

Communication Policy for XtrAct Drama Academy

1. XtrAct Owner and Operator, Danielle Brame Whiting, is the sole educator, administrator, communicator etc. of XtrAct Drama Academy. Her contacts are 0413392802 and info@xtract.com.au
2. **All communications will be initiated via text message.** Short pieces of information will only be conveyed by text. Longer pieces of information will be emailed and recipients will be notified by text that an email has been sent. These texts are most often sent as a group text as Danielle has the families of around 60 students to communicate with. So, when replying to a text please start a new discussion to ensure privacy. Please let Danielle know asap if an email has not been received.
3. **Mondays and Tuesdays Danielle can't answer her phone after 3pm** as she is either travelling to our classes or teaching them. If your message pertains to the lessons on the day that you are calling, please text her at 0413392802. If it is not so urgent please email her at info@xtract.com.au. Either way she will reply as soon as she is able.
4. Please **DO NOT contact Danielle via social media** or email if you are letting her know your child will be absent from a class that day. It is unlikely she will see it in time.
5. **Please give Danielle as much notice as possible in regards to a students absence from class.** Class content is planned content, and activities are created based on the students she is expecting to be present in the lesson. Often lessons are planned one to two weeks in advance. Therefore, the sooner she can be advised if a student is unable to attend a lesson the greater efficacy her lessons will have – especially once we have started rehearsing for our performances. Of course, if they fall ill that day, it can't be helped, but once again we ask you to contact her about it as soon as possible.
6. **Office Hours for phone calls are 9am – 2.30pm and text messages are 8am – 8pm, Monday – Friday.** Obviously when we have a special rehearsal or performance on a weekend there are special circumstances, but we ask parents and guardians who need to reach Danielle outside of these hours/days in a normal week to please do so by email.
7. **Social Media is also used by XtrAct to convey information about performance dates/times and ticketing.** It is something that can easily be shared by parents with

extended family and friends to let them know about a students' performance. Our social media pages are also used to convey information about auditions and productions by other performing arts organisations on the Coast and surrounding regions, where possible. We ask our parents to take the time to follow our pages:

Facebook <https://www.facebook.com/XtractDramaAcademy/>

Twitter <https://twitter.com/XtrActDrama>

8. **The XtrAct website** has information on our class content, fees, policies, performances, enrolment and even a little blog that Danielle occasionally writes in on matters of performing arts in regard to development and education. In addition to this, parents are given a login at the beginning of the year for a private page where notes, scripts and other important documents can be accessed.
9. **Open communication is key.** If there is anything happening in your child's life that may be affecting their ability to engage in their XtrAct Drama classes in any way, please do not hesitate to contact Danielle. She will, of course, keep this information private, however it will greatly help her in being a more effective drama teacher for your child. In return, if she notices any behaviour or hears of anything regarding your child that is out of the ordinary or potentially harmful, she will contact you directly.
10. **Mobile Phones in the Classroom.** Unless we are using it as a prop, mobile phones are not to be used during class time. Students are asked to place them in a bag or on a bench. If you need to contact your child during our class please refrain from calling and instead send them a text message so as not to disturb our class or their learning. Please note that XtrAct will take no responsibility for phones that are lost or damaged during class and we encourage students to bring something they can keep the phone in, other than their pocket, as some classes require lots of movement and there is a danger of pocket phones going flying.