Improved changes to Schools People Services 1800 number options

As mentioned in [HRM Online 01-2025](https://www.education.vic.gov.au/hrweb/Documents/HRM-Online-01-2025.docx), from Thursday 23 January 2025, Schools People Services has updated the phone options from Thursday, 23 January 2025 to reflect the new model.

HR administrators and business managers are likely to be impacted by this change when they contact Schools People Services by phone (Ph: 1800 641 943) as the options will change to reflect this new model. The principal hotline option will now be directed to one team to handle all types of enquiries from principals regardless of their complexity.

The updates to the phone options went live on **Thursday, 23 January 2025**.

When calling Schools People Services on 1800 641 943, please listen carefully to the updated options and select the correct option based on the complexity of your query.  
Select option 2, for queries likely to be resolved at the first point of contact or select option 3, for queries that are likely to require further investigations.

The options available when you call into the 1800 number, are as below:

*Welcome to Schools People Services. Please listen carefully to all options as these have changed:*

1. *Press 1 for the Principal Hotline.*
2. *Press 2 for calls regarding matters of low to medium complexity, that typically can be resolved at the first point of contact for example salary enquiries, leave enquiries and eduPay navigation and processing.*
3. *Press 3 for calls regarding matters of high complexity, that typically require further investigation and may not be resolved at the first point of contact, for example overpayments, Time in Lieu, workers compensation and TAC.*

This Issue contains…

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* Conflict of Interest (COI) and Declaration of Private Interest (DPI) changes - coming 3 March 2025
* BM Phishing course – *eLearn available via LearnED – due end of term 1*

1. *Press 4 for General Enquiries*

Please note, that the existing regional email addresses remain the same, please continue to submit your service request via the services portal (ServiceNow) or via email.

The new model also means that we were able to recruit new team members, who are currently completing training to respond and resolve your queries. Please be patient whilst our new team members are learning. We are grateful for your understanding.

# Permission to Teach (PTT) not applicable for graduate vacancies

Successful applicants for graduate vacancies advertised in Victorian government schools are required to have either full or provisional teacher registration. Applicants who only have PTT are not eligible to be appointed as part of the Graduate Teacher Program.

To be eligible to apply for a position advertised through the Teacher Graduate Recruitment program, a teacher must:

* have completed their course requirements and graduated in the last 4 years, and
* not be employed as a teacher by the department at the time the advertised position is to commence.

Given individuals who are seeking PTT have not completed their course requirements or graduated, they do not meet the eligibility policy provided above and therefore cannot be appointed to graduate vacancies. Where a principal wishes to consider non-qualified applicants for a teacher vacancy, they may advertise a classroom teacher vacancy with the job code of ‘CLASS’. If no suitably qualified applicant is found for a classroom teacher vacancy, a non-qualified applicant may be considered, and VIT can be contacted to seek PTT.

Further information can be found in the [Recruitment in Schools guide](https://www2.education.vic.gov.au/pal/recruitment-schools/policy-and-guidelines/advertising-vacancies). Should you require further advice, please contact Schools Recruitment on 1800 641 943 (option for recruitment) or via the Services Portal.

# Annual Translation to ongoing process

Communication regarding the central annual translation to ongoing process will be emailed to principals in the week commencing 10 March 2025. Principals are requested to provide a response to this communication prior to 30 April 2025 via [SR.Annual.Translation@education.vic.gov.au](mailto:SR.Annual.Translation@education.vic.gov.au). Where a response is not received by this date, action will be taken centrally to offer ongoing employment to eligible employees.

In circumstances where the number of eligible fixed term employees exceeds the number of suitable positions, the principal should inform employees of their eligibility and conduct an internal merit-based process, including the establishment of a panel, to determine which eligible fixed term employee(s) is to be offered ongoing employment. Ongoing offers may be made by the principal to eligible employees outside of this process and subsequently translated to ongoing in eduPay by the school. **In these circumstances, principals are strongly encouraged to commence their internal merit-based processes as soon as possible.**

# Supporting you in keeping your workplaces safe – Occupational Health and Safety (OHS) Service Program

The [OHS Services Program](https://www2.education.vic.gov.au/pal/occupational-health-safety-wellbeing-management/guidance/useful-contacts#:~:text=vic.gov.au-,Statewide%20OHS%20Services%20Team,-The%20Statewide%20OHS) was introduced as part of the Victorian Government Schools Agreement 2022 to reduce ongoing pressures for school leaders with administrative and compliance tasks. This initiative provides ongoing support to schools, aiming to reduce the administrative load of OHS and emergency management (EM) tasks and ensure that leadership teams can focus on what matters most: leading and teaching.

