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-2020
125
Years



Communications and Connections at St Michael's



St Michael's
Grammar School

During your child's journey through school, there may be occasions when you will need the School to respond to concerns about your child and our dedicated staff members are here to help.

Depending on the nature of your concern, there will be someone with the expertise or proximity to the concern that will be able to assist. If the initial contact cannot assist you, they will refer you to someone best placed to respond or act upon your feedback. It is hoped that this Frequently Asked Questions Document and list of contacts provides you with clear direction on the steps you can take to raise concerns.

If you do not reach a satisfactory resolution and have taken all of the steps outlined in this document, the School also has a Formal Complaints Policy and Procedure that you can access via SchoL.

There is an expectation at St Michael's Grammar School that all staff, no matter what their role within the School, are responsible for the wellbeing of students. When situations become more complex, however, the School engages a sophisticated 'triage' model to identify clear lines of responsibility for staff to follow when dealing with students who present with behaviour, academic, social, emotional and mental health difficulties.

The St Michael's Triage Process has been endorsed by internationally recognised child health researcher Professor Donna Cross, The University of Western Australia. It ensures the provision of support services to students is streamlined and easily accessible, and that all students receive the appropriate care from staff members, relevant to their experience and expertise.

The 2020 Parent Handbook, Behavioural Expectations Policy, Developing Resilience in Young People and Responsible and Respectful Code of Conduct documents (all available on SchoL) outline the expectations of parents and guardians when interacting with other members of the School Community and engaging in the Triage process for raising and managing concerns.

Frequently Asked Questions

Pastoral Care and Support

Q. Who are the pastoral carers at St Michael's?

A. Whilst all staff are involved in pastoral care, specialist roles include School Chaplain, School Psychologists, Health Centre Manager, Heads of Houses, Head of Learning Services, House Tutors, and Class/Subject Teachers. Complex cases are referred to the Directors K-2, 3-6, 7-9 and 10-12 for further support and case management.

Q. What should I do if my child has a pastoral care or wellbeing issue?

A. Contact your child's Class Teacher (K-6) or House Tutor (7-12) in the first instance. This contact may be made by phoning Marlton Reception (K-6), Coleman Reception (7-12) or via email using the contacts list at the end of this document.

Q. What should I do if my family is in need of spiritual support?

A. All families are welcome to contact the School Chaplain, Fr Kenyon McKie directly, to discuss their individual needs. Fr McKie's email address is kmckie@stmichaels.vic.edu.au.

Q. What should I do if my child refuses to go to school?

A. Contact your child's Class Teacher (K-6) or House Tutor (7-12) who will organise support and advice.

Q. What should I do if a serious outside of school matter has occurred (e.g. family crisis)?

A. Contact the School and request to speak to your child's Class Teacher (K-6) or Head of House (7-12).

Q. What should I do if I have spoken to the teacher, tutor and Head of House and am not satisfied with the outcome?

A. You should raise your concern with the relevant Director, the Associate Head (K-6) or Deputy Head of the School. If you are still not satisfied with the outcome, you can raise your concern via the Formal Complaints Policy and Procedure.

Teaching, Learning and Caring

Q. What should I do if I have a concern about a subject specific matter for my child?

- A. Contact your child's Class Teacher (K-6) or the House Tutor (7-12) directly.

Q. How can my child change their subject selection (Years 9-12)?

- A. Your child should contact the Academic Planning Coordinator K-12, Ms Stephanie Murphy on smurphy@stmichaels.vic.edu.au

Q. How do I obtain a copy of my child's recent report and/or NAPLAN Results?

- A. Contact the relevant Administrative Assistant (see contact details at end of this document) to request recent copies of reports and NAPLAN Results.

Q. Who do I contact to change my Parent/Student/Teacher appointment?

- A. Contact the relevant Administrative Assistant on the telephone numbers listed at the end of this document.

Q. Where can I find information on the Curriculum, Co-Curricular, Extra-Curricular, Student Services, Exchanges and Tours, Community and Support?

- A. Detailed information is available on SchoL, under the Explore More section. If you cannot locate the information you need, please phone the relevant Administrative Assistant for support. Your PCA Year Level Representative is also available to provide support.

Q. What should I do if I have an issue regarding a teacher?

- A. Ideally, you should speak with the teacher first, if the issue is not resolved, then speak to your child's Director K-2 or 3-6 in the junior school or Head of House (7-12) in the senior school.

Connections

Q. How do I contact other parents in my child's Year Level?

- A. Parent contact details can be found in the Community Directory section in SchoL. The Community directory is designed to facilitate connections between all members of the St Michael's Community, and to enable the efficient and secure exchange of important information between the School and your family.

To find parent contact details, search under the Class lists tab, year level and class then click on the child's name in the class list. It is also possible to search under the child's name or the parent or guardian's surname in the Detailed directory tab. Parent Community Association (PCA) Year Level Representative contact details are also listed for each year level in the Community Directory at the top of each class list.

Q. How can parents get involved in the School?

- A. The School offers many opportunities for parents to volunteer and become involved across a broad range of activities within the School.

Teaching staff and faculties offer volunteer opportunities such as classroom helper, excursion and sports helper, classroom presenter and costume making.

