



## CONCORD HIGH SCHOOL SMS MESSAGING SYSTEM INFORMATION

Concord High School informs parents/guardians by mobile phone each time their child is away from school, is late to school and, where possible, when the student is absent from school during the school day. This system has been achieving much success in reducing absences and keeping parents informed more quickly.

Our computerised management system uses a variety of numbers to send SMS messages which allows for a reduced cost and more accurate matching of the return text. If you receive a text message indicating that your student is absent from or late to school, please just reply directly to the text message you receive.

If you want to advise the school in advance of a student absence - please call 9745 3777 extension 136, email the school at **concord-h.school@det.nsw.edu.au** or access the parent portal at <https://concordhs.sentral.com.au/portal2/#!/login>

An SMS text message will be automatically sent to your mobile phone if our records show that your child is absent, late to school or truants from school throughout the day without your knowledge.

The message will read as follows if the student is marked absent:

**Concord HS: Your {son\_daughter} {student\_first\_name} {student\_surname\_initial} was marked absent from school {absence}. Please reply to this SMS to explain this absence.**

When you receive this message, please just reply to the number it has been sent from and your reply will automatically match to your child on our computerised system.

Please send your reply SMS as follows:

<b><i>Student's full name</i></b>	<b><i>Student's year</i></b>	<b><i>Date</i></b>	<b><i>Reason</i></b>
<b><i>eg Thomas Smith</i></b>	<b><i>Yr7</i></b>	<b><i>09/07/24</i></b>	<b><i>sick</i></b>

If you receive an SMS for a period of time during the day, this means that your child was recorded as not being in class during the time indicated. Please contact the school to verify the absence and then make contact with your child to get them to return to school.

**Please note:** Our system also has the provision to send emails rather than texts, which may be useful for some parents. Please make contact with the school if this is an option you would like to utilise.

### Updating parent mobile phone number data

If you need to notify the school of a change of your contact details including mobile phones, please send a note to the Front Office. If we do not have your phone number we cannot communicate with you in this way.

The system we have adopted automatically sends messages to the mother's mobile phone. Obviously, this will not always be the preferred contact in every family situation. If you would like the message sent to the father please contact the school to make this arrangement. Please note that only a child's legal guardian can be nominated for this SMS service.

Occasionally there is a problem with the SMS system and text messages do not go through. If you are unsure if you are receiving up to date messages, please contact the Front Office so that the number on file can be confirmed.

If you have any questions or feedback regarding this system, please do not hesitate to contact the school via email at **concord-h.school@det.nsw.edu.au**