The OHS Services Program is delivered by the Statewide OHS Services Team and offers hands-on, consistent, and proactive services across the state, designed to support schools in completing various OHS and EM compliance tasks. The services include:

* pre and post OHS Assurance Assessment services, including support during the assessment
* ongoing proactive and responsive services, tailored to your school’s specific needs
* Emergency Management Planning (EMP) services and assistance with the eduSafe Plus platform
* targeted support for complex OHS matters, including referrals to internal and external experts.

By working directly with schools, this aims to alleviate the administrative burden by handling OHS compliance tasks such as risk assessments, emergency management plan updates, and OHS documentation. The Statewide OHS Services Team focuses on providing expert support to help mitigate risks and ensure compliance, leaving schools with more time to focus on student outcomes and staff wellbeing.

The team is committed to continuing this important work and ensuring that OHS compliance is both manageable and effective for all schools. For more information, connect with the ESWID OHS Services Team (regionally based):

North Eastern Victoria Region: [NEVR.OHS@education.vic.gov.au](mailto:NEVR.OHS@education.vic.gov.au)

North Western Victoria Region: [NWVR.OHS@education.vic.gov.au](mailto:NWVR.OHS@education.vic.gov.au)

South Eastern Victoria Region: [SEVR.OHS@education.vic.gov.au](mailto:SEVR.OHS@education.vic.gov.au)

South Western Victoria Region: [SWVR.OHS@education.vic.gov.au](mailto:SWVR.OHS@education.vic.gov.au)

*OR;*

Contact the Employee Health Safety Wellbeing and Inclusion Division OHS Advisory Service

* phone: 1300 074 715 (9am–5pm, Mon–Fri)
* email: [safety@education.vic.gov.au](mailto:safety@education.vic.gov.au)

eduSafe Plus rollout to Victorian government schools is now complete

All Victorian government schools now have access to all eduSafe Plus functionalities, including occupational health and safety (OHS) and worker’s compensation. Rollout has been in stages and the final cohort of schools were given full access to all parts of the system in the first week of this term.

eduSafe Plus is a consolidated online system for reporting and managing incidents, hazards, sick bay and first aid events. It also enables management of school’s OHS management requirements, OHS assurance actions, and workers' compensation claims.

##### Benefits of eduSafe Plus:

* reduces administrative burden in managing OHS activities
* strengthens provision of serviced support
* enables proactive OHS planning
* provides data security, safeguarding sensitive health, safety, and wellbeing information
* helps schools to be well prepared for its OHS Assurance assessment.

This is an exciting milestone in the department’s work to support schools in keeping their students and staff safe.

For more information on using eduSafe Plus for OHS Management at your school you can reach out to the eduSafe Plus team at [edusafe.plus@education.vic.gov.au](mailto:edusafe.plus@education.vic.gov.au).

eduSafe Plus training for term 1 2025

The following sessions are available to support schools using eduSafe Plus.

For session dates, times and to register- follow the training links below.

[Introduction to Staff Incident and Hazard Reporting](https://edupay.eduweb.vic.gov.au/psp/EDUPPRD1/EMPLOYEE/PSFT_LM/c/LM_OD_EMPLOYEE_FL.LM_CRS_DTL_FL.GBL?Page=LM_CRS_DTL_FL&Action=U&LM_ACT_ID=6972&LM_CI_ID=1916&NAV=URL)

For anyone who may need to report an incident or hazard.

This webinar is designed for new eduSafe Plus users, or a refresher for anyone who would like to sharpen their skills and provides an introduction to staff incident and hazard reporting in eduSafe Plus.

[Incident and Hazard Q&A Session](https://edupay.eduweb.vic.gov.au/psp/EDUPPRD1/EMPLOYEE/PSFT_LM/c/LM_OD_EMPLOYEE_FL.LM_CRS_DTL_FL.GBL?Page=LM_CRS_DTL_FL&Action=U&LM_ACT_ID=6978&LM_CI_ID=1919&NAV=URL)

For anyone who may need to report an incident or hazard.

