Communication With School Staff Policy

North Melbourne Primary School

Issue Date: July 2026

Review Date: July 2029

COMMUNICATION WITH SCHOOL STAFF POLICY

Help for non-English speakers

If you need help to understand the information in this policy, please contact the school office on (03) 9329 6902.

PURPOSE

This policy explains how North Melbourne Primary School, including Molesworth Street Campus and Errol Street Campus, 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 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. Your communication will be directed to the most appropriate person or team of people to facilitate your enquiry.

Student absences	Record on Compass Log in to the parent portal or app, go to the student's profile, and select "Add Attendance Note" or "Submit Absence Note" In the case of extended absences, we request that you inform your child's classroom teacher, in addition to logging it on Compass.
Urgent issues relating to a student on a particular day	Contact the front office on (03) 9329 6902 (both campuses) or via email *north.melbourne.ps@education.vic.gov.au*. To ensure urgent information is received, *please contact the front office rather than the classroom teacher*. The front office will communicate with the child and their classroom teacher.
To discuss a student's academic progress	Contact your child's classroom teacher via Compass to make an appointment (refer to Appendix A). Additionally the wellbeing team can

	be contacted for further support if requested- via email *north.melbourne.ps@education.vic.gov.au*.
Requests for onsite therapy or completion of external assessment tools (including therapists, medical and allied health)	Requests must be made in writing to our Wellbeing Coordinator via *north.melbourne.ps@education.vic.gov.au*
Court Orders	A copy of any new or updated court orders should be provided to the front office (Errol Street or Molesworth Street) as a hard copy, or via email *north.melbourne.ps@education.vic.gov.au*
Enquiries relating to camps and excursions	Contact the front office on (03) 9329 6902 (both campuses) or via email *north.melbourne.ps@education.vic.gov.au*. This will be directed to our Camps and Excursions Coordinator. During Camp or excursion events, if you need to reach a member of staff, please contact the front office on (03) 9329 6902 or via email *north.melbourne.ps@education.vic.gov.au*. They will arrange a callback at a suitable time, noting that this call back will likely come from a private number.
Camps, Sports, and Excursion Funds (CSEF)	Refer to information, including application form, on the website. Once the application form is completed, please return to the front office (either campus).
To make a complaint	Refer to our Complaints policy which outlines the process for raising a concern or making a complaint.
Report a potential hazard or incident on the school site	Contact the front office on (03) 9329 6902 (both campuses) or via email *north.melbourne.ps@education.vic.gov.au*. This will be directed to the OH&S Leader and School Maintenance Team.
Parent payments	Contact the front office on (03) 9329 6902 (both campuses) or via email- directed to the Business Manager- at *north.melbourne.ps@education.vic.gov.au*.
School Council	Contact School Council via email- *north.melbourne.ps@education.vic.gov.au*. Please direct your email to School Council in the subject line.
For all other enquiries	Contact the front office on (03) 9329 6902 (both campuses) or via email *north.melbourne.ps@education.vic.gov.au*.

We will do our best to respond to general queries as soon as possible. The right to disconnect legislation makes explicit that all employees have the right to refuse to monitor, read, listen to or respond to contact that occurs outside their working hours from their employer or a third party (such as a student or a parent), unless that refusal is unreasonable.

Staff will endeavour to respond to parent emails within 3-5 working days. However, staff are not expected to respond in this timeframe during term breaks. For urgent matters, please phone the front office on (03) 9329 6902 or via email *north.melbourne.ps@education.vic.gov.au*.

RESPECTFUL COMMUNICATION

All staff at North Melbourne Primary School have a right to a safe and supportive work environment, and we expect that parents/carers and visitors behave in an appropriate and respectful manner at all times. The Department of Education and Training has outlined expectations on parent/carer behaviour within Victorian government school communities in the Respect for School Staff Policy and the Respectful Behaviours within the School Community Policy.

