



NILMA PRIMARY SCHOOL

COMMUNICATION WITH SCHOOL STAFF

POLICY

2024

76 Bloomfield Road, Nilma 3821 (03) 5623 2963 or 0423562379 nilmaps@education.vic.gov.au www.nilmaps.vic.edu.au ABN 93 378 606 495



Help for non-English speakers

If you need help to understand this policy, please contact us on (03) 5623 2963.

Purpose

This policy explains how Nilma 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

Nilma 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 enter in Sentral via the Parent Portal, or contact the office on 5623 2963 or 0423 562 379.
- to report any urgent issues relating to a student on a particular day, please contact the office on 5623 2963 or 0423 562 379.
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher.
- for enquiries regarding camps and excursions, please contact the office on 5623 2963 or 0423 562 379.
- to make a complaint, please contact the Principal on 5623 2963 or 0423 562 379. Please also refer to our Complaints policy, available: School website - <https://www.nilmaps.vic.edu.au/> under Parent Information.
- to report a potential hazard or incident on the school site, please contact the office on 5623 2963 or 0423 562 379.
- for parent payments, please contact the Business Manager on 5623 2963 or 0423 562 379.
- for all other enquiries, please contact our Office on 5623 2963 or 0423 562 379.

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.

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 Nilma Primary School 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:

- Included in staff induction processes
- Available publicly on our school's website <https://www.nilmaps.vic.edu.au/>
- Made available in hard copy from school administration upon request
- Reminders in our school newwsletter

Policy review and approval

Policy last reviewed	08/11/2024
Approved by	Principal
Next scheduled review date	08 November 2027