



GREENWICH PUBLIC SCHOOL

Respect, Responsibility and Success

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Communication Guidelines for Parents, Carers and Staff

Last revised March 2026

This document has been developed collaboratively by school staff and the P&C Governance and Policy Subcommittee.

Purpose

These guidelines have been developed to establish a shared understanding of the different forms of communication between the school and parents and the expectations regarding communication at Greenwich Public School.

This document will provide the parents, carers and staff with clear guidelines and expectations pertaining to the use of the different forms of communications used at Greenwich Public School. It will also outline the line of communication for parents when contacting the school.

Line of communication for parents when contacting the school:

1. The office is the first point of contact if you have a general inquiry about school.
2. The teacher is the first point of contact for parents if there are inquiries relating to the class or stage.
3. If you feel your concerns are not able to be answered by the teacher, the Assistant Principal is the next staff member you should contact. To do this, please email the school with '*attention Year X leader*'. X being the grade your child is in. Your email will be forwarded onto the relevant Assistant Principal (AP).
4. If you feel that your concerns are not being addressed at the teacher or AP level or there is highly sensitive information you would prefer only the Principal to be aware of or you feel that your concerns need to go straight to the Principal please email the school with '*attention Principal*'. Your email will be forwarded onto the Principal to deal with.

Ways the school and community communicate

1. School contact details

Email

The school has an email address that is used by the administration team. If parents need to report an absence or send a message to the school that is not urgent, please use the school email: greenwich-p.school@det.nsw.edu.au

Phone

If you have an enquiry or there is an emergency, please call the following numbers to contact the school:

K-2 Campus - Greenwich Road Tel: 02 9436 3731 - phones are on from 8:40am to 3:40pm

3-6 Campus - Kingslangley Road Tel: 02 9436 3217 – phones are on from 8:30am to 3:30pm

Website

The school website www.greenwich-p.school@det.nsw.edu.au contains information about the school including:

- School initiatives and learning at the school
- Online enrolments
- Online payments
- GOOSH
- Uniform shop
- Canteen
- P&C

2. School Bytes

School Bytes is cloud-based management software for schools. It seamlessly manages school administration, student data and more. School Bytes helps administration staff, teachers and school leaders save valuable time to focus on improving school and student outcomes. It is also a powerful tool for communication between the school and parents.

The School Bytes parent portal allows parents to notify the school about their child absence, view reports, pay any financial contributions and to complete permission notes and forms.

3. Teacher email

All teachers have a Department of Education email that can be used for communication. If the teacher is not comfortable with their email being given out, communication can go through the school email address and will be forwarded onto the teacher.

Please know that during the day teachers have a duty of care to our students and will not always be able to check and answer their emails. Please know that all emails should be responded to within two school days, under normal circumstances. If you have not received a response within a week, please reach out to the office for staff to follow up.

If there is something urgent that the school needs to be made aware of please phone the office as this is the quickest way to get a message to the school.

4. Hours of Communication

In line with the Department of Education's expectations for digital communication, teachers are entitled to time to switch off outside of school hours. School hours are defined by the Department of Education as being from the first bell to the final bell of the school day. This means that teachers are not expected to read or respond to emails outside of these times. This time to switch off is to give our teachers the opportunity to recharge, spend time with their families and bring their best creative selves to work.

Please still email the class teacher or school as normal, but please be aware that teachers are not expected to check their email outside of school hours.

For emergencies, please contact the school on either 94363217 or email at greenwich-p.school@det.nsw.edu.au. This is due to the fact that teachers will be teaching throughout the day and their main priority is the education of our students. Emergencies include serious student health, safety and wellbeing issues.

5. Newsletter

The school newsletter is published to the school website and emailed to parents and carers weekly on Friday. The newsletter will continue to be a main source of communication from the school to the community. The newsletter will contain information regarding:

- Upcoming events
- P&C information
- What is happening in the school
- Community events

6. School Community Communication

The P&C will set up a way for parents of a class to communicate and a class parent will moderate each class channel. The P&C and class parent are not employed by the school. They volunteer their time to support communication between home and school. Information provided within the groups is sourced from official school communications.