This interactive webinar is for eduSafe Plus users who have questions about incident and hazard reporting or management in eduSafe Plus.

Answers to frequently asked questions and any user submitted questions about incident and hazard reporting and management.

[Introduction to Sick Bay and First Aid Reporting and Management](https://edupay.eduweb.vic.gov.au/psp/EDUPPRD1/EMPLOYEE/PSFT_LM/c/LM_OD_EMPLOYEE_FL.LM_CRS_DTL_FL.GBL?Page=LM_CRS_DTL_FL&Action=U&LM_ACT_ID=6974&LM_CI_ID=1917&NAV=URL)

For anyone who may need to make a sick bay or first aid report.

This webinar is designed for new eduSafe Plus users, or a refresher for anyone who would like to sharpen their skills and provides an introduction to sickbay and first aid reporting and management.

[Incident and Hazard Management and IRIS (Critical and Student) Reporting](https://edupay.eduweb.vic.gov.au/psp/EDUPPRD1/EMPLOYEE/PSFT_LM/c/LM_OD_EMPLOYEE_FL.LM_CRS_DTL_FL.GBL?Page=LM_CRS_DTL_FL&Action=U&LM_ACT_ID=6976&LM_CI_ID=1918&NAV=URL)

For principals and their delegates only.

This webinar is designed as an introduction for principals and their delegates to report IRIS incidents (critical and student incidents). The session will also cover how to manage all incident and hazard reports in eduSafe Plus. Delegates may include assistant principals, business managers and or staff with specific safety / emergency roles.

[Sick Bay and First Aid Q&A Session](https://edupay.eduweb.vic.gov.au/psp/EDUPPRD1/EMPLOYEE/PSFT_LM/c/LM_OD_EMPLOYEE_FL.LM_CRS_DTL_FL.GBL?Page=LM_CRS_DTL_FL&Action=U&LM_ACT_ID=6980&LM_CI_ID=1920&NAV=URL)

For anyone who may need to make a sick bay or first aid report.

Answers to frequently asked questions and any user submitted questions about sickbay and first aid reporting and management.

[Using Workers' Compensation Functionality in eduSafe Plus](https://edupay.eduweb.vic.gov.au/psp/EDUPPRD1/EMPLOYEE/PSFT_LM/c/LM_OD_EMPLOYEE_FL.LM_CRS_DTL_FL.GBL?Page=LM_CRS_DTL_FL&Action=U&LM_ACT_ID=6319&LM_CI_ID=1891&NAV=URL)

For principals, return to work coordinators and their delegates, for example HR managers and assistant principals.

This webinar is for schools who have access to the workers’ compensation tile in eduSafe Plus and demonstrates the workers' compensation functionality. This training is recommended for principals, return to work coordinators and their delegates, for example HR managers and assistant principals.

[Using OHS Functionality in eduSafe Plus](https://edupay.eduweb.vic.gov.au/psp/EDUPPRD1/EMPLOYEE/PSFT_LM/c/LM_OD_EMPLOYEE_FL.LM_CRS_DTL_FL.GBL?Page=LM_CRS_DTL_FL&Action=U&LM_ACT_ID=6318&LM_CI_ID=1890&NAV=URL)

For principals and their delegates including, for example, assistant principals, business managers, facilities / safety staff and OHS committee members.

This webinar is for schools who have access to the OHS Tasks tile in eduSafe Plus and demonstrates how to use OHS management functions in eduSafe Plus. It covers the school profile, OHS calendar, safety registers, and OHS inductions, inspections and training. This session is recommended for principals and their delegates including, for example, assistant principals, business managers, facilities / safety staff and OHS committee members.

Superannuation – DOE and SLP Payroll - *Reminder*

It is important that employees who have not recorded their superannuation from their recent Hire or Rehire are reminded to record or check superannuation. This applies to both the DOE and SLP payrolls:

* A superannuation entry is required for DOE and each active SLP employer as follows for:
* those who have been employed but are not actively engaged each fortnight (SLP)
* those who are part of a department initiative and their payments may not always attract superannuation
* persons who are employed on eduPay but are not paid directly by the department or the school council (e.g.: paid by an agency), and
* employees who elect the department’s default super fund, Aware Super Future Saver (there is no automatic enrolment to the default fund).
* An entry is required for every active employer (DOE and each SLP location).
* Take action on any certification message regarding superannuation by contacting the employee and having them record their super immediately on eduPay. If the super has been recorded and the message continues to appear, please email details to: [payrollservices@education.vic.gov.au](mailto:payrollservices@education.vic.gov.au) for further investigation.

