



6 May 2025

COMMUNICATION EXPECTATIONS

Dear parents and carers

As a parent or carer, you are an important part of our school community. We know that you play a crucial role in helping your child become a motivated learner. Communication between our school and our community is critical for us to partner together.

To give our teachers the opportunity to recharge, spend time with their families and bring their best creative selves to work, we are setting clear expectations for when and how they respond to communication outside school operating hours. This means teachers may not reply to non-emergency messages or emails outside of school operating hours.

Please use the school's email address padstowpk-p.school@det.nsw.edu.au for non-emergencies. Our staff will respond to your queries within 2 school days under normal circumstances.

For longer discussions or complex matters, we ask parents and carers to make an appointment to speak to teachers directly, at a time that works best for everyone. Please phone the school during business hours or email the school to arrange a suitable time.

For emergencies, please use the school's email address padstowpk-p.school@det.nsw.edu.au. Emergencies include serious student health, safety and wellbeing issues.

If your child will be absent from school, absences should be submitted via your parent portal in the Schoolbytes app. If you need assistance in accessing your portal, please contact the office staff. **Class Dojo or See-Saw are not appropriate channels for reporting an absence or discussing matters regarding your child.** These apps are used by teachers for reminders and information about school events and class activities.

Our staff will always stay in touch because open communication is what's best for your child and their education. We don't want you to stop communicating with your teachers – we still want to hear from you if you have any questions or need to discuss a matter about your child. We know it's often easier to send emails or messages after work. We will make sure we read and respond in school operating hours.

Our dedicated teachers want to help our students achieve their best – we're on the same team.

Thank you for treating our staff with kindness and respect.

Kind regards

Sharon Curran
Principal