



# CARINE SENIOR HIGH SCHOOL

*Seeking Excellence in Education*

Principal: Damian Shuttleworth B.Arts. B.Ed. MSL

## School Communication Guide

Carine Senior High School values parents as key partners in enhancing student learning. Positive home-school relationships are vital for your child's education. We are committed to addressing all parent concerns promptly and professionally.

Our school uses various electronic communication methods, and we encourage you to familiarise yourself with them. These guidelines outline the communication practices staff are expected to follow and the methods available for parents to connect with the school. A contact listing is provided at the end for easy reference.

### Connect

Connect is an integrated online environment developed by the Department of Education for staff, students and parents in public schools. 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
- Classroom notices
- School policies, Connect user guides and other useful parent information in the School Space
- Notices and important information from classroom teachers

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

### Compass

In 2024, Carine Senior High School moved to a new Learning Management platform called 'Compass'. It streamlines how we communicate attendance and pastoral care information with parents and carers. Parents and Carers are encouraged to download the Compass School Manager mobile app for ease of entering attendance messages. You will also be able to view your child's attendance within the Compass platform.

**App store** download: [click here](#)

**Google Play** download: [click here](#)

### 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. If parents would like to suggest an item to be posted on Facebook, please email [carine.shs.events@education.wa.edu.au](mailto:carine.shs.events@education.wa.edu.au).

**Please like and follow our page** [here](#)

### Instagram

Carine Senior High School Instagram highlights student achievement and school events in a pictorial form. **Please follow us** [here](#)

**Website <https://www.carinehs.wa.edu.au/>**

Our website contains important information regarding school operations and policies. You can find information relating to Lower School and Senior School courses, our Uniform Supplier, Canteen and more. A current school calendar can be found on the home page including links to Flexischools (online canteen order system), Transperth, Perm-a-pleat (online uniform order system) and Compass and Connect.

**Text Messaging**

If your child is marked absent in class without notification from home you will receive texts from a number with user ID 'CarineSHS'. 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, class excursions, Connect class and School Space notices);
- A scheduled opportunity to meet with the classroom teacher during Parent/Teacher Interviews;
- Other opportunities to meet with the teacher by appointment where appropriate;
- 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;
- Staff to meet with parents and carers, without an appointment, during a school day; 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 or Connect and Respect Guidelines.

**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](mailto: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.