Communication with School Staff Policy

PURPOSE

This policy explains how Newport 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

Newport 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 any urgent issues relating to a student on a particular day, please contact newport.gardens.ps@education.vic.gov.au or on (03) 9391 2168
- to discuss a student's academic progress, health or wellbeing, please contact our school email: newport.gardens.ps@education.vic.gov.au which will be forwarded to the appropriate staff member.
- for enquiries regarding camps and excursions, please contact newport.gardens.ps@education.vic.gov.au or on (03) 9391 2168
- to make a complaint, please contact the Principal/Assistant Principal] newport.gardens.ps@edumail.vic.gov.au or on (03) 9391 2168. Please also refer to our NGPS Complaints Policy, available on our website.
- to report a potential hazard or incident on the school site, please contact please contact the Principal/Assistant Principal newport.gardens.ps@education.vic.gov.au or on (03) 9391 2168.
- for parent payments, please contact our Business Manager on (03) 9391 2168.
- for all other enquiries, please contact our Office on (03) 9391 2168.

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 Office on (03) 9391 2168 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@edumail.vic.gov.au

REVIEW CYCLE

This policy was last updated in November 2024 and is scheduled for view in November 2027.