INFORMATION FOR PARENTS
REGARDING SMS COMMUNICATIONS FOR
STUDENT UNEXPLAINED ABSENCES, LATE ARRIVALS
AND EMERGENCY BROADCASTS

You can now contact Huntingtower using our
HUNTINGTOWER SMS SERVICE 2013

0412 790 238
(SMS only)

In 2012 Huntingtower School implemented a new system that uses mobile phone Short Message Service (SMS) to send text messages to parents/guardians to notify them of an unexplained absence or late arrival of their child. SMS is also able to be used to provide information to parents about school community events and emergency broadcasts such as evacuations.

The SMS sent is computer generated. Please do not reply to this message as it will not be received by the school and we will be unaware that you have sent it. Additionally you will not receive notification that it has not been received. If you wish to SMS the school, please use the new number - 0412 790 238. If you prefer to phone the school, please phone 9807 8888. Our new mobile number receives SMS only.

If we do not have your mobile number, please contact the school to advise us of your contact details.

If you have any questions in addition to those found under ‘Frequently Asked Questions’ (see overleaf) regarding the SMS Communications plan for Huntingtower School, please call 9807 8888 for more information.

0412 790 238 -- 0412 790 238 -- 0412 790 238 -- 0412 790 238 -- 0412 790 238
SMS ONLY – THIS NUMBER DOES NOT RECEIVE CALLS
FREQUENTLY ASKED QUESTIONS ABOUT SMS COMMUNICATIONS

Have the school rules changed?
School rules concerning arrival and departure have not changed i.e. Students who are late to school are still required to sign in at the School Office to receive a ‘late pass’.

As a parent, what do I need to do?
If you know your child is going to be late, absent or leave early, please notify the school.

You can notify the school by:
- **SMS**: Send an SMS direct to the School anytime on **0412 790 238** (see format below).
- **PHONE**: Contact the School Office on 9807 8888
- **EMAIL**: Send an email to admin@huntingtower.vic.edu.au

If you do not contact the school when your child is absent, the SMS system will automatically send you a computer generated text message advising you that your child is not at school.

What do I do if I receive an SMS?
When you receive an SMS about an absence, you can phone the School Office on 9807 8888 or send an SMS to **0412 790 238** ensuring that the SMS text includes the student name, year level, date of absence and reason for absence. Please note that you will not receive an SMS response from the School.

Sample SMS Reply Message:

| Jane Citizen, 10.3  11 Feb, Sick     | John Citizen, Y5  11 Feb, Late, Doctor |

Please do not call or SMS (‘reply’) to the original number on your mobile as it is an automated system using a virtual number. It will not be received by the school.

What will it cost me?
Standard SMS charges apply, depending on your mobile phone carrier and plan. The cost of an SMS is usually cheaper than a local telephone call.

What if my mobile number changes?
Please notify the school *immediately* if your mobile number changes.

What if I receive an SMS message but I know my child is at school?
Please contact the School Office on 9807 8888. In the majority of cases this is quickly resolved.

What if there is a custodial order preventing contact?
The parent/guardian with legal custody of the child must provide evidence to the school in the form of a court order for the school to legally deny a parent/guardian access to any information about their child.