



Lynwood
SENIOR HIGH SCHOOL

Parent Communication Guide 2021

Lynwood ~ Learners Today, Leaders Tomorrow

Parent Communication Guide

At Lynwood Senior High School, we believe that parents form a crucial component of the three-way partnership that maximises student learning and enhances the school experience. Building a positive relationship between home and school plays an important role in the education of your child.

Parents should be comfortable contacting all staff members and should feel that they are being listened to and that their concerns are being addressed in a timely and professional manner. At Lynwood Senior High School, we are committed to responding promptly and helpfully to your enquiries, concerns, suggestions and compliments.

Our school uses various forms of electronic communications to parents. Please take the time to familiarise yourself with the forms of communication and their uses. These guidelines outline the methods of communication that Lynwood Senior High School staff use when communicating with parents. It also outlines the appropriate and effective methods available for parents to communicate with the school.

EMAIL

From time to time, messages to parents and guardians are emailed to the parent email address marked as Family Email Marker. Please ensure you keep your email, as well as other important contact details, updated at the school by contacting Reception.

CONNECT and My Spaces

<https://connect.det.wa.edu.au>

Connect is an integrated online environment developed by the Department of Education for staff, students and parents in public schools. In Connect, the term 'class' refers to a grouping of students, which includes their subject classes, as well as any group they are involved with within the school. Lynwood Senior High School introduced 'My Spaces' during Semester 1, 2020. This content contains year-based and whole-school school communications.

On Connect you can view:

- Each subject class in which your child is enrolled, which will provide:
 - course and assessment outlines
 - assessment results
 - week by week attendance information, and
 - notices, excursion notification and important information from classroom teachers.
- Any other group in which your child is involved, such as, but not limited to,
 - Student Council, Chess Club, Year groups, Essential Skills groups for Year 11 & 12

Upon enrolment you will be sent log in details from Connect to enable access. It is important that you carefully follow all instructions provided in your introductory email to ensure correct registration to Connect. The Connect Now app is available for use on smart phones (Android and iOS) and users can set preferences and notifications according to individual requirements.

It is expected that all parents and guardians will regularly view Connect to access information about all of the above. This information is regularly updated and readily available and it is the responsibility of parents and guardians to regularly review this material to remain updated on student and other information.

It is important for parents and guardians to understand that Connect is used at different rates by teachers. The information provided is supplementary to the information that is provided to all students

and your child must take responsibility for being aware of important school policy including the assessment policy and classroom assessment schedules.

FACEBOOK <https://www.facebook.com/Lynwood-Senior-High-School-1448083068806868/>

News, events, student achievements and relevant community information is showcased on the Lynwood Senior High School Facebook page. Please like and follow us. We encourage all members of the school community to interact with our Facebook page regularly. Facebook is not the platform to discuss concerns about our school. Please contact the relevant staff member to discuss your concerns.

Facebook is not to be used to report a child's absence from school. For attendance matters please contact:

Absentee SMS	0408 167 105
Year 7,8,9,10	9354 0636
Year 11 & 12	9354 0655

WEBSITE www.lynwood.wa.edu.au

Our website contains important information regarding school operations and policies. You can find information relating to Lower School and Senior School courses, Uniform Shop, Canteen and more. A current school calendar can be found on the home page including links to the school newsletter and Connect.

SCHOOL NEWSLETTER

A Lynwood Senior High School electronic newsletter is posted to the school's website and Facebook page four times per year during the final week of each school term. The newsletter includes messages from the Principal, Associate and Deputy Principals, Student Services Managers and showcases specific student and staff achievements and learning area activities.

TEXT MESSAGING

Text messages are sent each morning to inform parents if a student is absent without parental notification. Text messages are also used for reminders and brief information about various school activities and processes. This notification is sent around 9.30am. If you think there is an error in the SMS (i.e. your child is at school), please ring Student Services to clarify.

FREQUENTLY ASKED QUESTIONS

What can I expect in school communications?

- Regular communication from the school (e.g. Connect class teacher introduction and upload of course and assessment outlines, school newsletter, class excursions, year based and whole-school Connect notices);
- A scheduled opportunity to meet with the classroom teacher during the Term One Parent/Teacher Interviews;
- Other opportunities to meet with the teacher by appointment;
- Invitations to attend year-based parent information sessions;
- Invitations to attend school events including whole school assemblies, morning teas, carnivals, performance evenings;
- Notification of any serious single issue or ongoing issues concerning your child;
- Opportunities to provide feedback (e.g. through confidential surveys); and
- Parent communications acknowledged and responded to as soon as possible and within three (3) working days.

