



# PARENT/CARER COMMUNICATION FLOWCHART

## 2024 Term 2

Partners in Learning

Miles State High School Ph: 4628 5111 Administration Email: [admin@milesshs.eq.edu.au](mailto:admin@milesshs.eq.edu.au) Facebook: Miles State High School  
If your child is absent from school email the:-Student Absentee Line: [absentee@milesshs.eq.edu.au](mailto:absentee@milesshs.eq.edu.au) or phone 46285111

To assist in providing a safe, positive and supportive environment for all partners at Miles State High, 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 SHS staff. To assist this process, the following Communication Flowchart is provided. Partners in Learning is underpinned by parent/carers and school staff working together to support every student to achieve successful outcomes.

If you have a question or concern and it relates to your school fees or finances please contact our  
**Business Manager Lisa Buhse 46285111**

### STUDENT WELLBEING AND ENGAGEMENT

If you have a question or concern and it relates to student **well-being, uniform, absenteeism or behaviour** your first point of call should always be your child's  
**CARE TEACHER**

You can contact the Care Teacher via email; or by calling the school directly. If the Care Teacher is unavailable, they will contact you within a 24–48-hour time period.

#### Care Teachers

Year 7A – Miss Bree Jenko      Year 7B - Mr Andre Le Roux  
Year 8A – Mrs Judy Hoonhout and Mrs Chrissy Dunphy  
Year 9A - Mrs Vikki Knight      Year 10A – Miss Sian Reardon  
Year 11A – Mr Ian Perry      Year 12A – Miss Allison Turner

### CURRICULUM: TEACHING AND LEARNING

If you have a question or concern and it relates to student learning and the curriculum, your first point of call should always be your child's  
**CLASSROOM SUBJECT TEACHER**

You can contact the Teacher via email or by calling the school directly.  
If the class teacher is unavailable, he/she will contact you within a 24-48-hour time period.  
Staff will also contact you throughout the year to discuss your child's progress.

After contacting the Teacher if the concern/issue is unresolved and it relates to your student's learning and the curriculum or please contact:

#### HOD – Curriculum, Teaching and Learning- Mrs Leigh Williams

You can contact via email or call the school directly. If the Head of Department is unavailable, they will contact you within a 24–48-hour time period.

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

#### HOD – Student Wellbeing & Engagement – TBA (Refer Caleb Kuhl)

- Wellbeing
- Behaviour, Uniform (WHS, Jewellery)
- Attendance

You can contact via email or call the school directly. If the Head of Department is unavailable, they will contact you within a 24–48-hour time period.

After contacting the HOD if the concern/issue is unresolved please contact the Deputy Principal

#### Acting Deputy Principal – Mr Caleb Kuhl

You can contact via email or calling the school directly if the Deputy Principal is unavailable, they will contact you within a 24–48-hour time period.

After contacting the HOD if the concern/issue is unresolved please contact the Deputy Principal

#### Acting Deputy Principal – Mr Caleb Kuhl

You can contact via email or calling the school directly if the Deputy Principal is unavailable, they will contact you within a 24–48-hour time period.

If the question or concern is still unresolved and all of the relevant personnel have been contacted please contact  
**Acting Principal - Ms Raelene Bates**  
via email or by calling the school directly. If the Principal is unavailable, you will be contacted within a 24-hour time period.