

Who do I contact when...

Absences

My child is unwell and won't be at school today



My child will be away today for a family/religious reason



We are going on a family holiday (less than 5 days)



Complete a digital absence note on School eNews app

We are going on a family holiday (more than 5 days)



Complete a leave application form, available from the school office. Approval from the Principal is required for any leave of 5 days or more

Changes to daily routine

I need to change afternoon pick up arrangements



My child left their hat/lunch/water bottle at home



I didn't order lunch from the Canteen before the Flexischool time cut off



Call the School Office on 9153-9157

Financial question

I have a question about the term invoice



I'm not sure if I have paid for an excursion



I would like some financial assistance to pay the term invoice



Call the School Office on 9153-9157

Student enrolment

I have a question about enrolment for a younger child that hasn't started school yet



Call the School Office on 9153-9157

School Counsellor

I would like to speak to the school counsellor



Call the School Office on 9153-9157

Excursion, visiting presentations & carnivals

I have misplaced my child's excursion note



School website - Events tab at top of homepage

Is the excursion/carnival still on? (weather concern)



Announcement on School eNews morning of excursion/carnival & Class Dojo

Is PSSA on today? (weather concern)



Announcement on School eNews & PSSA team Class Dojo accounts

Parent Teacher Communication Flowchart

Step 1: Contacting the class teacher

When to contact the teacher:

- academic progress
- behaviour
- physical/social/emotional wellbeing
- health needs eg: allergies, asthma
- attendance concerns
- playground incidences
- friendship concerns

The class teacher should always be your first point of call for any concerns or questions regarding your child.

Please understand that the teacher's priority during the school day is to teach their students. A message with a brief outline of your question/concerns helps the teacher to be prepared when they make contact.

You can contact the teacher by:

1. Phoning the school office on 9153-9157
2. Messaging directly on Class Dojo. Class Dojo hours 8am-5pm.
3. Sending a note with your child

Step 2: Teacher makes contact

The class teacher will respond and make contact by note or phone at a time when they are able to give their full attention. If necessary, an interview will be arranged for further discussion. Concerns are recorded on Sentral by the class teacher.

→ Inquiry resolved – no further action required

→ Inquiry not resolved

Step 3: Parent and Teacher Interview

Parent/Carer and teacher meet at the agreed time. Discussion of concerns/ information is minuted with actions agreed to and recorded on Sentral by teacher. Actions are followed-up and a phone call/note to acknowledge the completion of the agreed upon action/s.

→ Inquiry resolved – no further action required

→ Inquiry not resolved

Step 4: Parent and Assistant Principal Interview

Contact School Office to organise a time to meet. Parent/ Carer and Assistant Principal meet at an agreed time. The class teacher may also be present. Previous meeting will be reviewed and any further actions will be minuted and recorded on Sentral.

→ Inquiry resolved – no further action required

→ Inquiry not resolved

Step 5: Parent and Deputy Principal Interview

Contact School Office to organise a time to meet. Parent/ Carer and Deputy Principal meet at an agreed time. The Assistant Principal/class teacher may be present. Previous meeting will be reviewed and any further actions will be minuted and recorded on Sentral.

→ Inquiry resolved – no further action required

→ Inquiry not resolved

Step 6: Parent and Principal Interview

Parent/Career to contact the School Office to request an appointment with the Principal. An appointment will only be made if meetings have already occurred between the parent/carers and the teacher, Assistant Principal and Deputy Principal. Upon review of the previous meeting minutes, staff members may be asked to be present for this meeting to work towards a resolution. In extenuating, serious circumstances an appointment can be made with the Principal, without completing steps 1-5, if the concern/issue is confidential or sensitive in nature.

If your concern is not resolved the Principal will direct you to the next course of action.