



Parent/Carer Communication Flowchart

If your child is absent from school email – admin@milesss.eq.edu.au or phone 4628 0333

To assist in providing a safe, positive and supportive environment for all stakeholders at Miles State School, it is important that we have timely, open and transparent communication to assist and address any queries or concerns that may arise throughout the year. We encourage all parent/carers to take an active role in communicating with Miles SS staff. To assist this process, the following Communication Flowchart is provided along with the Parent & Community Code of Conduct to support every child.

If you have a question or concern and it relates to your **excursion fees or finances**, please contact our **Business Manager** Claire Goodchild – 4628 0333

Student Wellbeing and Engagement and Curriculum: Teaching and Learning

If you have a question or concern and it relates to student **achievement, wellbeing, absenteeism or behaviour** your first point of call should always be your child's **Class Teacher**. You can contact the class teacher via email; or by calling the school directly. If the Class Teacher is unavailable, they will contact you within a 24-hour time period.

Class Teachers –

Prep T	Ms Sandy Taylor	Yr 3/4B	Miss Julia Bigg
Prep R	Miss Laura Reedman	Yr 3/4S	Miss Julia Schreiber
Yr 1O	Miss Madeline O'Mara		
Yr 1/2C	Ms Brenda Cooper	Yr 5/6D	Mrs Zainab Diamond
Yr 2D	Mrs Paula Derksen	Yr 5/6G	Miss Stevie Gyemore

After contacting the Class Teacher if the concern/issue is unresolved and it relates to student **well-being, absenteeism or behaviour** please contact –

HOD – Student Engagement – Mrs Erin Barkle

- Wellbeing
- Behaviour
- Attendance

Guidance Officer – Ms Kelly Peters - (Monday, Tuesday & Friday)

You can contact via email or call the school directly. If the Engagement Officer is unavailable, they will contact you within a 24-hour time period.

After contacting the Class Teacher if the concern/issue is unresolved and it relates to your student's **learning and the curriculum**, please contact –

HOD – Student Engagement – Mrs Erin Barkle

HOSES – Support provisions, Differentiation – Mrs Penny Donaldson

You can contact via email or call the school directly. If the HOD or HOSES is unavailable they will contact you within a 24-hour time period.

If the question or concern is still unresolved and all of the relevant personnel have been contacted, please direct your enquiry to:

Principal – Mrs Karen Hyde

Via email or by calling the school directly. If the Principal is unavailable, you will be contacted within a 24-hour time period.






Parent and Community Code of Conduct

Supporting learning, wellbeing and safety in every Queensland state school

We welcome parents¹ and other members of our diverse community into schools across Queensland.

Working together with their school community², school staff support the learning and wellbeing of every student, and are entitled to a safe work environment.

Parents and other visitors to schools support safety by ensuring their communications and conduct at the school and school activities is respectful.

Elements of engagement	It is expected that parents and visitors to our school communities will:	Parents and visitors to our school communities demonstrate this by:
Communication 	<ul style="list-style-type: none"> • be polite to others • act as positive role models • recognise and respect personal differences • use the school's communication process to address concerns 	<ul style="list-style-type: none"> • using polite spoken and written language • speaking and behaving respectfully at all times • being compassionate when interacting with others • informing staff if the behaviour of others is negatively impacting them or their family • respecting staff time by accepting they will respond to appropriate communication when they are able • requesting a meeting to discuss any concerns about their child's education — allowing staff time to prepare and appreciating their time may be limited
Collaboration 	<ul style="list-style-type: none"> • (parents) ensure their child attends school ready to learn • support the Student Code of Conduct 	<ul style="list-style-type: none"> • taking responsibility for their child arriving and departing school safely on time every day • reading and encouraging their child to understand and follow the Student Code of Conduct
School Culture 	<ul style="list-style-type: none"> • recognise every student is important to us • contribute to a positive school culture • work together with staff to resolve issues or concerns • respect people's privacy. 	<ul style="list-style-type: none"> • valuing each child's education • acknowledging staff are responsible for supporting the whole school community • speaking positively about the school and its staff • not making negative comments or gossiping about other school community members, including students — in person, in writing or on social media • understanding, at times, compromises may be necessary • considering the privacy of all school community members at all times, and understanding that the school cannot share confidential information.

¹The term 'parent' refers to parents, carers, guardians and people who exercise parental responsibility for a child.

²The term 'school community' refers to staff, students, parents, local business and community organisations and visitors to the school