INTRODUCTION
The purpose of this procedure is to provide contact information for parents who may not know whom to approach about a range of issues. These may include pastoral and welfare issues with their child, absence from School, forthcoming family holidays, concern about academic progress, or a concern about how the School has handled a matter. This procedure is designed for parents to keep on file, and consult at a time of need.

PREAMBLE
In a school of 1100 students there are countless interactions each day between teachers and students, not to mention those between student and student, support and operational staff and student, etc. In a High School of over 850 students, and a Junior School and Gawura School of over 250 students, there are huge numbers of interactions occurring as part of the normal learning and instructional process. While it would be nice to believe that none of these give rise to any issues, the sheer statistical possibilities would make such a view unlikely. In fact, St Andrew’s climate is characterised by generally excellent relations between school and parents, and very supportive parents. The number of issues that arise between school and parents is very small for a school of this size. Where issues arise in a Christian school such as St Andrew’s, the interactions between the School administration and parents ought to be characterised by gracious, mutual respect, and an attempt to understand the other’s point of view. The Apostle Paul tells us ‘to live at peace with one another, in so far as it depends upon you’. (Romans 12:18). He also writes, ‘Let your conversation be full of grace seasoned with salt’ (Colossians 4:6). Experience suggests that the best resolution will come when both sides work together in a spirit of cooperation towards the same end. With this in mind, the following advice is given and comments made:

What can parents expect of the School?
The School commits itself to deal sensitively with parental contacts, and respond as quickly as possible.

The School will maintain confidentiality where appropriate, releasing information on a ‘need to know’ basis to staff. For some situations, this may require all staff being advised, for others, the information will be classified, and made available to very few personnel. If parents have a request in terms of the extent of access to information given, that request should be made known at the time of contact.

The School’s commitment is to endeavour to preserve a safe learning environment where individuals’ rights are respected, and all work together to a common purpose.

It is the School’s policy that staff will not leave their classes to receive or make phone calls. Accordingly, staff who teach all, or nearly all day, including recess and/or playground duties, and who may be required to attend after school staff meetings, sporting practice or co-curricular activities, may not be able to return a call on the day it is made, or send an immediate email response. Similarly, Heads of Division may have over 200 students, or in the case of Head of Senior College, over 500 students, and may well be managing multiple students’ issues on any particular day.
What does the School expect of parents?
It is appreciated when parents:

- Approach matters in as calm, rational manner as is possible, without strong emotions, which might become a barrier when processing the matter in hand.
- Make an appointment in advance when parents desire personal contact with staff.
- Direct their concerns to appropriate staff as listed on the following pages.

Parents are encouraged to accept that often children have limited perspectives on an issue. They are not adults, and do not necessarily think as adults. Furthermore, it is quite common for young people to be selective in the information they advance, which may constitute only part of a full rendition of a situation. Parents should be cautious in making the assumption that a child’s account of a matter is the total summation of what might be said about that matter. It is unfortunately common in schools that two children on opposite sides of an incident represent themselves (and persuade their parents) that they are totally the victim and the other student is entirely the perpetrator. Since the claims are exactly in contradiction, both cannot be correct! It is very helpful when parents realise that schools must investigate such matters, rather than just accept that assertions, no matter how passionately believed, are the total truth of a matter.

In these days of easy access to technology, students often contact their parents immediately by text or mobile phone when they are disciplined by a member of staff. This contact is a breach of school rules. Mobile phones are permitted as a safety measure for students travelling to and from school and should not be on their persons during the day, but rather in lockers or out of sight in bags, and not accessed.

However, the real issue at stake here, is that it is not helpful for parents, highly emotional after a call from their child, and very possibly with only partial information about the incident, to wish to wade into the situation immediately, before staff have had the opportunity to present an overview to parents, and before a short passage of time has dulled emotions and allowed a more rational interchange.

The School regards it as helpful that parents recognise the boundary between the professional space of the School, and the private space of teachers’ homes, and therefore, except in absolute emergencies, direct their contact to staff at School, rather than at home.

Communications of an extremely important nature are often best also committed to writing, so there is a file copy of the matter.