Many of the teachers at Lynwood Senior High School will exceed these expectations.

What can I not expect to receive in school communications?

- School staff returning calls outside of business hours;
- Emails to be answered in the evenings or weekends;
- Access to teachers' private phone numbers or emails; or
- Staff to listen to or respond to disrespectful or aggressive communication from parents. This does not comply with the Department of Education Code of Conduct Policy.

When should I contact my child's classroom teacher?

- If you have concerns about your child's academic progress;
- When you can't keep a scheduled appointment;
- When homework takes much more time than expected, or your child is unable to do most of the homework independently;
- There is a need to request an Extension for any assessment; or
- Absence from a scheduled assessment. *Parents of children in Years 11 and 12 must also contact the Head of Senior School and the Senior School Deputy Principal.*

Classroom teachers may have limited opportunity to respond to emails due to teaching responsibilities. It may be best to consider if you have checked Connect or other sources for the information you are seeking before you send an individual query to a teacher.

When is a face-to-face meeting appropriate?

Electronic communication, such as email, is highly convenient and can be used for short, non-urgent and positive forms of communication. However, electronic communication is not appropriate for more complex or emotional situations. In these cases, parents should request a face-to-face interview so that any issues can be given the time and attention that they deserve. Ensure adequate preparation time is given before the case conference takes place.

GUIDELINES FOR COMMUNICATION OVER CONCERNS

If you have concerns that a staff member has not responded to, or handled an issue appropriately, then we ask that you abide by the following suggestions.

We will do our utmost best to ensure that your child's educational needs are being met, and that we create a supportive, motivating and safe learning environment. However, if you feel that a concern regarding your child's progress or learning environment has not been resolved to your satisfaction, we'd like the opportunity to investigate the matter further to ensure that we are meeting and supporting your child's individual learning needs and goals.

If an issue does arise, we request that you contact the school directly. Please understand that speaking and writing to staff members disrespectfully is not acceptable and may negatively impact on resolving an issue in a timely and productive manner.

To increase mutual respect, please recognise that:

- We are all on the same team - your child's support team!
- We may not always agree, but we will listen to your concerns and act accordingly
- Teachers and support staff, like all people, can on occasion make a mistake

Who should I contact if I have a concern?

For most discussions, the classroom teacher will be a parent's first point of contact. However, where conversations involve attendance issues, conflict, other families or dissatisfaction with any aspect of the school, members of the school leadership team (Head of Learning Areas, Year Coordinators,

Student Services Managers, Deputy Principals, Associate Principal or the Principal) may become involved.

- If you have concerns about a **classroom teacher**, it is best to speak to or communicate with that teacher (via email) in the first instance. If you do not feel that your concerns have been resolved, you should then approach the Head of Learning Area (HoLA) for assistance.
- If you have concerns about a **Non-Teaching Staff** member you should contact the Manager Corporate Services for assistance (9354 0600).
- If you have concerns about a **Head of Learning Area, Manager of Student Services, Deputy Principal or Associate Principal** it is best to speak to or communicate with them (via email) in the first instance. If you do not feel that your concerns have been resolved you should then email for assistance from the Principal (Lynwood.SHS@education.wa.edu.au)
- If you have concerns about the **Principal**, it is best to speak to or communicate with the Principal (via school email address) in the first instance. If you do not feel that your concerns have been resolved, you should then contact the Coordinator Regional Operations at the South Metropolitan Education Region for advice or assistance (9336 9500).

STAFF CONTACT LIST 2021

General Enquiries

T: 9354 0600
 E: Lynwood.SHS@education.wa.edu.au
 W: www.lynwood.wa.edu.au

Senior Executive Team

Principal	Geraldine Hardy
Associate Principal	Kelly Summers
Deputy Principal Years 7,8,9,10	Andrew Symington
Deputy Principal Years 11,12	Natalie Simms
Manager Corporate Services	Cecilia Douglas

Student Wellbeing

Year 7&8 Manager Student Services	Natalie Narducci
Year 9&10 Manager Student Services	Monique Ryan
Year 11&12 Manager Student Services	Daniel Bayliss
Learning Support Coordinator	Lynette Poole-McNab

Head of Learning Areas

The Arts	Cristiana Ambrogio
English	Allison Taylor
Health & Physical Education	Ian Bycroft
Humanities & Social Sciences	Des Sawyer
Mathematics	Roneil Billimoria
Science	Craig Foster
Technologies	John Townley

Corporate Operations

Manager of Operations	Dean Coad
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