

Appendix 1 Communication Checklist



WHO	ABOUT	FOR EXAMPLE...	HOW
Class Teacher	Your child's learning progress or social, behavioural or emotional issues. Important: It is not appropriate to raise an issue face-to-face during school hours as this does not allow the teacher to give you their full attention or pay due consideration to the issue.	<ul style="list-style-type: none"> * Absences * Positive feedback * Playground issues * Homework, including at-home reading * Not wanting to go to school * Queries about excursions and class events 	<ul style="list-style-type: none"> * Email school or or Tiqbiz absence App * Written note * Face-to-face meeting (Contact teacher prior, giving sufficient time to arrange a mutually suitable time and for teacher to gather relevant data or observations) <p>Response time - Most routine communication acknowledged within 2 school days. More complex issues require some investigation and consultation and may take up to 5 school days</p>
Year Level Coordinator	Your child's learning progress or social, behavioural or emotional issues, if: <ul style="list-style-type: none"> * You see the issue as a year-level-wide concern, * Students from several classes are involved 	<ul style="list-style-type: none"> * Playground or bullying issues across classes * Positive feedback for the team * Clarification about curriculum/learning units * Inconsistent messages/expectations from teachers across the team 	<ul style="list-style-type: none"> * Email * Written note * Face-to-face meeting (Possibly also involving your child's teacher) * Phone message via the office <p>Response time - Acknowledged within 2 school days with proposed further steps, if necessary</p>
Assistant Principal	Your child's learning progress or social, behavioural or emotional issues, if: <ul style="list-style-type: none"> * You feel you have unsuccessfully tried other channels *The issue is school-wide 	<ul style="list-style-type: none"> * School policy * Complex student issues * Bullying/ Cyber bullying * Major curriculum issues * Student welfare (eg. Psychology or speech pathology, integration aides) 	<ul style="list-style-type: none"> * Email * Written letter * Phone call *If necessary, arrange a meeting <p>Response time - 1-5 school days depending on urgency</p>
Principal	Your child's learning progress or social, behavioural or emotional issues, if: <ul style="list-style-type: none"> * You feel you have unsuccessfully tried other channels * The issue is school-wide * The issue is serious or confidential in nature 	<ul style="list-style-type: none"> * School safety issues * Very complex, serious or confidential matters * School management issues * School staff 	<ul style="list-style-type: none"> * Email * Written letter * Phone call * If necessary, arrange a meeting <p>Response time - 1-5 school days depending on urgency</p>
School Council	* School-wide issues Important: School Council is not responsible for any teacher-specific matters such as employment, nor does it discuss individual issues between teachers, parents and students as these are the responsibility of the Principal.	<ul style="list-style-type: none"> * Grounds and safety, including buildings and environment and OHS * School communication and community engagement * Finance and budgets * Outsourced programs, including Junior Rockers, school lunch orders and QSHS (Camp Australia) 	<ul style="list-style-type: none"> * Email * Written letter to School Council President or School Council members <p>Response time - Timing will be in line with the next monthly School Council meeting</p>
(PA) Parent's Association	Questions or comments regarding PA and PA functioning, community/parent engagement, school culture or Class Representatives (each class has one or more PA-affiliated Class Reps).	<ul style="list-style-type: none"> * Fundraising * Social events * Communication 	<ul style="list-style-type: none"> * Discussion, email with Class Representative (See class contact list) <p>Response time - 1-5 school days depending on urgency</p>
School Office	* School administration issues * The School Office is often the first point of contact for parents and they'll happily assist in filtering and channelling requests and concerns to the right people	<ul style="list-style-type: none"> * OHS, including immediate repair works * School fees and payments * Arranging meetings with AP/Principal * Urgent messages for staff or students * General school-related questions 	<ul style="list-style-type: none"> * Phone call or email (preferred) * Face-to-face <p>Response time - The School Office gets extremely busy, particular before and after school, and staff make every attempt to promptly assist visitors, however phone or email contact is preferred. Staff will attempt to assist you immediately or asap.</p>