

# Communication with School Staff Policy

North Melbourne Primary School

Issue Date: February, 2023

Review Date: July, 2025

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# COMMUNICATION WITH SCHOOL STAFF POLICY



## Help for non-English speakers

If you need help to understand the information in this policy, please contact North Melbourne Primary School on 03 9329 6902.

## PURPOSE

This policy explains how North Melbourne 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

North Melbourne Primary School understands the importance of providing helpful and timely responses to enquiries from parents and carers.

The Compass platform provides families with quick access to contact classroom teachers and to complete common tasks and is accessible via the app or at <https://northmelbourneps-vic.compass.education/>. School Reception helps with all other enquiries and can be contacted via phone on 03 9329 6902 or email via [north.melbourne.ps@education.vic.gov.au](mailto:north.melbourne.ps@education.vic.gov.au) (Appendix 2).

Appendix 3 of this policy outlines the internal process to ensure that members of our school community are directed to the most appropriate person to assist them with their enquiry.

### Login to COMPASS to:

- report a student absence;
- make a payment;
- contact your child's classroom teachers to discuss your child's academic progress, health or wellbeing;
- give permission for, and see details of, upcoming excursions and camps; and
- book Parent-Teacher Interviews.

### Contact School Reception via phone or email to:

- update your child's enrolment details;
- report a potential hazard or incident on the school site; or
- make a complaint, please email the school [north.melbourne.ps@education.vic.gov.au](mailto:north.melbourne.ps@education.vic.gov.au).

### For urgent issues, please either:

- phone Reception on 03 9329 6902; or
- email Reception via [north.melbourne.ps@education.vic.gov.au](mailto:north.melbourne.ps@education.vic.gov.au).

For all other enquiries, please contact Reception via email on [north.melbourne.ps@education.vic.gov.au](mailto:north.melbourne.ps@education.vic.gov.au) or via phone on 03 9329 6902.



To ensure a safe and respectful workplace for our staff, families are asked to communicate only through the above channels and not via other means (including social media, staff personal email addresses and staff personal phone numbers).

School staff will do our best to respond to general queries as soon as possible and ask that you allow us three to five working days to provide you with a detailed response. We will endeavour to respond to urgent matters within 24 hours where possible.

To provide answers to common enquiries, the School communicates regularly with the community through in-person events, the Compass platform and the school website: <https://www.northmelbourneps.vic.edu.au/>.

## 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 Reception on 9329 6902 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](mailto: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 staff handbook/manual
- Discussed at parent information nights/sessions
- Reminders in our school newsletter
- Hard copy available from school administration upon request

Please refer to the **APPENDIX 1 – Communication Procedures Schedule**, **APPENDIX 2 – Contact NMPS Flyer** and **APPENDIX 3 – Responding to Enquiries Process** for more information.

## POLICY REVIEW AND APPROVAL

Policy last reviewed	February 2023
Approved by	Principal
Next scheduled review date	July 2025



## APPENDIX 1 – Communication Procedures Schedule

### Rationale:

To ensure timely communication and maintain positive partnerships with parents and carers of students in our school community.

### Implementation:

Item	Procedure	Timeline
Transition Information	New enrolments K-Preps; Prep Orientation, Parent Information Night 6-7 transition	As per DET guidelines.
Term Curriculum Overviews	PLT and Specialist outline	Uploaded to NMPS website; week 1 each term
Student Achievement Reports	3-way conferences Open classroom / Information Evening Data presentations Progress reports	Twice a year Term 1 Annually Termly via Compass
DET Reporting Requirements	Annual Report AIP  SSP	April/May; uploaded to website Uploaded to website annually once approved, presented and endorsed by SC Uploaded to website once approved, presented and endorsed by SC
Policy Review	Update and ratify as needed	As required (all policies shared via website)
Newsletter	Via Compass	Distributed electronically fortnightly; available via website
Wellbeing	Absence/behavior/bullying policy	Processes communicated via website, newsletters and Compass (as required)
DET surveys	ATSS Parent Opinion Staff Survey	Data presented to SC when available, presented at the Annual Report meeting
Student voice	SRC Student Led Assembly	Meet fortnightly Weekly
School Council Reports and Minutes	Stored electronically	8 meetings per year

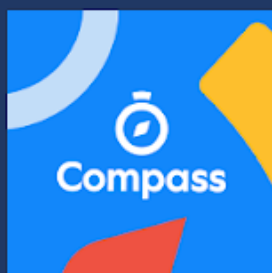


# Contact NMPS



## Use the Compass app

or visit <https://northmelbourneps-vic.compass.education/>



contact your teacher • mark absences • make payments  
give permissions • book interviews

for all other enquiries

## Contact School Reception

enter via Harcourt Street



**03 9329 6902**



**north.melbourne.ps@  
education.vic.gov.au**

Reception will direct your enquiry to the appropriate person



**interpreters  
available**



# North Melbourne Primary School Responding to Your Enquiries