DESTINATION OF PARTICULAR CONCERNS IN THE HIGH SCHOOL
The following indicates the best manner in which to redirect some specific issues in the High School:

- Student Welfare issues to the Tutor or School Counsellor in the first instance. More serious issues or issues which require further attention should be referred to the appropriate Year Coordinator (in the Middle School), Head of House (in the Senior College) or to the Acting Girls’ Coordinator.
- High School Classroom or Faculty-based discipline issues, class placement, progress in individual subjects; to Leaders of Learning, or Coordinators of areas, as follows:

  Careers Counsellor and Senior Evening Study
  Centre Coordinator.........................................................Mr Des Sinovich
  Christian Development..................................................Mr Sam Hwang
  Drama.................................................................Mr Christian Watson
  DP (Diploma Programme for the International Baccalaureate), Mrs Sharon Munro
  English...............................................................Mr Patrik Bystrom
  Gifted and Talented, Enrichment and Learning,.............Mrs Emily Edwards
  Choristers..............................................................Mr Jim Boddy
  Sport.................................................................Ms Tamsyn Kelson
  Outdoor Education...............................................Mr John Chapman
History ............................................................. Mr Michael Neate
Languages ............................................................. Mrs Angelika Roper
Learning and Enrichment ........................................... Mrs Penni Maher
Library and Information Services .............................. Mrs Jenny Kemp
Mathematics ......................................................... Ms Mary Vaneris
Music ................................................................. Mr Ralph Wilcock
PD/H/PE (Personal Development/Health and Physical
Education) .............................................................. Mr Bow Robertson
Science .................................................................. Mr John Kennedy
Social Sciences ........................................................ Mrs Katy John
TAS (Industrial Technology, Design and Technology,
Textiles and Design and Computing) ......................... Mrs Corinna Bailey
Visual Arts ............................................................. Mrs Corinna Bailey

On occasions, Deputy Heads of Departments may contact parents:

- **Departments with Deputies are:**
  - English ............................................................. Mrs Susan Wright
  - Science ............................................................. Mrs Veronica Christopherson/Mrs Lorna Fitzgibbons
  - Social Sciences ................................................ Mrs Jenna Robinson

- **Tutor Issues** should be directed to the Year Coordinator (Years 7-9) or Head of House (Years 10-12)
  - Year 7 Coordinator ........................................... Mr Garth Hasler
  - Year 8 Coordinator ........................................... Mr Jim Boddy
  - Year 9 Coordinator ........................................... Mrs Chris Culas

- **House Issues** should be directed to the relevant Heads of House:
  - Canterbury ..................................................... Mr Guy Davidson
  - Durham ............................................................. Mr Michael Thill
  - Hereford ........................................................... Mr Derek Champion
  - Salisbury .......................................................... Ms Naomi Woodall
  - St Paul's ............................................................ Mr Michael Sahlstrom
  - Westminster .................................................... Ms Tracey Ireland
  - Winchester ..................................................... Mrs Josie Jones
  - York ................................................................. Mr Tim Gardiner

- **Academic Issues** beyond those which are single subject based:
  - Director of Learning (Stage 4) ............................. Mrs Kate Layhe
  - Director of Learning (Stage 5) ............................. Mrs Tiina Huftron
  - Director of Learning (Stage 6 HSC) ........................ Mrs Eleni Tatsis
  - Director of Learning (Stage 6 IB DP) .................... Mrs Sharon Munro

- **Bus incidents** should be referred to the Head of Middle School or Head of Senior College as appropriate. Concerns about bus passes and bus timetables should be directed firstly to the Middle School or Senior School Office.

- **Attendance matters** should be directed to the Secretary of the Head of Middle School or Senior College in the Student Offices.

- **Playground incidents** should be directed to the Head of Department on duty on that day, if known, or otherwise to Head of Middle School or Head of Senior College.
• **Uniform issues and after school detention** should be directed to the Head of Middle School or Head of Senior College.

• **Curriculum and Assessment** issues should be referred to the Director of Curriculum, except matters relating to the International Baccalaureate in Years 11 and 12, which should be directed to the International Baccalaureate Coordinator in the first instance.

• **Sports and co-curricular** issues should be directed to the Coordinator, Ms Tamsyn Kelson.

• **Health Concerns**: Please contact reception. You will be directed to the appropriate staff member. In most cases this will be the School Nurse.

• **Finance Enquiries**: Please contact reception. You will be directed to the appropriate administration staff member. For queries regarding billing, payment of fees and bursary reviews please contact Mrs Wendy Bannister, Debtors/Assistant Accountant.

• **Minor Matters**: Communication matters of an everyday or minor nature (such as late homework, missing equipment) can be written in the Parent Communication section on the relevant day of the Student Yearbook. Parents need to check their child’s Yearbook weekly to check for messages from teachers.

The following indicates the best manner in which to raise specific concerns in the **Junior School**:

• Student Welfare issues to the Class Teacher or School Counsellor in the first instance. More serious issues or issues which require further attention should be referred to the Head of Junior School, Mrs Rhonda Robson.

• Classroom based issues or playground issues directed to the class teacher.

• Concerns regarding attendance to the School Receptionist or the Junior School Office.

• Curriculum concerns to Mrs Moffatt, Curriculum Coordinator (K-2) or Mrs Emily Edwards, Curriculum Coordinator (3 - 6).

• Concerns regarding extension programmes for Gifted students to Mrs Emily Edwards (K- 6).

• Concerns regarding students with special education needs to Mrs Penni Maher (K – 12).

**GENERAL HIERARCHY**

The general hierarchy of contact for most of these issues is:

High School and/or Junior School

**For Welfare Issues:**
Tutor or Class Teacher (if relevant to a specific subject)

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Year Coordinator (7-9) or Head of House (10-12) or Pastoral Coordinator (K-6)

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Head of Middle School (Years 7-9), or Head of Senior College (Years 10-12),
or Head of Junior School or Head of Gawura Campus (K-6)

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Deputy Head of School

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Head of School
For Curriculum issues:

Class Teacher

Head of Department/Curriculum Coordinator (K-2) or (3-6)

Director of Curriculum/IB Coordinator/Head of Junior School

Deputy Head of School

Head of School

For Sport and Co-curricular issues:

Coach or activity Coordinator

Master – in - Charge of sport or activity (High School)/Ms Debbie Banks (Junior School)

Head of Sport and Co-curricular

Deputy Head of School

Head of School

For Chorister issues:

Director of Cathedral Music, Mr Ross Cobb

Head of Choristers, Mr Jim Boddy

Deputy Head of School

Head of School

It is generally considered best to deal with the issues at the top, or early end, of the sequence, where knowledge of the child and the incident is best. Only if the matter cannot be resolved at this level should it progress through the hierarchy of responses. Members of staff will endeavour to return phone calls as quickly as possible, however, please note the above comments that a teacher may teach every lesson of a day and then attend an after-school meeting. It is the School’s policy that teachers will not leave classes to receive or return calls, or conduct interviews. Phone calls sometimes cannot be returned on the same day.
The School is committed to attempting to resolve issues of concern speedily for parents. Often the incompleteness of information, or the multiple demands on people’s time, prevents an immediate resolution. Parents are asked for their patience in following through matters, and with the School’s best endeavours to deal satisfactorily with any issue arising.

**OTHER STAFF POSITIONS FOR CONTACT LIST**

**Careers Counsellor and Senior Evening Study**
Centre Coordinator..........................Mr Des Sinovich
Curriculum Coordinator (3–6).................Mrs Emily Edwards
Curriculum Coordinator (K–2)................Mrs Susanne Moffatt
Coordinator of Pastoral Care (K–6)........Mrs Emily Edwards
Deputy Head of School........................Mr Brad Swibel
Deputy Head of Senior College.................Mrs Themila Oud
Head of Gawura Campus........................Mr David North
Head of Junior School (Years K–6)..........Mrs Rhonda Robson
Head of Middle School (Years 7–9).........Mr David Smith
Head of School................................Dr John Collier
Head of Senior College (Years 10–12)....Mr David Lindsay
International Baccalaureate Coordinator/
Overseas Student Coordinator..............Mrs Sharon Munro School
Chaplain..........................................Rev Craig Foster School
Counsellors......................................Mrs Debbie Blackwell (Year 10–12)
..................................................Mrs Maria Calandra (K–9)
..................................................Mrs Fiona Pritchard (Year 10–12)

**OPERATIONAL AND SUPPORT STAFF**
Academic Administrative Coordinator.......Mrs Angela Roe
Maintenance & Facilities Manager............Mr Clinton Gribble
Director of Marketing and Development....Ms Alison Walburn
Enrolments Administrative Assistant........Mrs Helen Mansfield
Enrolments Administrative Assistant........Mrs Gail Zietsch
Executive Director – School Services.......Mr John Cross
IT Manager......................................Mr Lyle Corvisy
Music Administration.........................Mrs Martel Green
PA to Deputy Head of School...............Mrs Donna Langdon
PA to Executive Director – School Services.Mrs Debbie Gilhooly
PA to Head of Junior School...............Ms Debbie Banks
PA to Head of Middle School...............Mrs Debra Northwood
PA to Head of School........................Mrs Allison Gallant
PA to Head of Senior College..............Mrs Sara Huxham
PA to Head of Sport........................Ms Jaime Kennedy
PA to International Baccalaureate Coordinator/
Overseas Student Coordinator...............Mrs Sue Koenig
Registrar........................................Mr Bruce Perry
St Andrew’s House Receptionist/ Switchboard.Ms Patricia Kordish
Bishop Barry Centre (BBC) Receptionist......Mrs Amanda Yock
Use of School Coordinator (P/T) & After-Hour Coordinator.....Mr Jack Toohey/Mr Patrick Brown