



# COMMUNICATION WITH SCHOOL STAFF POLICY

ISSUE DATE: JULY 2023 | REVIEW DATE: JULY 2027

## 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. If there are any issues with reporting absences via Compass, parents may contact the front office on 9354 1660
- to report any urgent issues relating to a student on a particular day, please contact the front office on 9354 1660
- 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 1660
- to make a complaint, please contact the Assistant Principal on 9354 1660. Please also refer to our Compliments, Feedback and Complaints policy, available on the school website
- to report a potential hazard or incident on the school site, please contact the OHS nominee on 9354 1600
- for parent payments, please contact our Business Manager on 9354 1600 or email at [coburg.north.ps@education.vic.gov.au](mailto:coburg.north.ps@education.vic.gov.au)
- for parent payments, please contact our Business Manager on 9354 1600 or email at [coburg.north.ps@education.vic.gov.au](mailto: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](mailto: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.

## 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. Contact [insert school contact details] for more information.

## POLICY REVIEW AND APPROVAL

Policy last reviewed	July 2023
Approved by	Principal
Next scheduled review date	July 2027