



NOOSA  
CHRISTIAN COLLEGE  
COOROY

# 2023 Parent Communication Protocol







# Parent Communication Protocol

Noosa Christian College is owned and operated by the Seventh-day Adventist Church, in a Christian faith-based educational setting. As a College, we believe in and uphold Christian values including mutual respect, cooperation, open and honest communication, respect for privacy, equity and accountability. All staff, teachers, students, parents, volunteers and other visitors, as members of the College community, are required to uphold and abide by these values.

## Aim

The protocol aims to ensure that all members of the College community maintain positive and respectful relationships in all manner of dealings with each other. Fostering positive partnerships between home, school and members of our community provides students with a supportive environment in which to grow and develop successfully.

## Expected Behaviours

As a College community, it is expected that all stakeholders will uphold a high standard of behaviour consistent with the values of the school, and provide positive role modelling to the students, including:

- *Respect* - Value yourself and others through your words and actions.
- *Responsibility* - Make wise choices and be accountable in all situations.
- *Effort* - Work to the best of your ability and don't give up.
- *Compassion* - Be kind and understanding of one another at all times.
- *Service* - Put the needs of others first and lend a helping hand.
- *Integrity* - Do the right thing even when others aren't watching.
- *Hope* - Trust in God and be confident about life in all circumstances.

## Parental Interactions with Children

As adults in the community, we have a responsibility to protect, nurture and support children at all times. Therefore, we should:

- Make only positive comments about teaching staff to build trust and confidence in children.
- Refer to *Communication Protocol* to resolve issues or concerns.
- Not approach a student or child directly about a concern, unless immediate intervention is required to protect the child from unacceptable behaviours or there is a risk to their safety. If this occurs, please report to a member of staff about the incident immediately afterwards.
- Have no physical contact with students (other than your own children) and respect their personal space.
- Actively support the College's Student Welfare and Behaviour Management Policy. If any actions of a member of our College community are deemed to be a breach of these values, the College Administration will make a formal request to discuss the matter and further actions may be taken to resolve the situation.



### **When Present on Campus**

- Primary parents are required to leave the classroom vicinities by 8.50am and may return at 2.50pm, unless helping on campus by prior arrangement, which requires signing in at the office and wearing a visitor's pass.
- Secondary parents are required to visit reception to process all enquiries regarding their child.
- Parents are not to enter a classroom without the class teacher's permission.
- Use the front door to enter and exit from classrooms, and classrooms are not to be used as thoroughfares to access other parts of the school.
- Model appropriate standards of behaviour and respect when attending Chapel, Assembly, and other school events.
- Parents are not to approach other students or families regarding any issues at school.
- Photographing of students (apart from your own children) is not permitted.

### **Communicating with Teachers**

- If you have any concerns, please refer to the *Communication Protocol document* as to who to contact first.
- Appointments are to be made by email (preferred) or by contacting the office.
- When making an appointment, please provide brief details. A mutually convenient time for the meeting will be negotiated.
- Members of staff will acknowledge emails within one business day, between 8.30am and 4.00pm (Monday to Friday).
- Communications are to be respectful at all times.

### **Protocols for Classroom Helpers**

- Classroom helpers are to respect the confidentiality of students with whom they are working.
- Mobile phones not to be used for any purpose inside classrooms, and are to be turned off or on silent.
- Parents are there at the discretion of the teachers, not necessarily to work with their own child.
- Classroom helpers are expected to model our College's values to students of all ages.
- If helpers have any concerns in the course of carrying out their duties, these are to be addressed to the classroom teacher.
- The College reserves the right to withdraw classroom helpers from the learning environment at the discretion of the teacher.

### **Protocol for Collection of Students During School Time**

- Primary - If a child is being picked up from the classroom, the parent must sign the student out at the office. The parent will then be given a slip to give to the teacher when they pick up their student from the class.
- Secondary - Please meet your student for pick up at the office.



# NOOSA CHRISTIAN COLLEGE

## *Communication Protocol 2023*

At Noosa Christian College we strive to facilitate positive relationships between staff and the College community. To make this process more efficient, the following table has been designed to assist parents/carers to effectively communicate with the appropriate staff member. Email is our preferred method of contact and where more than one name appears in a box, please follow the sequence of staff in order and allow up to one business day for a reply.

