

GET READY FOR ACTION!

Before sharing content with your parent community, use this checklist as a helpful planning and organising guide.

REVIEW YOUR APP SETTINGS

- Use [list builder](#) to check all parents have access to the Hero app and have an email. This must happen before you make any posts in Hero.
- If you have the Pages Power Up, confirm which Pages you would like open to parents and check settings.
- Check you are happy with what families are able to view with your current settings, by using your test students and 'view as a caregiver' option.
- Review the app settings in the [School App Options](#) section in Hero. This is where you can add links to other school-related web pages to your app landing page.
- Update the options on the [What Can Parents See?](#) section in Hero. Consider if you want comments turned on and the ability to add an emoji.
- Check that your [School Dates](#) and [Alternative Assessment Timeframes](#) have been updated for this year. These timeframes control some of what families can see on the Hero app (for example, viewing the days school will be closed). This is also used when reporting absences.

PLAN & SHARE YOUR COMMUNITY LAUNCH WITH STAFF

- Map a clear strategy for introducing Hero to your school community. This may include screenshots or videos that highlight what to expect, and how to get started - i.e. create a video on how to download and sign into the Hero app.
- Consider and plan your approach for introducing Hero to families who speak English as an additional language.
- Set school-wide expectations around frequency, timing and content of posts, to streamline school communications via the Community Feed. This will help embed Hero as the place for parents to locate all key information, including learning and progress updates.
- Plan how you may utilise events, such as school interviews, to introduce Hero to parents. Use this time to check if parents have downloaded the Hero app, as well as to answer any questions parents may have.
- Inform staff of your school's community launch plan, including internal best-practice guidelines and where to direct parents for assistance.

INTRODUCE HERO AND COMMUNICATE WITH FAMILIES

- Introduce Hero to your parent community through school notices, social media, newsletters, or digital boards.
- Share with parents your vision for Hero and The Why? For example, how Hero aligns with your school vision and strategic planning.
- Make your first Community Feed post in Hero engaging. Adding photos and videos will support engagement and understanding.
- Create a video showing parents how to use the Hero app based on the personalisations your school has made. See a Hero School example [here](#).
- Have a staff member available before and/or after school to assist parents with signing in.
- Host a morning tea/coffee drop-in session, and weave Hero into new families sessions or transition-to-school meetings.

ONGOING PROMOTION OF THE HERO APP

- Update your school website and other online platforms with the Hero logo and information, and the Hero app link (go.linc-ed.com). Our Hero Brand Assets Kit will support these updates.
- Weave Hero into school community events, and host ongoing parent sessions to support them with downloading and navigating the Hero app.
- Celebrate the parents and caregivers who have logged into the app. For example, create a "My Mum / Dad is a Hero" certificate.
- Identify 'superhero' parents as advocates to support your vision, and share the benefits of using Hero with your wider school community.
- Run competitions and weekly prize draws.

REGULAR REVIEW, REFLECT AND UPDATE

- Undertake a review of family engagement. Identify parents who have not read posts and offer them support with signing in. Navigate to any post and click on the three dots> Analyse Engagement.
- Undertake a review of staff use of the Community Feed feature to ensure best practice. Some considerations may be: Is the timing and frequency of posts appropriate? Is all communication being sent through the one channel - Hero? Is information centralised so that parents are not receiving multiple messages with the same content from multiple staff members?

INTRODUCING HERO TO FAMILIES

The following message is a suggested introduction to Hero for parents and guardians. It explains your school's intention for online, real-time communication and reporting.

DEAR PARENTS AND GUARDIANS...

We are delighted to launch our new communication and reporting system, Hero: an online sharing platform with a complementary smart app.

Hero allows schools to customise an online environment that enables teachers, students, and families to view and share content anytime, anywhere on any device. The software is secure, easy to use and brings together all school-related information in one place.

With Hero, you have the ability to:

- Read and comment on posts relating to your child's learning.
- View information on your child's progress & goals.
- Read and comment on school notices sent to the class or groups your child is part of.
- Respond to school notices such as surveys and trip permission requests.
- View school term dates and calendar.
- Notify the school if your child is absent or late.
- Navigate to other school-related webpages.
- Customise your account by adding a profile image.
- Select how you wish to receive notifications.

Learning posts combined with syllabus information and goal-setting will form an online report that is designed to build year-on-year. Over time, you will have access to written posts, images, video, work samples, and helpful resources all in one place.

Over the coming year, staff and students will be posting rich content to our Hero software. We are looking forward to sharing this with you, including you in your child's learning journey.

COMMUNITY COMPETITION IDEAS

Increase engagement, by running a competition for families, via your Community Feed. Think about what they'll be most receptive to and use your school council to gain student input and ideas!



Guess the teacher's baby photo

Add a baby photo of one of your staff members and use a Super Simple Survey to guess who the teacher is.



Photo competition, i.e. we want to see...

A way you use your superpowers at home. Your everyday superhero or pet (and a small blurb of why they are special to you).