

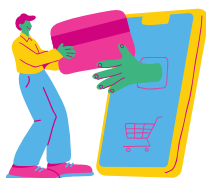
## Communication Policy



### Introduction to Your Educator

Once you have been allocated an educator, an email will be sent via **Tutorbird** introducing your educator. Your educator will then share their contact details with you and provide weekly session summaries.

\*Please communicate directly with them regarding anything attendance and learning related



### Invoicing

Invoices will be emailed prior to each term.

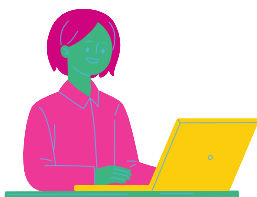
For invoice queries, please contact us directly at

**[accounts@rookeryroad.com.au](mailto:accounts@rookeryroad.com.au)**



### Social Work

Once you are linked in with our social worker, Tiffany Westphal, future communication regarding bookings, appointments and documentation will come from her directly and you can contact her via **[tiffany@rookeryroad.com.au](mailto:tiffany@rookeryroad.com.au)**



### Other Communication to Note

- Terms & Conditions will be available on the website
- Communication and marketing will be emailed via **Hubspot**
- General information and correspondence will be emailed via **[info@rookeryroad.com.au](mailto:info@rookeryroad.com.au)**
- Including photos/videos of our sessions on **Social Media** is a strong part of our strategy. Student names will never be included as we do respect the privacy of our families. Please email **[info@rookeryroad.com.au](mailto:info@rookeryroad.com.au)** if you **do not** want your child photographed or videoed



### Questions? Need more information?

To find out about other sessions such as assistive tech, social work, literacy or maths profiling, advocacy, professional learning, or parent consultations etc, please email **[info@rookeryroad.com.au](mailto:info@rookeryroad.com.au)**