

COMMUNICATION WITH STAFF POLICY



Help for non-English speakers

Northern Bay College team of Multicultural Education Aides are the principal point of contact for interpreter support. As required the team will liaise with external providers if required.

PURPOSE

This policy explains how Northern Bay College 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

Northern Bay College 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 campus administration office or use the parent absence function on Xuno. For absence notifications to the Goldsworthy Campus please call the attendance officer on 5224 9700
- to report any urgent issues relating to a student on a particular day, please contact the campus administration office.
- to discuss a student's academic progress, health or wellbeing, please contact your class teacher.
- for enquiries regarding camps and excursions, please contact the campus administration office.
- to make a complaint, please contact the Campus principal via email: northern.bay.p12@education.vic.gov.au
Please also refer to our Complaints policy available on our website. <https://www.nbc.vic.edu.au/>
- to report a potential hazard or incident on the school site, please contact the college at: northern.bay.p12@education.vic.gov.au
- for parent payments, please contact the campus administration office.
- for all other enquiries, please contact your campus office.

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. Northern Bay College team of Multicultural Education Aides are the principal point of contact for interpreter support. As required the team will liaise with external providers if required.

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
- Included in staff induction processes and staff training
- Discussed at parent information nights/sessions
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	April 2024
Approved by	Principal
Next scheduled review date	April 2028