REACH - BOARDING MANAGEMENT SYSTEM

TGS BOARDING MANAGEMENT SYSTEM – REACH

Welcome to the TGS Boarding Management System, REACH. This system is a web-based application which allows boarders and parents to apply from any IT device, whilst also allowing parents to approve leave remotely. REACH is also available as an Apple and Android App.

ACCESS AND "HOW TO GUIDES"

TGS REACH can be accessed using the following website using your unique username and password which will be emailed closer to your child's commencement day. https://reach.tgs.qld.edu.au/
In the meantime, please take time to browse the range of user guide articles and short demonstration videos on how to use REACH at the Parent Portal Support page. CLICK HERE FOR WEBSITE LINK

LEAVE PROCESS AND APPROVAL

The process by requesting and receiving leave is relatively simple, however it is expected that boarders apply for leave in a timely manner to allow parental and boarding approval to take place. The 24-hour rule is generally good practice, although we appreciate that this is not always possible. Therefore, a boarder should contact their Head of House to ensure that no delay is taken in approving late leave requests. The leave process is as follows.

> **1. Boarder (or Parent) requests leave via REACH**.
> Provide full details of the leave arrangement, which includes contact and address details of the adult taking the boarder on leave.
> > a. **24-hour rule** – provides time for parent and boarding approval
> > b. **Weekend Leave** – is due in by 8:00pm each Thursday evening.
> > c. **End/Start of Term Leave** – is due in by 3:00pm on the third last Friday of term.
>
> **2. Parent then approves the leave**.
> Receives an email or can approve from the app or by logging onto the website.
>
> **3. Head of House then reviews, approves or declines the request**.
> Please be mindful that while all approval may be given for Leave to occur, ultimately the Director of Boarding has final approval. Heads of House will consult with the Director of Boarding before declining a leave request. In this situation where Leave is not approved by the Head of House, a full explanation will be provided in an email response.

HEAD OF HOUSE ROLE IN LEAVE PROCESS

Each Head of House is the primary boarding leave approver for all leave requests, except for end/start of term, this is approved directly by the Director of Boarding. It is important to be in contact with your relevant Head of House periodically regarding most boarding matters, more predominately this will be with regards to leave.

Heads of House can provide a good sounding board for a leave situation you are needing clarity on, or provide parents with guidance and connections with our day school families. In the event that a leave request is not fully disclosing information, or our information differs from the leave request being submitted, Heads of House will contact parents and HOSTs as part of our duty of care processes.

REACH SECURITY

REACH is an excellent tool to ensure parents are kept close on Leave matters, more importantly it allows them to be in direct contact with the whereabouts of their boarder/s. Therefore, it is important that the integrity of the leave processes is upheld, and that TGS REACH Boarding usernames and passwords are not shared with boarders.

QUESTIONS

Should you have any questions or require assistance with using TGS REACH Boarding, please contact TGS Boarding Reception on 07 4722 4925.