

**COMMUNICATIONS PROCESSES**

**Ways we communicate with parents/our community**

<b>College Website</b> <a href="http://www.mindarie.wa.edu.au">www.mindarie.wa.edu.au</a>	Information includes general updates, term and exam dates, College calendar and College policies and procedures.
<b>Information Nights</b>	After-hours sessions held throughout the year to support parents in guiding their young person through years 11 & 12. Topics include: Settling in to Senior School, Understanding WACE, and Supporting your child through ATAR.
<b>Social Media</b>	Regular updates relating to College news and information are posted to Mindarie Senior College facebook and Instagram pages.
<b>Connect</b>	Notifications for important information and details of College events are sent via Connect.
<b>Email</b>	Email will be used to communicate with individuals or small groups of parents.
<b>SMS</b>	To notify parents if their young person is not at College. It may also be used if emergency communication with parents is required.
<b>Letters</b>	Letters are distributed by mail or electronically by email.
<b>Special Events</b>	Special events throughout the year include Colours Nights and Arts Nights.
<b>College/ Parent Surveys</b>	Opinion survey distributed annually to gain feedback used to assist College improvement strategies.

**How parents are kept informed of academic progress**

<b>Compass</b>	Pastoral care platform used by Mentors, classroom teachers or other College staff to keep parents up to date with their young persons' progress and/ or concerns.
<b>Formal Reports</b>	Two written reports are distributed by email 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.
<b>Parent/ teacher evenings</b>	Two evenings are scheduled in Semester One to meet or talk with your child's teachers to discuss their progress. Engagement with these evenings is a valuable opportunity for to gain feedback and support with your young persons' education at the College.
<b>Teacher Meetings</b>	Individual meetings with your young person's teacher/s can be arranged to discuss subject concerns. Appointments are required to be made in advance. Contact the teacher directly via email to schedule a meeting. Staff contact details can be obtained from the College: <a href="http://www.mindarie.wa.edu.au/staff-directory">www.mindarie.wa.edu.au/staff-directory</a>
<b>Email/Phone Conference</b>	Parents may be contacted directly by the College via email or telephone.

**How parents can communicate with the College**

<b>Absence Notification</b>	<b>Phone:</b> 6207 5521 or 6207 5500 (option 1) <b>SMS:</b> 0409 084 812 <b>Email:</b> <a href="mailto:Mindarie.SC.Attendance@education.wa.edu.au">Mindarie.SC.Attendance@education.wa.edu.au</a>
<b>Email</b>	General Enquiries: <a href="mailto:Mindarie.SC.info@education.wa.edu.au">Mindarie.SC.info@education.wa.edu.au</a> Finance enquiries: <a href="mailto:Mindarie.SC.finance@education.wa.edu.au">Mindarie.SC.finance@education.wa.edu.au</a>
<b>Telephone</b>	College Number: 6207 5500 College Hours: 8.00am-4.00pm – Monday & Friday 8.00am-4.15pm – Tuesday & Thursday 8.00am-3.30pm – Wednesday
<b>Concerns</b>	The College Concerns Process is available on our website: Additionally, the formal process for lodging a further complaint can be found on the Department of Education website: <a href="http://www.education.wa.edu.au/complaints">www.education.wa.edu.au/complaints</a>

**Note: College is closed during school vacation periods**

### 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:

