



Communication Procedures & Protocols

Kahibah Public School

This document captures the protocols and intentions that support enhanced communication between Kahibah Public School and our community.

Updated February 2021

At Kahibah Public School we endeavor to communicate effectively, clearly and consistently with parents and carers. We communicate officially via the methods listed below. Be sure to sign up or register for each of the online platforms to ensure that you do not miss any important information.

How do we communicate?

Platform	Sentral Parent Portal	Website	Email	Seesaw
Notes / permission / information	Yes	Yes	Yes	
Explain student absences / SMS	Yes			
Update family contact details	Yes		Yes	
View and download student academic reports	Yes			
Message a class teacher	Yes		Yes	Yes
Calendar	Yes	Yes		
Quick reminders & notifications	Yes		Yes	
Book parent teacher interviews	Yes			
Make a payment	Yes	Yes		
Newsletter	Yes	Yes	Yes	
View & comment on class work				Yes
Canteen		Yes		
Uniform Shop		Yes		
General School information		Yes		



Sentral Parent Portal

The portal platform can be accessed from the school website from any internet browser and is also available in the form of an app called 'Sentral for Parents'.

<https://kahibahps.sentral.com.au/portal2/#!/login>

Purpose:

- Notes / permission / information
- Explain student absences / SMS
- Update family contact details
- View and download student academic reports
- Message a class teacher
- School Calendar
- Quick reminders & notifications
- Book parent teacher interviews
- Make a payment
- Newsletter

Notes / Permission / Information

Excursion notes, notices about school events and general communication notices are available in the Newsfeed, on the calendar and within Daily Notices. Permission to attend some events and excursions can be given electronically via the app.

Explain Student Absences

Parents and carers are able to explain absences via the parent portal. To explain an absence, select the absences tab from the portal menu. Please note that all absence reasons need to be verified by the classroom teacher in-line with the DoE attendance policy and procedures.

Explanations that may be unjustified include: slept in, running late, child's birthday.

You will be sent a message through the portal after 7 days to remind you if you have any unexplained absences. Please explain the absence by typing the reason in the field next to the absence date in the 'Absences' menu section of the portal.

You are able to view your child's attendance record. Attendance can be viewed by clicking on your child's profile and then selecting the 'Attendance' tab.

For a further breakdown of attendance select the 'View attendance summary' link to view a complete summary of your child's attendance for the year.

Update Family Contact Details

Click on the 'My Details' tab to update your contact information. You may not see these details update immediately as they will also be entered into the school administration system. You will be contacted by school administration staff should they need additional information to support your request to change details. Please be mindful that supporting documents will be required

for a change of address and so it is preferable that the address is changed in person at the front office.

View and Download Student Academic Reports

At the end of each semester, student reports will be delivered to parents via the Sentral Parent Portal. Reports will arrive in PDF format and can be easily downloaded and printed from the portal. Paper copies will still be available on request.

You will be advised once reports have been published to the portal. They will then be accessed by clicking into your student's profile and selecting the 'Published Reports' tab which will only be visible once the reports have been published to the portal.

Messaging a Class Teacher

The parent portal has a messaging function, which allows parents and carers to message their class teacher. Should you need to message another staff member please email the school at kahibah-p.school@det.nsw.edu.au or phone 49 434501.

To message a teacher click on the 'Messages' tab in the portal menu. Alternatively click the green 'start a conversation' button.

Please be mindful when messaging teachers. They will not respond to your message immediately as they are teaching a class. Please allow a general response time of approximately 48 hours during the school week. Should you need to contact your class teacher urgently please phone the school office on 4943 4501.

Reasons for messaging your class teacher may include:

- Requesting an appointment at a mutually convenient time
- Informing your child's teacher of minor issues relating to your child
- Advising if your child is expected to be absent
- Advising that you are to be picking up your child early / dropping them off late
- Notice that you are no longer able to make a meeting or help in a class group

Please be mindful that any communications which require a discussion, should not be carried out on this platform but rather during a meeting at a mutually convenient time or in a phone conversation.

School Calendar

Within the portal you will be able to view the upcoming events for the whole school and view Daily Notices. There is also a link to the school calendar in the links section of the portal. This will enable you to view the calendar in a monthly grid format.

