



## COMMUNICATION WITH SCHOOL STAFF POLICY



### Help for non-English speakers

If you need help to understand the information in this policy please contact the Niddrie Primary School office on T. 9379 6587.

### PURPOSE

This policy explains how Niddrie 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

Niddrie 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 the front office on T. 9379 6587 or log on to the school's digital platform, Compass, to submit electronically
- to report any urgent issues relating to a student on a particular day, please contact the front office on T. 9379 6587
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher or Professional Learning Community Leader
- for enquiries regarding camps and excursions, please contact the front office on T. 9379 6587
- to make a complaint, please contact the Assistant Principals/Principal on T. 9379 6587 or via email [Niddrie.ps@education.vic.gov.au](mailto:Niddrie.ps@education.vic.gov.au) Please also refer to our Complaints policy, available: <https://niddrieps.vic.edu.au/wp-content/uploads/2022/08/NPS-Complaints-Policy-updated-July-2022.pdf>
- to report a potential hazard or incident on the school site, please contact Craig Lofts (OH&S representative), Ben Kline or Emily Wong (Assistant Principals) or Sarah Dalton (Principal) on T. 9379 6587 or via email: [Niddrie.ps@education.vic.gov.au](mailto:Niddrie.ps@education.vic.gov.au)
- for parent payments, please contact Kellie Busuttil (Business Manager) on [Niddrie.ps@education.vic.gov.au](mailto:Niddrie.ps@education.vic.gov.au)
- for all other enquiries, please contact our Office on T. 9379 6587 or via email [Niddrie.ps@education.vic.gov.au](mailto:Niddrie.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 the school office on T. 9379 6587 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](mailto: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 (or insert other online parent/carer/student communication method)
- Reminders in our school newsletter
- Hard copy available from school administration upon request

## POLICY REVIEW AND APPROVAL

Policy last reviewed	02/05/2023
Approved by	Principal
Next scheduled review date	May 2026