



K A T A N N I N G  
S E N I O R H I G H S C H O O L

# Communication Plan

## **Communication**

At Katanning Senior High School, parents are a crucial component of the three-way partnership that maximises student learning and enhances the school experience. Parents should be comfortable contacting all staff members and feel that they are being listened to and that their concerns are being addressed promptly and professionally. We encourage all teachers to make email (or Connect) contact with parents and encourage parents to contact teachers via email or phone. The following information is offered as a guide on how to contact staff members.

At Katanning Senior High School, we use various forms of electronic communication with parents. Please take the time to familiarise yourself with the forms of communication and their uses.

### **Email**

Email is our most used form of communication with parents. Please ensure the school is kept up to date with your email contact details.

### **Connect**

Connect is an integrated online environment developed by the Department of Education for public school staff, students, and parents.

On Connect, you can view the following:

- The classes in which your children are enrolled
- Class calendars
- Week by week attendance information
- Assessment Outlines information
- Assessments for your child
- Notices from classes that automatically generate an email notification to you

You will be sent login details from Connect to enable access upon enrolment.

### **Newsletter**

The newsletter will be produced and emailed to the school community via Connect twice per term.

### **Facebook**

News, events, student achievements, workshop information, etc., are broadcast via the Katanning Senior High School Facebook page, which posts news stories as they occur.

**Please like and follow us – [www.facebook.com/kATANNINGSeniorHighSchool/](https://www.facebook.com/kATANNINGSeniorHighSchool/)**

We encourage parents to interact with our Facebook page by liking our posts regularly. This tells Facebook that you like our stories and will continue to place our articles in your news feed.

**Website – <https://katanningshs.wa.edu.au/>**

Our website contains important information regarding the school's operations and policies.

News – For families who do not use Facebook, we encourage you to visit the News section of our website weekly to keep up to date with all the news and events information.

School Calendar – An online, live school calendar can be found on the [calendar page](#).

### **Text Messaging**

Text messages are sent each morning to inform parents if a student is absent without parental notification. Messages of an urgent nature may also be sent via text message using the School Star App.

### **Student Absentee Notifications**

If your child is absent from school, please send an SMS by 9.00 a.m. to 0407 385 241 stating the student's name, year, date, and reason for an absence. If a student needs to leave school during the day for an appointment or leave school early, please send an SMS as soon as possible to the number above advising the reason for leaving early or provide a parent/guardian note explaining the reason.

### **How do parents find out what is happening at Katanning Senior High School?**

- The school sends regular Parent Update emails home to all parents – so make sure you inform us of changes to your email via Connect or by completing a Student Update form. These forms are available from reception. They can be collected by the parent and brought home by a student, or parents can call 9891 1100 and request a scanned copy be emailed if this is more convenient. Current and previous Parent Updates can be viewed via our website.
- The School Website <https://katanningshs.wa.edu.au/> contains an enormous amount of information on current events and upcoming activities.
- The school's Facebook link is <https://www.facebook.comKataningeniorHighSchool/>
- Learning Areas, individual teachers and programs will also send updates as required.

### **How do I find out who key teachers and other staff members are and make contact?**

- You can locate your child's current teachers from their timetable. Parents are advised to scan or copy these at the beginning of each semester.
- By phoning 9891 1100
- This is the link to the Contact Us page of the school website <https://www.katanningshs.wa.edu.au/contact-us>
- To contact staff members by email, go to this link <https://www.katanningshs.wa.edu.au/staff>. Click on the arrow beside the relevant Department to display a list of staff members. To send an email to a staff member, click on their name.

### **Guidelines for contact if you have concerns that a staff member has yet to respond to or handle an issue appropriately.**

We will do our best to ensure that your child's educational needs are met and that we create a supportive, motivating, and safe learning environment. However, suppose you feel that a concern regarding your child's progress or learning environment has not been resolved to your

satisfaction. In that case, we'd like the opportunity to investigate further to ensure that we are meeting and supporting your child's learning needs and goals.

### **Who should I contact if I have a problem or concern?**

- If you have concerns about a **subject teacher**, it is best to speak to or communicate with that teacher (email) in the first instance. If you do not feel your concerns have been resolved, you should approach the Head of the Learning Area (HoLA) for assistance.
- If you have concerns about a **Non-Teaching Clerical or Support Worker**, contact the Manager of Corporate Services for assistance.
- If you have concerns about a **Year Coordinator**, it is best to speak to or communicate with them in the first instance. If you do not feel your concerns have been resolved, you should contact the Program Coordinator for assistance.
- If you have concerns about a **Head of Learning Area or Program Coordinator**, it is best to speak to or communicate with them (email) in the first instance. If you do not feel your concerns have been resolved, email the relevant Deputy Principal. (Lower School – Larissa Powell; Senior School – Calvin D'Sylva)
- If you have concerns about a **Deputy Principal or Manager of Corporate Services**, it is best to speak to or communicate with them (email) in the first instance. If you do not feel your concerns have been resolved, you should email the Principal's PA for assistance from the Principal ([Renaee.Garrity@education.wa.edu.au](mailto:Renaee.Garrity@education.wa.edu.au)).
- If you have concerns about the **Principal**, it is best to speak to or communicate with them (email) in the first instance. If you do not feel your concerns have been resolved, contact the **Coordinator of Regional Operations** at the Wheatbelt Education Region for advice or assistance.

### Resources

KSHS Communication Flow Chart