



## LINES OF COMMUNICATION

Parents should follow these guidelines and refer to the Staff Directory on the School's website for email addresses.

- 1. Make contact with the member of staff who is directly connected with the matter/enquiry.**  
 For the majority of such matters/enquiries, this will be a Class/Subject Teacher or Home Group (Years 7-12) Teacher.
- 2. Make an appointment to speak with another staff member (according to the outline below) if it was felt that the issue was not fully resolved with the staff member directly involved.**

**Student activity or welfare (e.g. behaviour) issue may be referred to the following:**

PreKind; Years 3 to 6	Head of Primary	Mrs Narelle Taylor ( <i>Marsden Park Campus</i> )
Kindergarten to Year 2	Primary Co-ordinator	Mrs Karen McLeod ( <i>Marsden Park Campus</i> )
Kindergarten to Year 2	Primary Co-ordinator	Mrs Claire McCormick ( <i>Oakhurst Campus</i> )
Years 3 to 6	Primary Co-ordinator	Mr Michael Reed ( <i>Oakhurst Campus</i> )
Years 7 to 8	Welfare Co-ordinators	Mr David Hyde & Mrs Sara Rainer
Years 9 to 10	Welfare Co-ordinators	Mr Rodney Leenman & Mrs Voula Viatos
Years 11 to 12	Welfare Co-ordinators	Mr Steven Millard & Mrs Jenny Clay

**Student learning/academic progress may be referred to the following:**

PreKind; Years 3 to 6	Head of Primary	Mrs Narelle Taylor ( <i>Marsden Park Campus</i> )
Kindergarten to Year 2	Primary Co-ordinator	Mrs Karen McLeod ( <i>Marsden Park Campus</i> )
Kindergarten to Year 2	Primary Co-ordinator	Mrs Claire McCormick ( <i>Oakhurst Campus</i> )
Years 3 to 4	Head of Primary	Mrs Karen Shannon-Duhigg ( <i>Oakhurst Campus</i> )
Years 5 to 6	Primary Co-ordinator	Mr Michael Reed ( <i>Oakhurst Campus</i> )

Years 7-12 HSIE/LOTE	Curriculum Co-ordinator	Mr Michael Sukkarieh
Years 7-12 TAS/Creative Arts	Curriculum Co-ordinator	Mr Rob Cohen
Years 7-12 Maths	Curriculum Co-ordinator	Mr Gary Clay
Years 7-12 English/Drama	Curriculum Co-ordinator	Mrs Sally Morrow
Years 7-12 Music	Curriculum Co-ordinator	Mrs Narelle Robertson
Years 7-12 Science	Curriculum Co-ordinator	Miss Naomi Roediger
Years 7-12 PDHPE	Curriculum Co-ordinator	Mr Steven Millard
Years 7-12 Biblical Studies	Co-ordinator	Mr Stewart Rowe

*(Issues related to the Higher School Certificate may be referred to the Head of Secondary, Mrs Julia Scrimshaw).*

- 3. Make an appointment to speak with either Head of Primary (Mrs Narelle Taylor @ Marsden Park Campus or Mrs Shannon-Duhigg @ Oakhurst Campus) or the Head of Secondary (Mrs Julia Scrimshaw) or Director of Secondary Welfare (Mr Brad Maxwell),** only after the above steps have been undertaken.
- 4. Make an appointment to speak with the Acting Deputy Principal (Mrs Jenny Clay) or Acting Principal (Mr Alan Dawson) only after the above steps have been undertaken.** The Principal is ultimately responsible for ensuring issues are resolved as best as possible.

Important communication hints are listed below for all parents:

- **Positive communication and a preparedness to understand are the key ingredients.**
- **Listen to your child, but review the information as objectively as possible (i.e. separate fact from opinion and check to see that their story aligns with details described by the staff member).**
- **If the matter involves a grievance do not express such concern in front of your child, especially in a negative way, or criticise staff with your child within 'earshot'.**
- **When contacting the School about any matter, or making an appointment, provide a brief explanation to the Office personnel so that the staff member can prepare for your interaction.**
- **Don't take matters into your own hands by contacting another student and/or their parents as it could inflame the situation and not achieve the desired outcome.**