



CARINE SENIOR HIGH SCHOOL

Seeking Excellence in Education

Principal: Damian Shuttleworth B.Arts. B.Ed

School Communication Guide

At Carine Senior High School, we believe that parents form a crucial component of the three-way partnership that maximises student learning and enhances the school experience. Building a positive relationship between home and school plays an important role in the education of your child.

Parents should be comfortable contacting all staff members and should feel that they are being listened to and that their concerns are being addressed in a timely and professional manner. At Carine Senior High School, we are committed to responding promptly and helpfully to your enquiries, concerns, suggestions and compliments.

Our school uses various forms of electronic communications to parents. Please take the time to familiarise yourself with the forms of communication and their uses. These guidelines outline the methods of communication that Carine Senior High School expects all staff to use when communicating with parents. It also outlines the appropriate and effective methods available for parents to communicate with the school.

Connect

Connect is an integrated online environment developed by the Department of Education for staff, students and parents in public schools. All communication is sent via Connect. Connect users may select their communication preferences via 'My Account' in their Connect profile.

On Connect you can view:

- The classes in which your children are enrolled
- Course and assessment outlines
- Assessment results
- Week by week attendance information
- Classroom notices
- School policies, Connect user guides and other useful parent information in the School Space
- Notices, excursion notifications and important information from classroom teachers

Upon enrolment you will be sent log in details from Connect to enable access.

Facebook

News, events, student achievements and relevant community information is showcased on the Carine Senior High School Facebook page. Please like and follow us. We encourage all members of the school community to interact with our Facebook page by liking our posts regularly. Facebook is not the platform to discuss concerns about our school. Please contact the relevant staff member to discuss your concerns.

Instagram

Carine Senior High School Instagram highlights student achievement and school events in a pictorial form. Please like and follow us.

Website

Our website contains important information regarding school operations and policies. You can find information relating to Lower School and Senior School courses, Uniform Shop, Canteen and more. A current school calendar can be found on the home page including links to the school newsletter, QuickCliq (online canteen order system), Transperth, Permapleat (online uniform order system) and Connect.

School Newsletter

A Carine Senior High School electronic newsletter is sent out four times per year to the community during the final week of each school term. The newsletter includes messages from the Principal and Associate Principals and showcases specific student and staff achievements and learning area activities.

Text Messaging

Text messages are sent each morning to inform parents if a student is absent without parental notification. Text messages are also used for reminders and brief information about various school activities and processes.

Qkr!

The Qkr (pronounced 'quicker') payment system is the preferred payment and permission platform for all extracurricular activities associated with the school. Qkr is an easy-to-use application that can be used on smartphones, iPads, tablets, laptops and desktop computers.

What parents can expect in school communication?

- Regular communication from the school (e.g. Connect class teacher introduction and upload of course and assessment outlines, school newsletter, class excursions, Connect class and School Space notices);
- A scheduled opportunity to meet with the classroom teacher during the Term One Parent/Teacher Interviews;
- Other opportunities to meet with the teacher by appointment;
- Invitations to attend year-based parent information sessions;
- Invitations to attend school events including whole school assemblies, morning teas, carnivals, performance evenings;
- Notification of any serious single issue or ongoing issues concerning your child;
- Opportunities to provide feedback (e.g. through confidential surveys); and
- Parent communications acknowledged and responded to as soon as possible and within three working days.

Many of the teachers at Carine Senior High School will exceed these expectations. However, these are the minimum expectations for all staff members.

What parents cannot expect?

- School staff returning calls outside of business hours;
- Emails to be answered in the evenings or weekends;
- Access to teachers' private phone numbers or emails; or
- Staff to listen to or respond to disrespectful or aggressive communication from parents.*

*This does not comply with the Department of Education Code of Conduct Policy.

When should you contact your child's classroom teacher?

- If you have concerns about your child's academic progress;
- When you can't keep a scheduled appointment;
- When homework takes much more time than expected, or your child is unable to do most of the homework independently;
- Extension request for any assessment; or
- Absence from a scheduled assessment. *

* Parents of children in Years 11 and 12 must also contact Academic Performance Manager and Associate Principal.

When is a face-to-face meeting appropriate?

Electronic communication, such as email, is highly convenient and can be used for short, non-urgent and positive forms of communication.

However, electronic communication is not appropriate for more complex or emotional situations. In these cases, parents should request a face-to-face interview so that any issues can be given the time and attention that they deserve.

Guidelines for contact if you have concerns that a staff member has not responded to, or handled an issue appropriately.

We will do our best to ensure that your child's educational needs are being met, and that we create a supportive, motivating and safe learning environment. However, if you feel that a concern regarding your child's progress or learning environment has not been resolved to your satisfaction, we'd like the opportunity to investigate further to ensure that we are meeting and supporting your child's learning needs and goals.

If an issue does arise we request that you contact the school directly. Please understand that speaking and writing to staff members disrespectfully is not acceptable and may negatively impact on resolving an issue in a timely and productive manner.

To increase mutual respect, remember:

- Teachers and support staff, like all people, can on occasion make a mistake.
- We're all on the same team - your child's support team!
- Recognise that we won't always agree, but we promise to listen.

Who should I contact?

For most discussions, the classroom teacher will be a parent's first point of contact. However, where conversations involve attendance issues, conflict, other families or dissatisfaction with any aspect of the school, members of the school leadership team (Head of Learning Areas, Student Services Managers, Associate Principals or the Principal) may become involved.

Who should I contact if I have a problem or concern?

- If you have concerns about a **classroom teacher**, it is best to speak to or communicate with that teacher (via email) in the first instance. If you do not feel that your concerns have been resolved you should then approach the Head of Learning Area (HoLA) for assistance.

- If you have concerns about a **Non-Teaching Staff** you should contact the Manager Corporate Services for assistance.

- If you have concerns about a **HoLA, Student Services Manager or Associate Principal** it is best to speak to or communicate with them (via email) in the first instance. If you do not feel that your concerns have been resolved you should then email for assistance from the Principal (Carine. SHS@education.wa.edu.au)

- If you have concerns about the **Principal** it is best to speak to or communicate with the Principal (via email) in the first instance. If you do not feel that your concerns have been resolved you should then contact the Coordinator Regional Operations at the North Metropolitan Education Region for advice or assistance.

Please view the contact listing to assist in your communication. This is correct at time of publication.