

## COMMUNICATIONS PROCESS

The following information explains the ways we communicate with parents at Mindarie Senior College. We encourage parents to access these strategies regularly to ensure they remain informed about their young person.

### School Level Communication: Ways we communicate with parents/our community

- **College Website** [www.mindarie.wa.edu.au](http://www.mindarie.wa.edu.au). Our website is regularly updated to ensure information on the website includes, calendars, as well as College policies and procedures.
- **Information Nights**- These after-hours evenings are held throughout the year to support our parents in guiding their young person. Topics include: settling in to Senior School, Understanding WACE, and Supporting your child through ATAR.
- **Information Updates**- These are available on our College website twice per term.
- **Email/Connect**- Important information to parents is provided to parents via Connect. At times, email will be used to communicate with individual or small groups of parents.
- **Hard-copy Notes**- Sent home as required. Where possible, notes are distributed electronically.
- **SMS**- The College uses text messaging to notify parents if their young person is not at College. It may also be used if emergency communication with parents is required.
- **Special Events**- The College holds special events throughout the year including Colours Nights and Arts Nights.

### Classroom Level Communication:

- **Connect**- Connect is used to inform parents of College events and important information.
- **SEQTA**- Parents may be contacted by Mentors, classroom teachers or other College staff via SEQTA- our pastoral care platform.
- **Formal Reports**- Two formal written reports about your young person's academic progress are distributed at the end of each semester. In addition, an Interim Report is sent mid-Term 1 to inform parents of initial progress in each subject.
- **Teacher Meetings**- Meetings with your young person's teacher/s can be used to discuss individual subject concerns. Please ensure you make an appointment.
- **Email/Phone Conference**- Parents may be contacted via email or telephone in addition to SEQTA.

### How can our parents communicate with the College?

- **Absence Notification**- The College should be notified if your young person will be absent from College. Parents may choose to communicate through the following:
  - **Phone:** 6207 5521
  - **SMS:** 0409 084 812
  - **Email:** [Mindarie.SC.Attendance@education.wa.edu.au](mailto:Mindarie.SC.Attendance@education.wa.edu.au)
- **Email**- The general College email address is [Mindarie.SC.info@education.wa.edu.au](mailto:Mindarie.SC.info@education.wa.edu.au)
- **Telephone**- Reception can be reached on: 6207 5500. The College is open from 8.00am to 4.00pm for telephone inquiries.
- **Meetings**- Parents are welcome to contact a staff member directly by using the Staff Directory available on the [College website](#)
- **College Surveys**- The College distributes an opinion survey annually.
- **Parent Surveys**- Additional surveys may be given to parents/carers to assist in College improvement.
- Complaints can be forwarded to a member of the Executive Team. Additionally, the formal process for lodging a further complaint can be found on the Department of Education WA [website](#).

**NEED TO RAISE A CONCERN?**

I need to speak to someone about my young person’s academic progress:

Consider if the question is related to one particular class, or your young person’s whole academic program. If it is one or two subjects, contact the individual classroom teacher. If it is across subjects, contact the Mentor who can consult their WACE tracker and make appropriate referrals to the Manager Student Studies, Manager Careers, Learning Support Coordinator, or Year Leader.

I need to speak to someone about my young person’s classroom environment/ teacher (this could include: attitude, behaviour, non-attendance, homework):

We encourage parents to contact the classroom teacher directly regarding any classroom issues. If all avenues have been exhausted and a satisfactory resolution has not been met, the Head of Learning Area will be the next point of contact. This can be escalated to Student Services, or Associate Principal/s as necessary.

I need to speak to someone about my young person’s attendance:

Consider whether the attendance issue is for a particular class or across classes. If it is for one particular class, the classroom teacher can work with you to develop a plan for that subject, this can be further supported by the Head of Learning Area. If it is across classes, you can contact your young person’s Mentor who can speak to them and make a referral to the Year Leader.

I need to speak to someone about my young person’s mental health and wellbeing (including social issues):

Our Mentor teachers are good place to start. If it is something impacted by only one or two classes, the Mentor can liaise with the classroom teacher/s about what is happening in the classroom. If it is a broader issue and impacts your young person’s day-to-day experience at the College, the Mentor can refer them to the Year Leader. Our Year Leaders can conduct a well-being check in and, if necessary, put them in touch with the most appropriate person in Student Services.

**Mindarie Senior College- Concerns Process:**