Quick Reminders and Notifications

Quick notifications are scheduled as alerts to remind families of scheduled events and activities either the day prior or the morning of. Other instant notifications are sent out at point of need throughout the day. These messages will appear in the Newsfeed.

Book Parent Teacher Interviews

Bookings for parent teacher interviews are available to be made through the portal for a short specified period of time before the interviews are to be conducted. You will be advised through the portal when bookings are available to be made. You are able to select a time period for a booking and edit the booking as required.

Make a Payment

Statements of Account are available through the portal. As new activities are scheduled that involve a cost, it will be added to the child's account and an email will be generated containing a link for convenient online payment.

Newsletter

The school newsletter is produced fortnightly and made available on the General Home page; within the app, the newsletters appears under the 'More' tab.

Links to Website

You will find a list of useful web links on the Sentral Portal. These are websites regularly visited by KPS parents and include:

- School Calendar
- School Newsletter
- KPS school website
- DoE Login

* Currently some links do not work on some Apple devices when accessed through the app. When accessed through a web browser on the same phone they open up with no problem. Sentral are working on a solution to this problem.



School Website

The school website is a hub of information for Kahibah PS families, the broader community and prospective families. <https://kahibah-p.schools.nsw.gov.au/>

Purpose:

- Notes / permission / information
- School Calendar
- Make a payment
- Newsletter
- Canteen
- Uniform shop
- General school information

Notes / Permission / Information

Excursion notes, notices about school events and general communication notices are available on the Home page or Newsfeed. Permission to attend is not available via an

electronic signature within Skoolbag; a printed note must be signed and submitted to the class teacher.

School Calendar

Within the portal you will be able to view the upcoming events for the whole school and view Daily Notices. There is also a link to the school calendar in the links section of the portal. This will enable you to view the calendar in a monthly grid format.

Make a Payment

Statements of Account are available through the portal. As new activities are scheduled that involve a cost, it will be added to the child's account and an email will be generated containing a link for convenient online payment.

Newsletter

The school newsletter is produced fortnightly and made available on the General Home page; within the app, the newsletters appears under the 'More' tab.

Canteen

Under the 'Parents and Citizens' tab there is information about how the canteen operates, how to order and details about the Canteen Committee. A link is available to download the latest Canteen menu.

Uniform Shop

Under the 'Parents and Citizens' tab there is information about how the uniform shop operates and how to order. A link is available to download the uniform shop order form. There is also steps on how to place an order, a list of uniform prices and available sizes.

General School Information

The school website provides easy-access, is kept up to date to engage and inform our current parents and carers and prospective families. There are links to many useful sites that are embedded into the website. The website is a true reflection of our school, its purpose, its culture and its focus.



Email

The school's email address is used by parents and carers and the wider community. The KPS email address is: kahibah-p.school@det.nsw.edu.au

Purpose:

- Notes / information
- Update family contact details
- Message a class teacher
- Quick reminders and notifications
- Newsletter

Notes / Information

Excursion notes, notices about school events and general communication notices are emailed out to parents and carers. Parents and carers can email the school in regard to particular information they require.

Update Family Contact Details

Families can email the school to update their contact details.

Message a Class Teacher

Parents and carers can email the school in regard to organizing a meeting with their child's teacher or if they have a question or concern.

Quick Reminders and Notifications

Quick notifications are emailed out to remind families of scheduled events and activities either the day prior or the morning of. Other instant notifications are emailed out at point of need throughout the day.



Seesaw

Seesaw is a platform for families to access their child's journal to view learning activities and like and/or provide feedback. Seesaw can be accessed through an app or website.

Purpose:

- View and comment on student work
- Message a class teacher

Message a Class Teacher

Seesaw has a messaging function, which allows parents and carers to message their class teacher. Parent and carers tap 'Inbox', write their message and then tap 'Send'.

View and Comment on Class Work

Students can take pictures, draw, record videos, upload files and type notes to capture learning in their journal. Parents and carers can view their child's work and like and/or comment on it.



Letters to Parents and Carers

Letters are posted in their mail to inform them of Kindergarten Orientation sessions, Best Start assessment date and time, School Counsellor reports and award recipients for Presentation Day.

Purpose:

- General School Information

General School Information

Letters are mailed out as needed to inform parents and carers of events. The School Counsellor will send out a report to parents and carers if their child has been assessed by them.