

Carlton PS Communication Guidelines

Updated 2025



Communication at our School

The following procedures are designed to clarify the school's communication processes. They align with the NSW Department of Education's [School Community Charter](#) and [Community Complaint Procedures](#), and seek to provide clarity to all within the school community.

Carlton Public School is committed to effective communication with our parents and community. The application 'SchoolBytes' is our school's main source of communication as it streamlines the ways in which the school can communicate information to parents. In most circumstances, SchoolBytes is your best point of contact for information. Other ways in which the school may communicate information is outlined below:

What is it?	What goes in it?
School Newsletter, published Weeks 3, 6 and 9 of every term	Reminders about school procedures, messages from the Principal, information about upcoming events and activities, student work and articles about excursions and activities that have taken place.
SchoolBytes	All school communication is through SchoolBytes. This includes our school newsletter, notes, excursions, etc. Parents are also able to access the school calendar, make a payment or explain their child's absence via the SchoolBytes Parent Portal.
School Website	The website contains general information about our school. It is designed to be an 'online information book' which is updated regularly. https://main--carlton-p--doc-app-svc.aem.live/
Facebook	Our school Facebook page is used to celebrate and share student achievement and showcase many of the exciting things taking place at Carlton PS. The page is also used to post announcements or reminders. Visitors to our Facebook page need to comply with our 'Rules of Engagement'.
School Email: carlton-p.school@det.nsw.edu.au	Questions or concerns raised through email will be responded to within 2 working days. For this reason, if the issue is urgent parents need to contact the school by phone.

Raising Concerns

All members of staff at Carlton Public School are committed to supporting and extending all students in all areas of school life. In particular, staff members are more than willing to discuss with parents the progress or welfare of their child, or to raise matters concerning actions of other students, school policy or practice, or concerns about actions of staff.

So that staff members can give parents an opportunity to raise questions or concerns in an appropriate setting and at a convenient time for both staff and parents, we have set out the following guidelines.

Concern	What Should I do?
The academic progress of my child	The class teacher is your first port of call for questions or concerns about your child's progress in learning, learning. Please email the school and make an appointment to meet with your child's teacher. If the matter is unresolved, please contact the supervising Assistant Principal of your child's year group. If the matter remains unresolved your concerns will be referred to the Principal or Deputy Principal. As teacher's core business is teaching, all efforts will be made by staff to respond to your email within 2 working days.
The welfare of my child	For minor issues directly contact your child's teacher to clarify information. For more serious concerns, contact office by phone or email. State nature of concern and the school will arrange a suitable time to talk with the appropriate staff member. To convey information about change of address, telephone number, emergency contact, custody details, health issues etc. please contact the office by phone or email.
Actions of other students	Contact the classroom teacher or stage supervisor initially for playground problems. They will arrange a suitable time for you to talk with the appropriate staff member.
School policy or practice	Contact office by phone or email. State nature of concern and the school will arrange a suitable time to talk with the appropriate staff member.
Actions of a staff member	Contact the office by phone or email and arrange a time to discuss your concerns directly with the Principal or Deputy Principal.