**Parents and Carers – Communicating with HHPS**

We strongly encourage open and regular communication from parents and carers. To help us manage this information efficiently, please follow the recommended actions.

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| **Information** | **How to Inform Us** |
| Urgent Matters & Emergencies | Please telephone the school office (02) 9816 4404 to inform us of urgent information. We recommend you save the office phone number to your contacts in your phone. |
| Student Absence | Student absences (full day) should be reported via School Bytes. Parents will receive a notification of absence at 11:00am for actioning. The school must be informed on the day of any student absence. Partial absences cannot be parent managed on School Bytes. |
| Request for Student Leave | Requests for leave should be directed to the school office via email. Depending on the length of leave requested, a form may need to be completed (6 school days or more). In this case, the school will forward it to you via return email. |
| Student Specific Concerns | Parents and carers are encouraged to talk with class teachers any time during the year. Where possible, we would prefer to talk in person or over the phone. This allows both parties to clarify questions and issues before trying to solve them.  It is best to make an appointment via email using the school email address [huntershil-p.school@det.nsw.edu.au](mailto:huntershil-p.school@det.nsw.edu.au) .  Please include the following information:  • Parent/carer’s name  • Student’s name  • Name of class teacher  • Purpose of the meeting  • Contact details  • Preferred days and time to meet  Your first point of teaching staff contact for student specific concerns is the Classroom Teacher. This is followed by the stage Assistant Principal, and finally the Principal.  There may be instance when parents and carers need information but contact with the teacher is not required. Alternate ways to find information include:   * Building your child’s independence, sense of responsibility and self-help skills, and asking your child to follow up directly with the teacher. * Check the school website. * Check with your class parent. * Check with your parent buddy (Kindergarten only). * Contact the school office. |
| Canteen and Uniform Shop Ordering | Flexischools is an App used by the P&C for canteen and uniform shop payments as well as the dissemination of information. Information may change daily and is solely distributed by canteen and uniform shop parent facilitators. Please see Appendix C for information on how to join or follow this link <https://www.flexischools.com.au/>parents.  **School fee payments are not managed through Flexischools.**  Fees will be communicated via email and paid by clicking on the link provided. |
| Forgotten Lunch | Please contact the school office via phone to arrange a lunch order. Alternatively, lunch can be brought to the school office for passing on to your child. |
| Forgotten Items | Items other than lunch that have been forgotten should remain at home. |
| Parent Suggestions | Any parent suggestions relating to school procedures or processes should be made via email and addressed to the attention of the Principal. |

**General Notes**

We understand that regular and effective communication with parents is a vital and important part of our role. To assist us to balance our commitments to communication as well as teaching and learning, student wellbeing, and school meetings please be considerate of the following.

* Emails will be answered in as timely a manner as possible. Please expect a response within 48 hours.
* Teachers are unavailable for meetings without an appointment. Please refrain from approaching teachers in their classrooms or in the playground before or after school for conversations about students or school processes/procedures.
* School Learning and Support Officers (SLSOs) are not at liberty to have discussions with parents about students. All discussions must be with teaching staff.

Staff welcome and enjoy short, friendly greetings and interactions, however, anything more substantial should be saved for an appointment.

**APPENDIX B: Accessing School Bytes**

Access School Bytes via <https://support.schoolbytes.education/hc/en-us> .

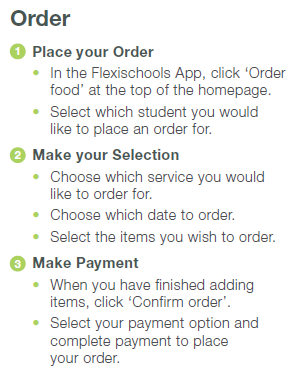
Select ‘Parent Guides’.

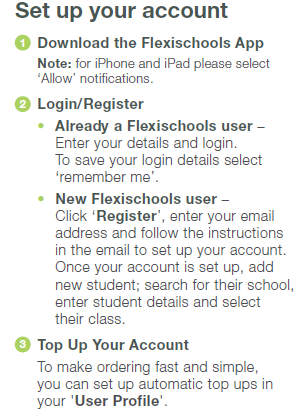
Select ‘Parent Portal: Set up your parent portal account’.

Towards the bottom of the page you will find the heading ‘Detailed Steps’.

Steps are clearly detailed and should be followed to create and set up your account.

Please note that it is important to use the same email address as the one provided to the school.

**APPENDIX C: Accessing Flexischools**

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