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 the front office on (03) 9329 6902 (both campuses) or via email *north.melbourne.ps@education.vic.gov.au* 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
- Annual reminders in our school newsletter
- Hard copy available from school administration upon request

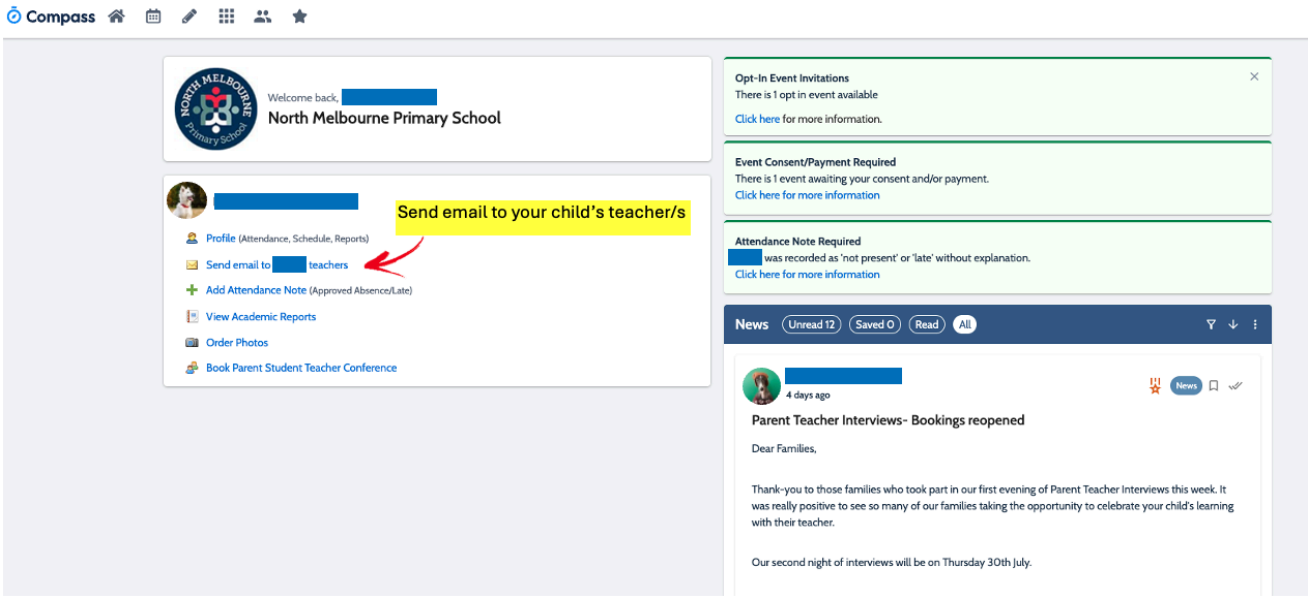
POLICY REVIEW AND APPROVAL

Policy last reviewed	July 2026
Consultation	Consulted with school staff July 2026
Approved by	Principal
Next scheduled review date	July 2029

Appendix A: How to email your child's classroom teachers on Compass

When you first log in to Compass in a web browser, you will see your children on the left-hand side. Next to each child will be a link Send email to Child's teachers.

