




Types of External Communication @ The Gap SHS

Effective communication between school, parents, and the wider community is essential to ensure student success and maintain a strong partnership in education. The Gap State High School employs a variety of communication methods to provide timely, relevant, and accessible information to parents and caregivers.

Below are the types of communication that is used between the school and the community along with the purpose of these.

Communication Type	Purpose
QParents  Link here	<p>Once registered, QParents is a secure online portal that allows parents/carers to access information about their child's education and school life.</p> <p>Content Includes:</p> <ul style="list-style-type: none"> - Report Cards - Student Timetable - Permission forms* - Invoices - Update student details <p><i>*Not all permission forms will appear on QParents as some are required to be emailed instead.</i></p>
Daymap Connect  Link here	<p>Daymap is used daily by both staff and students. Daymap Connect is an online platform that allows Parents/Carers to access information about their child's learning in addition to what can be seen on QParents.</p> <p>Content Includes:</p> <ul style="list-style-type: none"> - Student Attendance Monitoring - Student Timetable - Assessment details (for current term) - Homework - Parent-Teacher Interview Bookings (twice per year) <p><i>Note: For more detailed information, please use the web browser of Daymap Connect as the phone application does not include all features.</i></p>
School website  Link here	<p>The central hub for comprehensive school information and resources.</p> <p>Content Includes:</p> <ul style="list-style-type: none"> - Staff contact information - Junior and Senior Curriculum Handbooks - Programs of Excellence Information - School Policies and Procedures (AARAs, Attendance Policy, Student Code of Conduct) - Open Day and School Tour information - International and Homestay information

Social Media (Facebook / Instagram)	<p>To share timely updates, celebrate student success, and engage the community.</p> <p>Content includes:</p> <ul style="list-style-type: none"> - Event promotion and coverage - Showcase student achievements and school culture - Share community partnerships and extracurricular activities <p>Facebook: https://www.facebook.com/tgshs/ Instagram: @thegapshs</p>
Whole School Newsletter Click to subscribe	<p>To provide the broader school community with fortnightly updates on school events, initiatives, and achievements.</p> <p>Content Includes:</p> <ul style="list-style-type: none"> - Executive Principal's message (video format with transcript) - Upcoming events - Curriculum updates - Student achievements - Community announcements
Parents as Partners Newsletter <i>All parents/carers will receive this. No subscription is required.</i>	<p>To provide parent/carer updates and useful resources to assist parents/carers be informed. These are sent out at various intervals dependant on content available. This will be sent in Week 1 and Week 6 each term.</p> <p>Content includes:</p> <ul style="list-style-type: none"> - Upcoming parent/carer events - Access to webinars - Student wellbeing resources - HOY Newsletters embedded (see below)
Head of Year Newsletter	<p>To provide year level specific updates and relevant information to parents. These will be embedded into the Parents as Partners Newsletter.</p> <p>Content Includes:</p> <ul style="list-style-type: none"> - Highlight key dates and milestones for the year level - Share pastoral care messages and wellbeing resources - Year-specific initiatives or reminders
Phone Line (07 3511 3888)	<p>Used for direct communication for urgent, specific, or sensitive matters.</p> <ul style="list-style-type: none"> - Notification of urgent issues (e.g., illness, behaviour, or accidents) - Arrange meetings - Respond to inquiries requiring immediate attention
Absence line (phone or text)	<p>Parents/Carers may either call or text to notify the school of a child's absence. Please ensure your child's name, year level and the reason for the absence is included. These may also be used for when students are late to school or need to leave early.</p>

	<p>A same-day notification text will be sent to parents/carers when students have an unexplained absence.</p> <p>Absence Phone line: (07) 3511 3860 Absence Text line: 0427 925 653</p> <p>Parents/Carers can also send a message through the Daymap platform for student absences as well.</p>
Email (Parent/carer to the school)	<p>For non-urgent enquiries, parents/carers may use email to contact the school and staff. Replies may take a minimum of 2 or more business days.</p> <p>General enquiries: admin@thegapshs.eq.edu.au</p> <p>For a list of useful email addresses, please see the end of this document.</p>
Email (from school to parent/carer)	<p>Group emails For emails sent to groups of parents/carers, we use the email address communication@thegapshs.eq.edu.au</p> <p>Please ensure this email is listed as a 'safe sender' in your email platform as these large group emails can sometimes be listed as 'spam' or 'junk'.</p> <p>Typical group email:</p> <ul style="list-style-type: none"> - Detailed Whole school (or Year Level Specific) event information <ul style="list-style-type: none"> o Excursions o Camps o Exam Block information o Excellence Evening - Community Updates <p><i>Please note: we do not send reminder emails about events. Reminders may be found on social media.</i></p> <p>Individual emails Staff will still use emails to contact parents/carers for non-urgent matters.</p>
Parent-Teacher-Student Interviews	<p>Face-to-face or online meetings to discuss student academic progress and wellbeing.</p> <p>Content includes:</p> <ul style="list-style-type: none"> - Strengthen home-school collaboration - Discuss achievements, areas for improvement, and strategies for support - Establish goals and address any concerns <p>During Term 2 and Term 3, parents/carers can book interviews with their child/ren's teachers. Information about these bookings is emailed prior to these events. It is encouraged that students attend these meetings.</p>

Useful email addresses

Type of Enquiry	Email
General enquiries	admin@thegapshs.eq.edu.au
Executive Principal	Principal@thegapshs.eq.edu.au
Deputy Principal	DeputyPrincipal@thegapshs.eq.edu.au
Head of Year Concerns for student wellbeing, attendance inquiry, other year level specific enquiries.	HeadofYear7@thegapshs.eq.edu.au HeadofYear8@thegapshs.eq.edu.au HeadofYear9@thegapshs.eq.edu.au HeadofYear10@thegapshs.eq.edu.au HeadofYear11@thegapshs.eq.edu.au HeadofYear12@thegapshs.eq.edu.au
Wellbeing Hub #2 (Guidance Officers, GP, Chaplin, etc.) Concerns for student wellbeing	wellbeinghub2@thegapshs.eq.edu.au
Student Timetable Timetable requests, subject changes, etc.	timetable@thegapshs.eq.edu.au
AARA Assessment extension requests	aara@thegapshs.eq.edu.au
Time4 Students Enquiry about Time4 sign ups and attendance	Time4@thegapshs.eq.edu.au
Accounts Receivable Enquiry regarding invoices and student accounts	accountsreceivable@thegapshs.eq.edu.au
Pathways & Performance VET, TAFE, School-based apprenticeships.	Pathways&performance@thegapshs.eq.edu.au