please contact Business Manager, Tracey Lacey on 54681111 or email: dunolly.ps@education.vic.gov.au
- for all other enquiries, please contact our Office on Business Manager, Tracey Lacey on 54681111 or email: dunolly.ps@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 Principal on 54681111 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 and Compass Portal
- Included in staff induction processes and staff training
- Included in staff handbook/manual
- Discussed at annual staff briefings/meetings
- Discussed at parent information nights/sessions
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	March 2026
Consultation	School Council
Approved by	Principal
Next scheduled review date	March 2026