



# Communication

## Collaborative Respectful Communication

We aim to keep families up to date with learning, events and important notices. We ask parents to stay engaged with our communication channels so that information reaches you in a timely and accurate way. Working together helps us support every student and maintain a positive, connected school community.



### School Bytes

Please access our [SchoolBytes Parent Portal](#) and/or download the SchoolBytes Parent App to receive important school information directly to your device. To access SchoolBytes you will need to [create an account](#).

	<b>Newsfeed:</b> We'll send reminders about school events, urgent updates, or changes to schedules, to the parent newsfeed. This includes a <b>"Peek at the Week"</b> each Friday, a weekly reminder about what's coming up to the following week. Ensure your app is up-to-date and receiving notifications so that you receive these updates.
	<b>School Calendar:</b> Planned events are added to the school's calendar keeping you up-to-date with events throughout the year. You're also able to <a href="#">sync the school's calendar to your phone or device</a> .
	<b>Permission notes:</b> The portal and app allows you to see and give consent for upcoming events and excursions, including payment if necessary. SchoolBytes also allows us to email these notes to you.
	<b>Attendance/Absences:</b> Please let us know your child will be away by <a href="#">entering planned absences into SchoolBytes</a> . You can also provide a response here for any student absences that have been recorded by the school. (Leave of 5 or more days needs an application for extended leave - see "forms").
	<b>Newsletter:</b> Our newsletter – <b>"The Caringbah North Courier"</b> – is sent via newsfeed fortnightly on Fridays ("even" school weeks 2, 4, 6, 8 and 10).
	<b>SMS:</b> For urgent updates from time to time the school may send an SMS alert to your phone. We will also follow up unexplained absences this way.

**Payments & Forms:** You can order and make payments for items, such as a sausage sizzle or yearbook. You can also fill out forms – for example extended leave applications

## Contacting Us

Our school day is dedicated to working with students through high quality teaching, learning, and planning opportunities that support every child to reach their potential. As teachers are often teaching or on supervision duties, parent meetings and phone calls are scheduled carefully, and we appreciate your understanding.

Phone	Email	In Person
<p>You can call us during school operating hours on 95246098 during school operating hours for urgent matters that require an action or response from staff on the same day, like:</p> <ul style="list-style-type: none"> <li>• changes to arrangements that need to be communicated to your child</li> <li>• matters of safety - your child's health and wellbeing</li> </ul> <p>You can also call us for help with non-urgent matters, such as</p> <ul style="list-style-type: none"> <li>• to clarify information about an upcoming school event</li> <li>• requesting a meeting or raising a concern</li> </ul> <p>What you can expect:</p> <p>The office staff may be able to answer your query. If necessary, you will need to leave a message with our office staff who will identify the best person to respond to your call.</p> <p>Requests for a quick phone call from the teacher on the same day may not be possible. Providing context helps us respond effectively.</p>	<p>You can email us about non-urgent matters that don't require a same day response, like:</p> <ul style="list-style-type: none"> <li>• requesting further information about an upcoming school event</li> <li>• providing information to the school such as specialist reports</li> <li>• requesting a meeting with our school staff or raising a concern</li> </ul> <p>All emails go to the school email address <a href="mailto:caringbahn-p.school@det.nsw.edu.au">caringbahn-p.school@det.nsw.edu.au</a> parents and carers should not contact staff directly</p> <p>For urgent matters that require an action or response from staff on the same day, please phone the school.</p> <p>What you can expect:</p> <p>Emails will be</p> <ul style="list-style-type: none"> <li>• read within 3 school days</li> <li>• replied to by the office staff or passed on to the staff member who can best assist</li> </ul> <p>Our teachers and staff will get back to you as soon as possible.</p>	<p>We want to work with you to support your child's learning</p> <p>At the beginning of the year, we schedule in person meetings between parents and teachers. You will also be invited to meet with your child's teacher following school reports. If there are any concerns that may affect your child's progress or wellbeing, teachers will contact you directly.</p> <p>In person meetings outside these times must also be pre-arranged.</p> <p>What you can expect:</p> <p>Staff will arrange a meeting with you at a suitable time - school policy requires two staff members to be present at parent meetings, so advance planning is essential.</p> <p>When requesting a meeting, please provide a brief outline of the matters you would like to discuss so that appropriate arrangements can be made.</p>

## Raising a concern

If you have a concern, complaint or feedback, we want to hear from you.

The school follows the department's procedures for managing community concerns, and therefore you can expect that it will be managed fairly, locally, promptly and informally wherever possible.

### Speak to your child's teacher

The student's teacher is generally the best person to manage routine concerns about matters within their classroom and/ or area of responsibility. This may be their classroom teacher, or another teacher relevant to your concern, for example a teacher who leads a co-curricular activity. It's appropriate to communicate respectfully and directly with the teacher. You can do this by emailing the office and requesting a meeting or phone call, or putting your concerns in an email.

In most circumstances, a respectful conversation will allow the concern to be discussed and resolved.

### When your concern is managed by someone else

Some concerns will need the involvement of another staff member. Each 'stage' of learning has an assistant principal who supervises the teachers on that stage or area of responsibility, and they would usually be the next port of call, and if not, the deputy principal.

Our principal is always happy to hear from you. While they will consider your concerns, they will still ask you to resolve them directly and informally wherever possible. Where this is not the case, the principal will manage the concerns with you or will appoint an appropriate staff member to manage concerns.

### What you can expect

We will work to identify, respond and promptly address concerns and issues that arise, with a focus on resolution.

Where possible we will acknowledge your concern within 3 school days.

The School Community Charter outlines the responsibilities of parents, carers, educators and school staff in NSW public schools to ensure our learning environments are collaborative, supportive and cohesive. <https://education.nsw.gov.au/public-schools/going-to-a-public-school/school-community-charter>.