

Procedures for parents raising matters with staff

In relation to your child the following will assist you to address matters;

- ✚ Email your child's classroom teacher, they will respond to your matter and seek further advice in order to assist you appropriately.
 - a. All matters should be communicated in writing -If further attention is needed the teacher will refer the matter to the Assistant Principal (AP) who will manage the matter.
 - b. The AP will only meet with parents if the classroom teacher has not been able to resolve the matter. The teacher will be present for this meeting.
 - c. Minutes of the meeting will be provided to the principal
 - d. The principal attends meetings that are in relation to behaviour where action plans need to be developed to support a student and Learning Support meetings that a deemed necessary by the AP and the classroom teacher.

In addition the following table assists parents with; who to contact or where to look for information.

REASON	WHO TO CONTACT	DETAILS
Student Absence-Sick Leave	Class Teacher	Enter the absence via the Compass app.
Student Absence-Family Leave Extended Leave Sports Leave	School Admin	Application in writing using the leave forms Email: collaroystrose@gmail.com
Canteen	Qkr!	https://wallet.masterpass.com/Wallet/masterpass/en-au/
Before and After School Care	OOSH	Contact details
Learning Support and Extension	Classroom Teacher	Email the classroom teacher
Curriculum/ Home Learning	Classroom Teacher	Email the classroom teacher
Pastoral Care (Behaviour)	Classroom Teacher	Email the classroom teacher
Sport	Classroom Teacher	Email classroom teacher who will forward your matter to the PE teacher
Religious Education	REC	Email laura.mackenzie@dbb.catholic.edu.au
Second Hand Uniform	School Admin	Email collaroystrose@gmail.com
Financial Matters	Principal	Email collaroystrose@gmail.com or call 9982 1467 to make an appointment to see the Principal
School Counsellor	Principal	Email classroom teacher who will contact the Principal for a referral or further recommendations
School Events/Calendar	School Admin	Use Skoolbag App or Website school calendar
Parent Engagement Network (PEN)	School Admin	Email collaroystrose@gmail.com who will pass your matter for future consideration to the PEN President.