Our online platform – SMGS Generation, provides the opportunity for parents to help our students through the sharing of professional knowledge, skills and career experience. Those who sign-up to SMGS Generation are able to indicate the level of help they are willing to provide, empowering the teachers of St Michael's to create new and exciting learning experiences for the current and next generation of students.

The Parent Community Association (PCA) is operated by a vibrant group of parents who hold a number of events in the School Calendar and support the School in many activities. The PCA regularly sends a 'call out' for volunteer opportunities such as helping out at working bees, events and donating prizes or goods for fundraising. There are numerous sub-committees that parents can sign up to, such as second-hand uniforms, events, and sports. Parents can volunteer just a few hours of their time or sign up for a longer term role such as Year Level Representative or as a leader or member of one of the sub-committees.

To find out how you can be involved, please contact our PCA Executive Committee members:

President

Mark McGahan pcapresident@stmichaels.vic.edu.au

Vice-President, Parent Representatives and Communications

Meredith Miles pcavp@stmichaels.vic.edu.au

Vice-President, Events and Programs

Maria Pannoza pcavpevents@stmichaels.vic.edu.au

K-6 Year Level Representative Coordinator

Kate Kloss pcakt06leader@stmichaels.vic.edu.au

Q. What are the expectations of parents or guardians attending church services in the School Chapel or All Saints' Church?

- A. All parents are welcome to participate by receiving communion if they are baptised, or otherwise a blessing during Communion. Parents are asked to dress appropriately and maintain a quiet, reflective presence in Church. This includes refraining from taking photographs during the service. Photographs may be taken after the service, and the School provides a photographer for key events.

Parent Resources

The following resources are also available on SchoL:

- 2020 Parent Handbook – (SchoL>Parent home page)
- Building Resilience in Young People – (SchoL>Parent home page)
- K-12 Behavioural Expectations Policy – (SchoL>Official Documents>Policies, Procedures & Guidelines)
- Uniform Guidelines – (stmichaels.vic.edu.au/uniform-shop/)

Contact Us

General Enquiries

Chapel Reception (03) 8530 3200
reception@stmichaels.vic.edu.au

Dedicated Receptions for Student-Related Enquiries

Marlton Reception (K-6) (03) 8530 3320
marltonreception@stmichaels.vic.edu.au

Coleman Reception (7-12) (03) 8530 3288
colemanreception@stmichaels.vic.edu.au

Administrative Assistants

Administrative Assistant (K-6) (03) 8530 3201
jmalloy@stmichaels.vic.edu.au

Administrative Assistant (7-12) (03) 8530 3377
jjakanovska@stmichels.vic.edu.au

Directors

Director (K-2) (03) 8530 3279
Glen Hayres ghayres@stmichaels.vic.edu.au

Director (3-6) (03) 8530 3280
Emma Phillips ephillips@stmichaels.vic.edu.au

Director (7-9) (03) 8530 3223
Kate Gotlib kgotlib@stmichaels.vic.edu.au

Director (10-12) (03) 8530 3319
Ben Jeacocke bjeacocke@stmichaels.vic.edu.au

Director of Operations (03) 8530 3260
Andy Smith andsmith@stmichaels.vic.edu.au

Director of Performing Arts (03) 8530 3305
Ben Moody bmoody@stmichaels.vic.edu.au

Director of Physical Education & Sport (K-6) (03) 8530 3293
Daniel Zito dzito@stmichaels.vic.edu.au

Director of Sport (7-12) (03) 8530 3241
Tyren Montebruno tmontebruno@stmichaels.vic.edu.au

Executive

Head of the School
Terrie Jones (03) 8530 3243
head@stmichaels.vic.edu.au

Deputy Head of the School
Gerard Houlihan (03) 8530 3259
ghoulihan@stmichaels.vic.edu.au

Associate Head (Teaching, Learning and Innovation)
Tim Dorning (03) 8530 3254
tdorning@stmichaels.vic.edu.au

Associate Head (K-6)
Nicole Ginnane (03) 8530 3295
nginnane@stmichaels.vic.edu.au

Heads of House

Breen 7-9 (03) 8530 3244
Bruce Sampson bsampson@stmichaels.vic.edu.au

Breen 10-12 (03) 8530 3230
Suzanne Jenner sjenner@stmichaels.vic.edu.au

Hughes 7-9 (03) 8530 3296
Shaun Suridge ssuridge@stmichaels.vic.edu.au

Hughes 10-12 (03) 8530 3213
Scott Crozier scrozier@stmichaels.vic.edu.au

Kilburn 7-9 (03) 8530 3245
Clinton Markwell cmarkwell@stmichaels.vic.edu.au

Kilburn 10-12 (03) 8530 3215
Chloe Hancock chancock@stmichaels.vic.edu.au

Mitre 7-9 (03) 8530 3212
Luke Matthews lmatthews@stmichaels.vic.edu.au

Mitre 10-12 (03) 8530 3233
Rebecca Sheers rsheers@stmichaels.vic.edu.au

Sarum 7-9 (03) 8530 3214
Jennifer Wenlock jwenlock@stmichaels.vic.edu.au

Sarum 10-12 (03) 8530 3265
Chris Mills cmills@stmichaels.vic.edu.au

