



What to do when:

Our Home Learning Hub is a terrific resource to assist families to trouble shoot. In the first instance, please access this hub- the answer to your problem may be there! <https://bit.ly/FranklinHomeLearning>

For queries about:	Contact:
I have a query about a learning activity, subject, assignment or resource	The relevant class teacher
I have a technology-related problem or issue	The class teacher who will then filter to the appropriate channels.
I have a personal, academic or social – emotional concern	Executive teacher or class teachers Executive teachers: Preschool: Rebecca Tobler Kindergarten- Kylie Moller Year 1 and 2- Keri Ball Year 3/4 -Noni See Year 5- Rebecca Tobler
There are other issues related to online and alternative learning	Executive teachers: Preschool: Rebecca Tobler Kindergarten- Kylie Moller Year 1 and 2- Keri Ball Year 3/4 -Noni See Year 5- Rebecca Tobler

WHEN SHOULD I CALL THE FRONT OFFICE?

- When you need to pick up a child who is at school
- Enrolment advice
- If you want to make a time to pick up a device
- For financial needs

Please note: The front office staff are currently inundated with calls and do not get to the answering machine as frequently as normal.

Community enquiries for the Education Directorate

The Education Directorate's Feedback and Complaints line is open 9am-5pm on (02) 6205 5429. This includes enquiries relating to technical support for Chromebooks.

We appreciate and value your understanding and support with these processes. Thank you in advance.

Kate Flynn

Principal