

COMMUNICATION POLICY

GUNGAHLIN COLLEGE

Overview

We value a strong partnership with parents and carers. Clear, respectful communication between home and school supports student learning and wellbeing.

We understand that families are busy, and teachers have full teaching timetables. This policy explains the best ways to contact us and what you can expect in return.

Process

Use this 3-step pathway

1. In the first instance: check Parent Portal (Sentral for Parents) to access information regarding absences, timetables, reports, newsletters and payments.
2. If further information is required: Email the right person (teacher, House team, Careers, or Front Office)
3. If urgent or unsure who to contact: Call Front Office on 6142 1000

Parent Portal (Sentral for Parents)

Parent Portal is our communication tool. It is a secure online platform used in ACT public schools.

You can use Parent Portal to

- Receive absence notifications
- Submit and explain absences
- See timetables
- View progress reports and semester reports
- Update contact details
- Make payments
- Read school newsletters

Access Parent Portal (web or app)

Option 1: Use a web browser

- On your phone, tablet, or computer, open this [Parent Portal access link](#)

Option 2: Use the app

- Download the *Sentral for Parents* app from the [App Store](#) or [Google Play Store](#).

Log in details (ACT Digital Account)

Access to Parent Portal and Sentral for Parents app is via your ACT Digital Account. If you still need to register, use this [Parent Portal access link](#) and log in or create your ACT Digital Account. You will need your access key, which you should have received by email. Please contact the Front Office if you need your access key resent on 6142 1000 or email GungahlinCollege@ed.act.edu.au

The best ways to contact the school

Email (best for most questions)

Email is best for:

- learning, assessment and class questions
- wellbeing follow-up
- requests for a meeting
- updates that need explanation or context

Staff email format: Firstname.surname@ed.act.edu.au

Phone (Front Office)

Call the Front Office on 6142 1000 to:

- Leave a message for a staff member
- Get help finding the right person
- Tell us if something is urgent

Please note:

- Teachers cannot take calls during lessons. The Front Office will pass on messages as soon as possible.
- If a call is urgent, tell the Front Office. They will try to find a senior staff member who is available.

Response times

We aim to respond within 3 working days. Part-time staff may take longer.

Teachers will reply as soon as they can, but they are often teaching and preparing lessons during the day and are not able to check emails consistently. Staff are not expected to respond outside work hours.

If you don't get a reply

1. Reply to your original email as a polite reminder.
2. If there is still no response, email GungahlinCollege@ed.act.edu.au, and we will follow up.

Meetings

Meetings are by appointment.

For non-urgent meetings, we aim to meet with you within 5 working days.

If you need an urgent meeting (for example, a serious family emergency or a child protection concern), please phone ahead. The Front Office will do their best to find a senior staff member who is available.

To help us support everyone, the school will assess urgency based on the information we have and other immediate demands.

How will we contact you?

We contact families by email (using your preferred email address) or phone.

If teachers have concerns about a student's learning or behaviour, or if there is something important to discuss, they will contact you as soon as possible.

We also share information through:

- Fortnightly [What's On Newsletter](#)
- Parent Forums
- Student Progress Reports
- Student Learning Conferences (parent-teacher interviews)
- Semester Reports

Contact Information

Front Office (General enquiries)	Phone: 6142 1000 Email: GungahlinCollege@ed.act.edu.au
Student absences (if you cannot access Parent Portal)	GNGCabsences@ed.act.edu.au
Staff/Teachers	Individual teachers/staff email in the format: Firstname.surname@ed.act.edu.au
Student Wellbeing	GNGC.<HOUSENAME>@ed.act.edu.au (e.g. GNGC.Orion@ed.act.edu.au)
Careers & Transitions	GNGC.careers@ed.act.edu.au
Certification	GNGC.certification@ed.act.edu.au
Website	https://www.gungahlincollege.act.edu.au
School concern page	https://www.gungahlincollege.act.edu.au/contacts/do_you_have_a_concern
ACT Education Directorate	ACT Education website: www.education.act.gov.au Feedback and complaints: Phone: 6205 5429 or visit www.education.act.gov.au/support-for-our-students/complaints-feedback-and-enquiries