




Achievement | Respect | Acceptance | Responsibility
Contacting the School 2025 – A guide for Parents/Carers

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| Emails | All emails are sent to narranorth-p.school@det.nsw.edu.au and distributed to the relevant staff members. |
| Concern/Question/Information | All communication to class teachers may be done by calling/emailing the school office. This will be forwarded to the relevant staff member. |
| Absent from School | Use the School Bytes Parent Portal. Register absence and explanation here. Absence due to illness beyond 3 days requires a medical certificate (justified absence). |
| Application for exemption (leave longer than 5 days overseas or 10 days in Australia) | Online or collect form from the office and return for approval. This must include a copy of the itinerary for overseas travel. |
| Academic progress or behaviour of your child | Arrange an interview with the class teacher. Any referrals to the school learning and support team must go through the class teacher. |
| Welfare of your child | Arrange an interview with the class teacher. |
| Behaviour or actions of a student other than your own child (in class) | Contact your child's teacher. |
| Behaviour or actions of a student other than your own child (in playground) | Contact the assistant principal relevant to the stage level of your child who will investigate the matter and respond. |
| Anti-Racism | Contact the Anti-Racism Contact Officer (ARCO) via the school e-mail. |
| Health issues with your child – minor | Notify the class teacher in writing (via email to the school - attention to the teacher). |
| Administering of medication at school to your child (short term) e.g. antibiotics | Complete and sign form provided at the office. Medication to be brought to the office in original packaging. Advice from a medical doctor may also be required. |
| Health issues with your child – more serious e.g. ongoing medication | Arrange an interview with the deputy principal or principal. If needed, develop a health care plan with the deputy principal or principal. |
| Change of address or emergency contact details | Change of address: contact office staff by email and provide proof if required. Emergency contact details: advise office staff by email. Email: narranorth-p.school@det.nsw.edu.au School Bytes contact details will be updated accordingly. |
| Custody/Court Orders | Arrange an interview with the principal; provide copies of orders. |
| Relocating and leaving the school | Officially notify the school in writing (email). |
| RFF Program | Any query related to a specific RFF program regarding your child's performance or behaviour should be raised directly with the teacher by school email. |
| Extra-Curricular Program e.g. sport, dance, choir etc | Contact the teacher leading the program directly. This includes details on auditions/selection processes or event details. |
| School policy or process | Contact the office to arrange a conversation with the principal or delegate, providing to the office staff an outline of your question or concern. |
| Complaints | Making a complaint against our school - procedures |
| <p>Please note that you can arrange an appointment or phone conversation by emailing the school at narranorth-p.school@det.nsw.edu.au or by calling the office on 9913 7928.</p> | |
| <p>School Community Charter Collaborative. Respectful. Communication</p>  | |