



Babinda P-12 SS - Communication Policy

One of the most important things we can do as a school is to work together with our parents and students by achieving effective communication. We all know how frustrating as staff, parents and students it is when we are faced with the issue of miscommunication, no communication or lack of knowledge of how to get the information we need to get the best outcome.

At Babinda P-12 we try at all times to keep parents as informed as we can about the goings on at our school and the performance of our students. Some vital places that provide information about what is happening are:

- The School's Website – www.babindass.eq.edu.au
- Our Facebook Page – www.facebook.com/BabindaP12StateSchool
- Our Fortnightly Newsletter – a good way to ensure that you receive this is by asking for it by [email](#)
- Through contacting the office either in person or on 40678333 to seek information or to make appointments to meet with staff – Office hours are 8:00am – 4:00pm Monday to Friday
- Directly emailing staff to seek clarification (email addresses are available for all staff on the contacts page of our website)
- Sending notes or letters to the office or to a teacher – a good way to ensure teachers receive this is by writing in a student's diary.
- Making contact via SMS text through our attendance line - 0408759940. Whilst this number is predominately for absence information we are happy to receive other messages via this method also.

OUR COMMUNICATIONS TO YOU BY TEXT MESSAGE

At Babinda P-12 State School one of the new processes we have implemented is to use personalised SMS text messages sent direct to and from your mobile phone to communicate about student safety, attendance management, and significant event reminders. We also utilise Facebook for general reminders and notifications of non-critical changes.

We do this because it benefits you and your child

1. Your child deserves the best possible chance of success.

Regular attendance is a key factor in school success. If your child shows any sign of poor attendance, SMS text messaging will immediately inform you that a problem may exist, allowing swift intervention.

2. You deserve the most responsive delivery system available.

Letters are slow and can be intercepted. Phone calls can be intrusive and may not reach parents in time. A text message direct to your mobile phone is fast, effective and discrete.

3. You must have immediate notification in times of crisis.

There may be times when the school will need to reach a large number of parents instantly. It could be because the school bus is late returning from an excursion, or it might be something much more serious. In any case, a broadcast SMS text message is by far the most effective solution.

4. You deserve a communication tool which fits your busy lifestyle.

Sending a text message to the school is the most cost and time effective option for busy parents. The message is sent from wherever you are located directly to the Absence Office.

Working Together For Our Children: What Parents Must Do

Your child's school is taking important steps to benefit your child. This is a shared responsibility, and parents must also help the school.

1. Keep your mobile phone details up to date.

Make sure the school has your current mobile phone number, and notify the school immediately if this number changes.

2. Notify the school in advance when your child is absent.

If you notify the school as soon as you know your child will be absent, the school will know your child is safe, and will not need to contact you. You may report an absence by either telephoning our 24 hour absence line 0408759940 or replying to a text message or sending a note with the student on their return to school. If a student is arriving late they must report to the office and present a note with an explanation for their lateness. Students are reminded that punctuality is expected at all times. Late arrivals will be recorded on reports.

3. Respond to messages from the school.

If you receive an absence message from the school, please respond via return SMS. The school needs to know why your child is absent and we would ask you to please ensure you reply with the full name of the student.

If you don't have a mobile phone...

Details of low-cost phone plans ideal for parents who want to benefit from the new system are available from mobile phone providers. The school will maintain its existing contact methods for parents who do not have mobile phones.