

KTC Channels of Communication

KTC App

This is the main source of information for parents K-12. It is essential that at least 1 parent/carer has it.

- **Newsfeed** Tab is where you receive notifications.
- **Quick Links** Tab is where you find KTC information for your convenience.
- **To do's** Tab is where you will grant permission for excursions and events.

To download the Kesser Torah App, go to the Google store or App store.

See the Tech Support Guide on Quick Links for tech assistance.

The Early Learning Centre and CRELS daily communication is managed by Story Park.

Emails for Teacher communication and Occasional Notifications

Teachers, Leadership Teams and Program directors will liaise with parents via email.

Occasionally a Newsfeed notification will be sent via email for the ease of printing or reading documents.

KTC WhatsApp Broadcast for Notifications

School wide Broadcasts are sent via WhatsApp Broadcasting. Only select KTC App Notifications are sent via WhatsApp (due to the nature of the message – often it is a summary or reminder of a KTC App Notification or sent as a repeat for ease of viewing in WhatsApp).

WhatsApp Broadcast Notifications are not a replacement of the KTC App.

It's essential for at least one parent/carer to be on the WhatsApp Broadcast. For you to receive this broadcast you must have the KTC Comms phone number saved in your phone: **0402 733 828**

Class WhatsApp Groups for Parents

Every KTC Class has a WhatsApp group which parents can (optionally) join. These groups are not moderated by KTC. The groups are created in the interest of fostering community for the class (students and parents alike). Chat or shared information should stay KTC class related.

The atmosphere in the Class WhatsApp groups should be kind and in support for fellow parents and support of the school. It is not a place for airing grievances or complaints. KTC welcomes all feedback (including complaints) – please email the appropriate school manager directly to effectively solve.

We ask parents to only share relevant class information or external fliers which your children are interested in or attending themselves. It is not a space for sharing external fliers, soliciting or promotion of business which is not relevant to your class.

Any fliers sent in the group sent by fellow parents should not be assumed that it is from KTC. We ask parents to ensure that the information or fliers shared are clear about where or who it is from (and if it doesn't say so to then comment where the flier is from) to avoid confusion.

To join your class group, please email: marketing@ktc.nsw.edu.au.

KTC Suggestion and Feedback Email – Virtual Suggestion Box

As we grow, we want to hear your feedback, concerns and suggestions. We are listening and want you to be a part of our growth - no suggestion is too small or too big! Connect with us in sharing your ideas and concerns that are of a **general nature**.

Email: connect@KTC.nsw.edu.au

For all school related matters which relate to your child, their class, attendance etc, please refer to the regular modes of communication as directed in the "Who To Contact For What" docs found on our Quick Links page.