



Contact and Communication



General Contact

Bimbadeen Heights Primary School
118 Hayrick Lane
Mooroolbark Victoria 3138

Principal: Mrs Adele Gregson

<https://www.bimbadeenheightsps.vic.edu.au/>

Hours of Operation

Monday – Thursday 8:30am – 4:30pm
Friday 8:30am – 4:00pm

Administration

General inquiries	03 9726 9989	bimbadeen.heights.ps@education.vic.gov.au
Absences	03 9726 9989	enter via Sentral
School tours	03 9726 9989	bimbadeen.heights.ps@education.vic.gov.au

Contact Chart

From time to time, parents and carers may have enquiries regarding educational, relational or behaviour matters. The following flowcharts provide parents and carers with direction about whom to contact for which matter. The person of contact, e.g. the Classroom teacher, may liaise with other staff members or professionals where appropriate.

The flow charts indicate the order in which contact should be made about various matters, based on the processes that exist within the school. If you are unable to decide whom to contact, please call Administration on 9726 9989 or bimbadeen.heights.ps@education.vic.gov.au for assistance.

Student Learning – Academic progress within the classroom. This can include Individual Education Plans and Semester Reports, student progress or difficulties.

Year Level programs, camps, excursions, and incursions – Extra-curricular events within the year level cohort.

Wellbeing and Engagement – Student wellbeing and engagement which includes disability and access, mental health, significant changes at home that may impact the student, attendance and connectedness to school.

Student Behaviour and Incidents – Regular or frequent incidences which may include bullying (repeated and targeted behaviour over a period of time), cyber bullying, negative social interactions and physical aggression. This may also include safety concerns at school.

Sports – Extra-curricular sport activities such as Interschool Sport, District Events, Swimming and or sport excursions.

Finance or Parent Payments – Matters regarding family accounts with the school and payments made to the school. This includes the Camps, Sports and Excursions Fund (CSEF).

Facilities Hire – Information regarding the hiring of school facilities outside of school hours.

	Student Learning	Year Level programs, camps, excursions, and incursions	Wellbeing and Engagement	Student Behaviour
In the first instance please contact	Classroom teacher	Classroom teacher	Classroom teacher	Classroom teacher
Then (only if the matter has not been satisfactorily dealt with at the previous step)	Team Leader	Team Leader	Team Leader	Inclusion Leader
Then (only if the matter has not been satisfactorily dealt with at the previous step)	Learning Specialist	Assistant Principal	Inclusion Leader	Assistant Principal

	Concern regarding an incident	Sport	Finances or Parent Payments	Facilities Hire
In the first instance please contact	Classroom teacher	Classroom teacher	Business Manager	Assistant Principal
Then (only if the matter has not been satisfactorily dealt with at the previous step)	Inclusion Leader	Physical Education Teacher / Sport Coordinator		
Then (only if the matter has not been satisfactorily dealt with at the previous step)	Assistant Principal			

Any enquiries or concerns that have not been satisfactorily addressed and/or resolved following these processes, may then be directed to the attention of the School Principal, Adele Gregson.

Team Leaders

Foundation Elizabeth Nicholson
 Year 1 Beth Dean
 Year 2 Stacy Brookes
 Year 3/4 Rebecca Bartlett
 Year 5 Olivia Maestri
 Year 6 Bree King

Learning Specialists Bree King and Alec Baroni

Inclusion Leader Marty Gill

Assistant Principal Sabrina George

Business Manager Adele Gates

Communication

Sentral

Sentral is the school's online Learning Management and Communication System. Sentral enables teachers, parents and carers to be more closely engaged in the learning journey, and improve the flow of information, fostering collaboration and connecting home and school. Sentral features include a news feed where important information is shared between the school and parents and carers, as well as a direct messaging function, calendar, Student Report Cards, fortnightly school newsletters, and teacher contact information.

For further information or for assistance with using Sentral, including technical issues, please contact Melinda Ruscitti on 9726 9989 or melinda.ruscitti@education.vic.gov.au or a member of our Administration staff will be able to assist you on 9726 9989 or bimbadeen.heights.ps@education.vic.gov.au

Email

Together with Sentral, email is the primary mode of communication between home and school. In general, email is used to notify parents about important school information (for example, parent/teacher interviews, student reporting and Principal's correspondence). From time to time, information pertinent to a single year level is communicated via email. It is important that parent and carer email addresses held at the school are correct and up to date.

Telephone

From time to time, parents and carers may need to speak with a member of staff. While we encourage community members to make contact in the first instance using Sentral, telephone contact is also encouraged. If a member of staff is unavailable to take a call, parents and carers will be transferred to their voicemail where they can leave a message.

Website

Our school website <https://www.bimbadeenheightsps.vic.edu.au/> provides an overview of the school and its learning programs, values, and philosophy, as well as information about the Bimbadeen community. Parents and carers can access important school information including contact and communication, enrolment, school policies and key documents, along with school newsletters.

Parent and Carer Communication Preferences

Parents and carers are encouraged to visit Sentral for up-to-date information about school activities. SMS technology is used for unexplained daily absences.

It is important that parents and carers advise the school in writing of changes to their family situation, particularly in the event of a separation or divorce, which could affect their communication preferences. Individual parent/carers Sentral access and communication options are available under circumstances of separation or divorce.

If parenting or other court orders are issued, both parents or carers should forward a copy, including any subsequent updated or replacement orders, to the Administration team. All communications will be directed to parents and carers in line with these orders. This includes, but is not limited to, orders relating to contact with children, parent payments, or attendance at school premises or events.

If there are no orders in place, the school will presume both parents or carers share joint parental responsibility and will communicate accordingly.

Thank you for respecting the communication guidelines. This ensure we have clear and consistent communication processes that best support the needs of our community.