

Communication with School Staff



Northcote
Primary School



HELP FOR NON-ENGLISH SPEAKERS

IF YOU NEED HELP TO UNDERSTAND THE INFORMATION IN THIS POLICY PLEASE CONTACT NORTHCOTE PRIMARY SCHOOL ON (03) 9481 0009.

PURPOSE

This policy explains how Northcote 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

Northcote 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 log your child's absence directly into Compass, as the school's first preference. Alternatively, you can contact the front office via email or by calling on 03 9481 0009 if you are having trouble logging the absence on Compass.
- to report any urgent issues relating to a student on a particular day, please contact front office on 03 9481 0009
- to discuss a student's academic progress, health or wellbeing, please contact your child's Home Room teacher
- for enquiries regarding camps and excursions, please contact your child's Home Room teacher via email
- to make a complaint, please contact the Principal or Assistant Principal on 03 9481 0009 or Northcote.ps@education.vic.gov.au Please also refer to our [Complaints](#) policy
- to report a potential hazard or incident on the school site, please contact the front office on 03 9481 0009 or Northcote.ps@education.vic.gov.au
- for parent payments, please contact Business Manager, Caterina Carnovale, on 03 9481 0009 or caterina.carnovale@education.vic.gov.au
- for all other enquiries, please contact our Office on 03 9481 0009 or Northcote.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 48-72 hours (workdays) to provide you with a detailed response. We will endeavour to respond to urgent matters within 24 hours where possible.

Please understand that teachers are not able to respond to emails during face-to-face teaching time and in the interest of a work life balance, school staff will only respond to parent communications between the hours of 8 am and 5 pm on school days.

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 Melissa Lewis, Assistant Principal, for more information.

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 the staff policy folder in Northcote Primary School's shared drive
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	10/3/2022
Approved by	Principal Draft sent to staff 3/3/2022 for feedback
Next scheduled review date	July 2024