School Local Payroll - Hints and Tips

### Aware Super Clearing House – employer assistance for School Local Payroll

The following contact information is available for School Local Payroll (SLP) employers who require assistance and have queries regarding their SLP Aware Super Clearing House portal:

* Aware Super Clearing House - Employer Support Team contact number is 1300 878 737.

**The eduPay Way**



Following the Time in Lieu (TIL) Business Manager’s Q&A sessions, there are some TIL enhancements to highlight and [support information](https://edugate.eduweb.vic.gov.au/Services/IT/eduPay/Customer/TIL%20Key%20Resources.pdf) available. A reminder that ROL has now changed to ‘School Jobs Vic’, there are some minor changes coming regarding Conflict of Interest (COI) and Declaration of Private Interest (DPI), and the business manager phishing course completion is due end of term 1. Please see below for further details.

Time in Lieu (TIL) updates

Thanks to feedback received by business managers, some updates to the TIL process in eduPay have been made.

**Request TIL**

If ESS select any option other than camp, they get the option to enter both inside and outside hours in the one request. Previously 2 requests were required. Further information is available in the [TIL Support Guide](https://edugate.eduweb.vic.gov.au/Services/HR/Documents/QRG-Time-in-Lieu.pdf) – page 3.

**Review TIL - *New Acquittal Types***

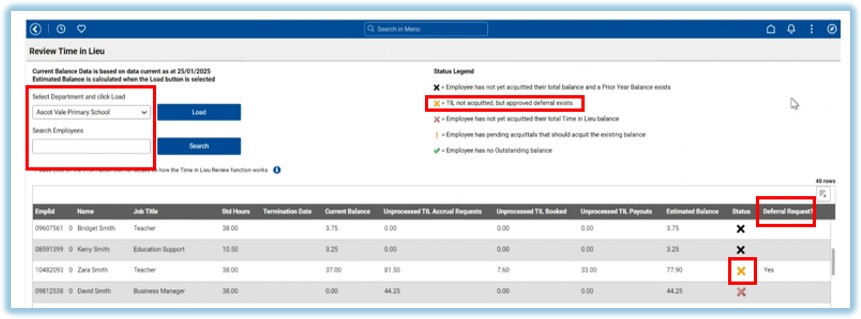
There are 2 new acquittal types displayed in the Acquittals section of the grid:

* Deferral Requests
* Camp on Call overnight payouts

Acquittals with a status of processed, are already reflected in the employee’s current TIL balance, whereas those with a status of Pending or Approved have not yet been deducted from the current balance. Refer to the updated details in the [TIL Support Guide](https://edugate.eduweb.vic.gov.au/Services/HR/Documents/QRG-Time-in-Lieu.pdf) – page 14.

**Review TIL – *TIL Reporting***

There is a new icon. The orange ‘**x**’ is seated between the black ‘**x**’ and the red ‘**x**’. The orange ‘**x**’ icon is also ‘not okay’ and represents TIL not acquitted but approved TIL Deferral exists. There is also a new Deferral Request column added to improve visibility of approved deferral requests. See image below for call outs and refer to the [TIL Support Guide](https://edugate.eduweb.vic.gov.au/Services/HR/Documents/QRG-Time-in-Lieu.pdf) – page 12.



Recruitment Online (ROL) > School Jobs Vic – *new name is now live*

On Monday 17 February 2025, Recruitment Online (ROL) changed to ‘[School Jobs Vic](https://www.vic.gov.au/school-jobs)’ and the Job Opportunities Pool changed to the ‘Applicant Pool’.

This follows feedback from key customers to provide a more intuitive and accessible tool for school recruitment. There are no changes to the functionality for school recruiters and applicants, so there is no need to do anything different. All existing processes – including posting advertised vacancies – will continue as normal.

