



COMMUNICATION WITH SCHOOL STAFF POLICY

ISSUE DATE: JUNE 2019 | REVIEW DATE: JUNE 2022

PURPOSE

This policy explains how Coburg North 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

Coburg North 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 enter details into Compass. Any issues with reporting absences online, parents may contact the office on 9354 1660
- to report any urgent issues relating to a student on a particular day, please contact the front office on 9354 1600
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher. You can make an appointment by ringing the school on 9354 1660
- for enquiries regarding camps and excursions, please contact the year level coordinator on 9354 1600
- to make a complaint, please contact the Assistant Principal on 9354 1660. Please also refer to our Compliments, Feedback and Complaints policy, available on our school's website
- to report a potential hazard or incident on the school site, please contact our OHS nominee on 9354 1660
- for parent payments, please contact our Business Manager on 9354 1600 or email at coburg.north.ps@education.vic.gov.au
- for all other enquiries, please contact our Office on 9354 1660 or at coburg.north.ps@education.vic.gov.au

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.

See Appendix A for our Communication Channels infographic.

FURTHER INFORMATION

- Compliments, Feedback and Complaints Policy – see our school website

Appendix A



CNPS Communication Channels



Newsletter

Published fortnightly during term

Purpose: To provide key information about CNPS activities, calendar of important events/activities, highlight students' and schools' achievements.

📍 [Compass Newsfeed, School Website](#)



Website

Purpose: To provide detailed information about CNPS, school documentation and newsletter, home learning.

📍 <https://coburg-north-ps.vic.gov.au>



Compass

Purpose: To report attendance, parent/community communication, consent forms/payments, reminders and updates.

📍 <http://schools.compass.education>



Office Counter

Purpose: To answer general and enrolment enquiries, payments, student attendance – late arrivals/early departures.

📍 [Main entrance off O'Hea Street](#)



Assembly

Purpose: To provide student led communication to the school community, showcase student learning.

📍 [Every Friday at 3pm in the Hall](#)



Notes Home

Purpose: To provide notification when written response is required, reminders via Compass.

📍 [Compass Newsfeed](#)



Direct Contact with Teacher

Purpose: Parent/teacher interviews, information nights, as the need arises.

📍 [Contact school for an appointment on 9354 1660](#)



Parent Email

Purpose: When the need arises to speak with individual parents.

📍 [School email - coburg.north.ps@education.vic.gov.au](mailto:coburg.north.ps@education.vic.gov.au)