

PARENT/CARER COMMUNICATION FLOWCHART

Term 2 2026

Miles State High School Ph: 4628 5111 Administration Email: 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 or phone 4628 5111

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 Renae Turvey 46285111

STUDENT WELLBEING AND ENGAGEMENT

CURRICULUM: TEACHING AND LEARNING

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 – Mr Wilson Smith	Year 10A – Miss Rasna Devi
Year 8A – Miss Madison Coveney	Year 11A – Mr Ben Schneidewin
Year 9A – Miss Caitlyn Crawley	Year 12A – Miss Allison Turner,
Year 9B – Ian Perry	Miss Sian Reardon

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 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 – Mr Simon Wilson

- 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 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– Mr Caleb Kuhl

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

Deputy Principal – Ms Raelene Bates

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

Deputy Principal – Ms Raelene Bates

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