

STAYING CONNECTED



We value strong home & school partnerships. This guide outlines how we communicate with families and the best ways to stay informed and contact the school.

School Bytes



SchoolBytes is our main communication platform.

You can 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 need to [create an account](#).

“School News”



- Important updates, reminders and our weekly Peek at the Week
- Our newsletter **Caringbah North Courier** in weeks 2, 4, 6, 8, 10 each term

Calendar



- View upcoming events
- Sync the calendar to your device

Attendance

- Submit planned absences and respond to attendance notifications
- Leave of 5 or more days, apply for extended leave – see “forms”

Activities

- View and give consent for upcoming excursions and events

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.



We'll email you things like permission notes and letters from the school



Sometimes we'll send urgent updates & follow up absences via SMS

Contacting Us

Our school day is dedicated to working with students through high-quality teaching, learning, & planning great opportunities for your child. Teachers are teaching or supervising students all day, so parent meetings & phone calls need to be scheduled carefully.

Phone Calls

95246098 from 8.50am to 3.10pm (school days)

Best for:

- Urgent matters (change to pick-up, safety concerns)
- To clarify information or ask for help

✓ What happens next?

- office staff will assist or pass your message on

Teachers are with students & usually can't make phone calls during the school day

Emails

all emails go to caringbahn-p.school@det.nsw.edu.au

Best for:

- Sharing information with a teacher
- Requesting a meeting
- Asking a question, raising a concern or giving feedback

✓ What happens next?

- Emails are read within 3 school days where possible
- Your enquiry will be directed to the staff member best placed to assist
- Staff will respond as soon as they can

If your matter is urgent & needs a same-day response, please phone the school office

In Person

Your child's teacher will meet with you:

- At the beginning of the school year
- After school reports go home (twice a year) – by request

If you need a further meeting with staff, they'll arrange a suitable time. School procedure requires 2 staff members at parent meetings, so advanced planning is needed.

When requesting a meeting or call, provide a brief outline of what you want to discuss

Have 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.

First, speak with the teacher

The teacher is best person to manage most concerns about matters within their classroom and/ or area of responsibility (e.g. a co-curricular activity). It's appropriate to communicate 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.

Most concerns are resolved through respectful and direct communication at the earliest stage.

When your concern is managed by someone else

Some concerns will need the involvement of another staff member – in most cases that will be the Assistant Principal. They supervise teachers on their stage or area of responsibility. If they aren't able to assist, it may be something the Deputy Principal can help with.

Our principal is always happy to hear from families and will consider your concerns. They will still encourage issues to be resolved directly and informally wherever possible, and where this is not appropriate, the principal will manage the matter with you or appoint an appropriate staff member to do so.

Working together

To help us respond effectively, we ask you to:

- ✓ Communicate respectfully
- ✓ Be clear & concise
- ✓ Cooperate towards a resolution

Where possible, you can expect that we'll:

- ✓ Acknowledge your concern in 3 school days
- ✓ Respond or resolve the issue in 20 school days
- ✓ Update you if additional time is required

We're a Community

Our students do best when our school is a positive place for all of us

Every child thrives
Every family feels connected
Every staff member feels valued

The way we speak about our school, communicate with one another and uphold its reputation has a direct impact on the experiences and opportunities available to our children. Maintaining a positive school community is a shared responsibility.



Stay Informed

Keep up to date with school communications by regularly checking SchoolBytes, emails, newsletters and our official social media channels.

Ask us directly

Contact the school directly if you have questions, concerns or need clarification.

Be reasonable

Teachers spend the school day teaching and supervising students, so immediate callbacks, unscheduled meetings and lengthy discussions can't usually happen unless there is an urgent safety or wellbeing concern. Staff will respond as soon as they can during working hours and have a right to disconnect outside these times.

Be respectful

Both in person and online. Before commenting, posting or sharing information, please consider if your words are kind, constructive and helpful. Taking a moment to check facts and assume positive intent helps maintain the great reputation of our school.

This is a place of learning and also a workplace, so respectful communication is a right.

The [School Community Charter](#) outlines the responsibilities of everyone in NSW public schools to ensure our learning environments are collaborative, supportive and cohesive.