



St Joseph's Primary School

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1st November 2021

Good morning Parents and Carers

Issue with Absentee SMS

We have been experiencing an issue with our school Absentee SMS's over the last couple of weeks. We have been advised that the issue seems to be with our service provider and not our internal software system.

A number of our Absentee SMS are not being received by parents and carers. Those that have received them may be replying however the school is not receiving the reply.

If you receive a paper note from us about a student's absence where you had replied to the SMS this will be the reason and we do apologise for the inconvenience. It is important that we keep student's attendance up to date so replying to the hard copy note or completing an absence notification using our online portal via the link below, the school website or our SZapp is a good way to do this.

Report an absence link - <https://sjpport.schoolzineplus.com/form/3>

The Catholic Schools Office is working with our service provider to identify the problem and have it resolved as quickly as possible.

Thank you for your support.

Tess Koning
Principal