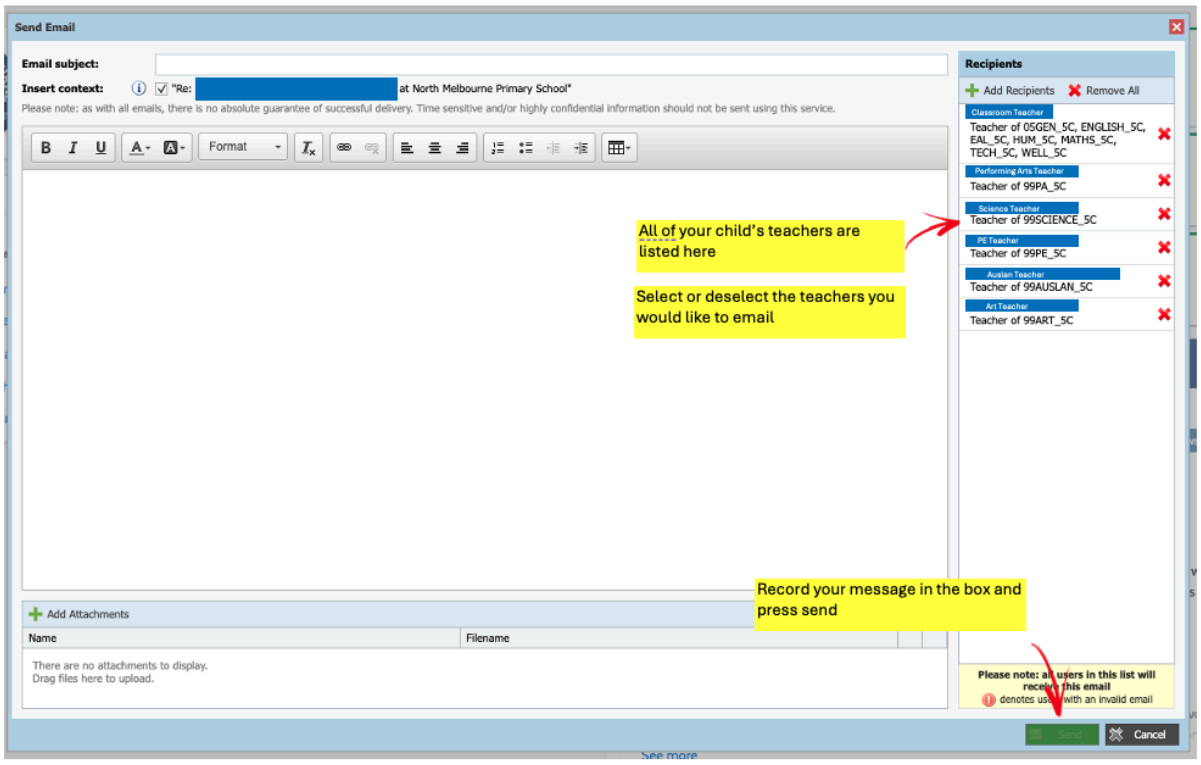
Step 1: Select 'send email to CHILD's teachers'



Step 2: Select or deselect the teachers you wish to email

- Click the red cross to remove the teachers you do not wish to contact.
- You can also click Add Recipients at the top to add them back.
- Please note: you will only be able add teachers who have your child in a class
- If you need to contact a staff member other than your child's teachers, please use the school's email address.
- Lastly, click Send at the bottom of the window.
- The teachers in the Recipients list will receive an email from Compass with your message, you will also receive a copy of the message in your own email — the email you receive will contain your message and the list of teachers who received it.

Note: If using the Compass app, press the three lines on the upper left corner, and select 'Open browser'. Follow the above process.


Send Email
Email subject:
Insert context:
"Re: [redacted] at North Melbourne Primary School"
Please note: as with all emails, there is no absolute guarantee of successful delivery. Time sensitive and/or highly confidential information should not be sent using this service.
Format
Recipients
Add Recipients
Remove All
Classroom Teacher
Teacher of 05GEN_5C, ENGLISH_5C, EAL_5C, HUM_5C, MATHS_5C, TECH_5C, WELL_5C
Performing Arts Teacher
Teacher of 99PA_5C
Science Teacher
Teacher of 99SCIENCE_5C
PE Teacher
Teacher of 99PE_5C
Auslan Teacher
Teacher of 99AUSLAN_5C
Art Teacher
Teacher of 99ART_5C
All of your child's teachers are listed here
Select or deselect the teachers you would like to email
Record your message in the box and press send
Add Attachments
Name
Filename
There are no attachments to display.
Drag files here to upload.
Please note: all users in this list will receive this email
denotes user with an invalid email
Send
Cancel
See more