



NEWHAM PRIMARY SCHOOL

Communication with School Staff Policy

PURPOSE

This policy explains how Newham 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

Newham 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 school office by phone 5427 0235 or email newham.ps@edumail.vic.gov.au or add the absence via the school's communication app uEducateUs.
- to report any urgent issues relating to a student on a particular day, please contact the school office on the phone number above.
- to discuss a student's academic progress, health or wellbeing, please contact your child's class room teacher.
- for enquiries regarding camps and excursions, please contact the class room teacher or the school office.
- to make a complaint, please contact the Principal via the contact details above. Please also refer to our Complaints policy, available: [NPS Complaints Policy](#)
- to report a potential hazard or incident on the school site, please contact the Principal via the contact details above.
- for parent payments, please contact the school office via the contact details above.
- for all other enquiries, please contact our Office on 5427 0235.

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.

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

*This policy is written in consultation with DET Guidelines.

REVISION HISTORY

School Council approval not required.

COMMUNICATION WITH SCHOOL STAFF Policy					
Version	Date Created	Date Ratified at School Council (if required)	Revisions Made	Leader of Policy	Next Policy Review
1	March 2019	25 th March 2019	Developed in line with DET Guidelines	Stuart Telford	March 2023
2	May 2023		NIL	Simone Wood	May 2027