

THORNLIE SENIOR HIGH SCHOOL

Communication with your School Policy

The relationship between the home and the school plays a very important part in a child's education.

For a child's learning to be successful, he or she needs the support of both home and school working in partnership. Three-way communication is a critical factor in this partnership as children, parents and teachers need to feel confident there are processes that encourage positive communication to take place with each other.

As parents, you are the first and primary teachers of your child and have a substantial influence on the way in which your child approaches learning. Teachers are responsible for the more formal aspects of a child's learning and successful teaching builds on the home experiences of the child.

The most effective learning and teaching take place when there is an active and positive partnership between home and school as you, the parents, have an intimate and special knowledge of the factors that may affect your child's learning.

In developing a positive partnership between home and school, it is important that your child, his/her parents and teachers communicate with each other in a timely and appropriate manner to address any issues or areas of concern, or opportunities for commendation.

Your child is a member of Thornlie Senior High School's learning and teaching community and not all learning takes place in the classroom. A large senior high school such as ours is representative of the cross-section of the society within which we live and the day-to-day issues with which we deal. Good communication between school and home can make a positive contribution to the ongoing social, emotional, communication and negotiation skills your child learns and practises within the school community every day.




This policy outlines the steps you, the parents of our students, can take to raise an issue of concern, offer a compliment or to make a commendation, make an enquiry or a suggestion, express an idea or opinion or generally to have your say. What we wish for our children is for them to "learn their way to a successful future".

**Thornlie Senior High School values the comments of parents
and welcomes any feedback you may have.**

To assist parents in contacting the school, we have developed the Thornlie Senior High School Feedback Form. This can be filled out at any time you wish to make a suggestion, make an enquiry, pay a compliment or raise a concern. All comments received on our Feedback Form will be responded to.

Students may complete this form, but parents must sign it to acknowledge they have read and discussed the issue with their child.

Important Notes

-  The school and parents should work together in partnership to support the best interests of their children.
-  Parents are encouraged to take a proactive and supportive role in the school. This can be done through supporting our P&C, School Council or by participating in a variety of other parent programs, ie. canteen helper or school volunteer program.
-  It is essential that parents make appointments to see members of staff at school. Our office has procedures in place to assist in making appointments. Our phone number is 9376 2100 and the office is normally attended from 8:00am and 4:00pm on school days. Outside office hours a message can be left on our answering machine. Your call will be returned the next day.

✚ At any stage in this process, parents always are welcome to accompany them to any meeting as support. We also are happy to provide an interpreter service should one be required.

Paying Compliments

There is nothing quite as motivating or rewarding as receiving a compliment. When a parent, student or community member compliments one of our staff members, it helps us recognise that person appropriately.

Making an Enquiry or Suggestion

We welcome and encourage you to contact the school whenever you need to make an enquiry, to clarify a situation, or to pass on any useful suggestions or ideas.

The Feedback Form is ideal for this purpose.

Raising a concern: Steps for parents to take:

Step 1 - Review and Clarify

You should discuss the issues with your child, ensuring that you have as much information as possible. You may then be able to solve the problem by providing your child with appropriate advice or direction. If this is not successful or appropriate, you should quickly move to Step 2.



Step 2 - Teacher Contact

Where you have an ongoing concern regarding your child in a class, you should always discuss this with the teacher concerned. This can be done via phone, email, text, letter or Connect. If more information is required, an appointment can be made by phoning 6235 7900.



Step 3 - Head of Learning Area/Year Coordinator Contact

Where the situation is not satisfactorily resolved, the teacher's Head of Learning Area or Year Coordinator can be contacted for a discussion or appointment. Where there still is an unsatisfactory outcome, Step 4 should immediately be followed.



Step 4 – Administration

Should the problem not be in the classroom, or steps 1-3 do not resolve the problem, you should make an appointment with a Deputy Principal. Issues of a very serious nature are referred to the Principal



Step 5 – South Metropolitan Educational Regional Office

If the issue remains unresolved, contact
Coordinator of Regional Operations
South Metropolitan Regional Education Office
Phone: (08) 9336 9563

You will be provided with advice and suggestions
as to what further action you can take.