



GREENWICH PUBLIC SCHOOL

Partnerships and Opportunity, Excellence and Success

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Communication Guidelines for Parents, Carers and Staff

Last revised November 2024

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 is 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

3-6 Campus - Kingslangley Road Tel: 02 9436 3217

The phones are on from 8:20am to 3:20pm

Website

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

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|---|----------------|
| • School initiatives and learning at the school | • GOOSH |
| • Online enrolments | • Uniform shop |
| • Online payments | • 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.

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 48 hours.

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

5. Class Parent

The class parent is not employed by the school. They volunteer their time to support communication between home and school.

The class parent will set up a way for parents of a class to communicate. This might be through the use of an application such as WhatsApp. This will provide an avenue of communication between parents of a class and the teacher.

6. Google Classroom

Google Classroom is used for teachers to post work and homework and allow students to submit work. The amount of work and the expectations of students to submit will vary across grades as not all grades use Google Classroom. However, there should be consistency across grades of how much work is posted.

Please know that all students have a google account. Their Department of Education email is also linked to google.

7. 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 as being from 8am to 4pm at Greenwich Public School. 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. Our staff will respond to your queries within two school days under normal circumstances.

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.