**About the Applicant Pool**

The Applicant Pool is a streamlined and efficient way to search for applicants and recruit to school vacancies. The Applicant Pool has an auto-matching function for classroom teacher vacancies (including graduate). School recruiters can post a 3-day direct vacancy (classroom teacher) where applicants will be automatically matched based on their preferences such as location, year levels and subjects.

**Policy, guidance and resources**

The [Policy and Advisory Library](https://www2.education.vic.gov.au/pal) includes all related information, guidance and resources for current workforce initiatives under the relevant menu tab [Workforce Support and Initiatives for Schools.](https://www2.education.vic.gov.au/pal/workforce-support-and-initiatives-schools/policy-and-guidelines/recruitment)

Guidance material for using the department’s recruitment platform can be found on the [Recruiter Help page](https://edugate.eduweb.vic.gov.au/Services/HR/Pages/ROL-Help-Recruiter.aspx).For information about current initiatives, contact the Schools Workforce Initiatives and Support team:

* phone: 03 7022 5555
* email: [swg\_policy.initiatives@education.vic.gov.au](mailto:swg_policy.initiatives@education.vic.gov.au).

For all other recruitment queries, contact the Schools Recruitment Unit:

* phone: 1800 641 943 (option for Recruitment)

email: [schools.recruitment@education.vic.gov.au](mailto:schools.recruitment@education.vic.gov.au).

Conflict of Interest (COI) and Declaration of Private Interest (DPI) changes - coming 3 March 2025

The department will soon launch a revised COI policy and accompanying guidance, with the COI declaration system in eduPay also being updated to align with the new COI policy. There will be an article in the School Update on 4 March 2025 setting out the changes and providing links to the new policy and guidance materials. Training opportunities will be offered in term 2 to support school leaders with implementation.

**Conflict of Interest (COI)**

When the eduPay COI declaration system updates on 1 March 2025, all existing COIs in eduPay will be finalised and made read-only. Any existing COI declarations that are in Draft, Pushed Back, Pending Review or Pending Approval status will also be finalised, meaning that employees will have to re-submit those declarations for approval. Employees and principals are encouraged to ensure that any outstanding COI declarations are approved before 1 March 2025 to take effect.

**Declaration of Private Interest (DPI)**

When the eduPay DPI declaration system updates on 1 March 2025, all draft DPIs in eduPay that were created on or before 30 June 2024 will be finalised and made read-only. Principals are advised that no action is necessary on these drafts.

Any existing DPIs from 1 July 2024 that are in ‘Draft’ status will remain open and will be subject to the new workflow process permitting your manager to review your DPI response.

For any COI or DPI policy related queries, contact the Conduct and Integrity Division:

* phone: 03 7022 5400
* email: [integrity.enquiries@education.vic.gov.au](mailto:integrity.enquiries@education.vic.gov.au)

For all other COI and DPI eduPay support related queries, please contact Schools People Services:

* phone: 1800 641 943

Business Managers Phishing course – *eLearn available via LearnED – due end of term 1*

The Phishing for BMs [eLearning course](https://edupay.eduweb.vic.gov.au/psp/EDUPPRD1/EMPLOYEE/PSFT_LM/c/LM_OD_EMPLOYEE_FL.LM_CRS_DTL_FL.GBL?Page=LM_CRS_DTL_FL&Action=U&LM_ACT_ID=7594&LM_CI_ID=1965&NAV=URL) puts business managers in the shoes of a cybercriminal, and BMs will learn how and why they are targeted. The course will arm business managers with everything needed, *including what tactics and information is used to get around their defences,* and provide information on how to report these emails. There are 4 mini modules to complete (approx. *5* mins each) with completion due by Friday 4 April 2025. The course code is DET-932-1 via [LearnED](https://edupay.eduweb.vic.gov.au/psp/EDUPPRD1/EMPLOYEE/PSFT_LM/c/LM_OD_EMPLOYEE_FL.LM_CRS_DTL_FL.GBL?Page=LM_CRS_DTL_FL&Action=U&LM_ACT_ID=7594&LM_CI_ID=1965&NAV=URL).

**The eduPay team looks forward to seeing business managers in person or virtually** at one of our engagement sessions soon. For further information, or to request a presentation on timely eduPay updates and learning bites at one of the quarterly BM network meetings this year, please contact the [team](mailto:tania.rann@education.vic.gov.au).