

# Kurnell Public School - Communication Protocols

Reviewed 2025

To our school community

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. As part of the NSWDoE initiative, this means teachers may not reply to non-emergency messages or emails outside of school operating hours. A copy of the 2025 Kurnell Public School (KPS) Communication Protocols will be made available on the school website.

## **KPS Parent and Community Protocols**

- To ensure efficiency, please use the school's email address for non-emergencies in the first instance [kurnell-p.school@det.nsw.edu.au](mailto:kurnell-p.school@det.nsw.edu.au) or via our SchoolBytes app rather than telephone contact. This includes finance and absence reasons.
- Our staff will respond to your queries within 2 school days under normal circumstances.
- School operating hours are 8.40am - 3.20pm.
- School information about events, payments and permission is distributed via the SchoolBytes platform. Please check this regularly and action any matters in the specified time.
- Please use the schools email address to get in touch with the classroom teacher [kurnell-p.school@det.nsw.edu.au](mailto:kurnell-p.school@det.nsw.edu.au)

## **Your support to minimise non-emergency calls to the school office is appreciated:**

- Please ensure you have spoken to your child before they leave home; who is picking them up and where, and if they have after school activities.
- Canteen days - Tuesday and Wednesday. Order via Flexischools.
- If you need to withdraw your child during school hours, please arrive during learning hours. You may need to wait until break time is over. We can not have your child ready and waiting.

**Reminder:** Recess 11:10am – 11.30am & Lunch 1:05pm – 1:55pm.

- For longer discussions or complex matters, we ask parents and carers to make an appointment via email to speak to teachers directly, at a time that works best for everyone. Request a meeting time via [kurnell-p.school@det.nsw.edu.au](mailto:kurnell-p.school@det.nsw.edu.au) email.
- For emergencies, please contact 9668-9864 or Cronulla police 9527 8199 if urgent. Emergencies include serious student health, safety and wellbeing issues.

<https://education.nsw.gov.au/inside-the-department/human-resources/organisational-culture/expectations-for-digital-communication>

## **Addressing matters of concern**

It is important that you address any concerns regarding your child with the classroom teacher. Effective communication and consultation supports a positive partnership between home and school and ultimately supports our students. If you feel that your concern has not been addressed adequately by the classroom teacher you can then escalate the matter to the supervising Assistant Principal.

- K-2 Assistant Principal - Nicole Lanham
- 3-6 Assistant Principal - Donna Rowley
- RFF staff Assistant Principal - Heather Ryan

If after consultation with the AP and implementation of any agreed adjustments you need further assistance you can escalate the matter to the Principal.

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 8.40am - 3.20pm.

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

Kate Owen  
Rel. Principal  
Kurnell Public School