CONCERN/NEED	WHO TO CONTACT
<b>Whole School</b>	
Enrolment Enquiries / Change of Address / Contact Details	Reception - Mrs Jacinta Benade & Mrs Candace Derrick
Official Functions / Newsletter / Marketing / PR / Communications	Mrs Dale Bergman
Account and Fee Enquiries / Repairs and Maintenance	Mrs Stephanie Markert
Strategic Planning / College Advisory / Policies / Emergencies	Principal - Mrs Jeanette Martin
Student Laptops	Reception - Mrs Jacinta Benade & Mrs Candace Derrick
Pastoral Care / Welfare	1. Class / Roll Teacher 2. Primary Deputy Principal - Mrs Jodi Presecan Secondary Coordinator (Acting) - Mr Phillip Paul 3. Principal - Mrs Jeanette Martin
Chaplaincy	Pr Jacob Ugljesa & Pr Esther Meale
Learning Diversity / Special Needs	Learning Diversity Coordinator (K to 12) - Ms Felicity Bezer Learning Diversity - Mrs Sonia Goding
Counselling Appointments	Learning Diversity Coordinator - Ms Felicity Bezer
Absences	1. Class Teacher / Roll Call Teacher 2. Reception - Mrs Jacinta Benade & Mrs Candace Derrick
Class/Subject specific performance	1. Class / Subject Teacher 2. Primary Deputy Principal / Secondary Coordinator 3. Administration Team
To make an appointment with a teacher	1. Class / Subject Teacher via email
Excursions / Camps / Activities / Calendar Items / Daily Planning	Coordinator as per details outlined in Consent2Go
Library Resource Centre	Mrs Caville McLeod
Information Technology	Mr Mohit Sharma

Primary	
General Academic Performance	1. Class Teacher 2. Primary Deputy Principal - Mrs Jodi Presecan
Sport Matters / House Events	Mrs Jodi Presecan
Behaviour Management	1. Class Teacher 2. Mrs Sara Fatnowna 3. Mrs Jodi Presecan
Music	Mrs Simone Matteson
Student Leaders	Mrs Jodi Presecan - Primary Deputy Principal
Student Representative Council (SRC)	Mrs Sonia Goding
Primary College Choir	Mrs Allison Parkinson, Mrs Angela Gray, Mrs Simone Matteson
Confiscated Items	1. Primary Deputy Principal - Mrs Jodi Presecan (Primary)
Chaplain / Wellbeing	1. Class Teacher 2. Pr Jacob Ugljesa / Pr Esther Meale
Secondary	
General Academic Performance	1. Class Teacher / Roll Call Teacher 2. Secondary Coordinator (Acting) - Mr Phillip Paul
QCAA (Years 11-12) QCE etc. Assessment Tasks / Misadventures / Careers Advice / Subject Selection	Secondary Coordinator (Acting) - Mr Phillip Paul
Behaviour Management Manager	1. Home Room Teacher 2. Mr Jason Sherar 3. Mr Phillip Paul
Lockers	Mr Jason Sherar
Student Leaders	Mr Phillip Paul
Sport Matters / House Events / Touch Football	Mrs Cassandra Vincitorio / Mr Sam Krieg
Music	Mrs Anita Mitchell-Kerr
Student Representative Council (SRC)	Miss Edna Sao / Mrs Kelly Paul
Confiscated Items	1. Class Teacher/ Roll Call Teacher 2. Secondary Coordinator (Acting) – Mr Phillip Paul
Career Advice	Miss Melissa Peachey
Chaplain / Wellbeing	1. Class Teacher 2. Pr Jacob Ugljesa / Pr Esther Meale 3. Pr Lachlan Campbell – Wellbeing Coordinator

**SCHOOL ADMINISTRATION**

NAME	RESPONSIBILITY	EMAIL ADDRESS
Mrs Jeanette Martin	Principal	principal@noosacc.qld.edu.au
Mr Phillip Paul	Acting Secondary Coordinator	phillip.paul@noosacc.qld.edu.au
Mrs Jodi Presecan	Primary Deputy Principal	jodi.presecan@noosacc.qld.edu.au
Mrs Dale Bergman	PA to the Principal Marketing & Communications	dale.bergman@noosacc.qld.edu.au
Mrs Stephanie Markert	Business Manager	stephanie.markert@noosacc.qld.edu.au
Mrs Jacinta Benade	Reception & Enrolments	enrolments@noosacc.qld.edu.au
Mrs Candace Derrick	Reception	reception@noosacc.qld.edu.au
Mrs Angela Gray	Curriculum Coordinator / Support Dog Coordinator	angela.gray@noosacc.qld.edu.au
Miss Melissa Peachey	Senior Secondary Curriculum Coordinator	melissa.peachey@noosacc.qld.edu.au
Mr Phillip Paul	Junior Secondary Curriculum Coordinator	phillip.paul@noosacc.qld.edu.au

**PRIMARY TEACHERS / SUPPORT STAFF**

NAME	LEARNING AREA	EMAIL ADDRESS
Mrs Jodi Presecan	Primary Deputy Principal	jodi.presecan@noosacc.qld.edu.au
Ms Felicity Bezer	Learning Enhancement Coordinator (K-12)	felicity.bezer@noosacc.qld.edu.au
Mrs Sonia Goding	Learning Diversity / SRC Coordinator	sonia.goding@noosacc.qld.edu.au
Mrs Celeste Wareham	Kindergarten	kindy@noosacc.qld.edu.au
Mrs Allison Parkinson	Prep	allison.parkinson@noosacc.qld.edu.au
Mrs Sara Fatnowna	Year 1A	sara.fatnowna@noosacc.qld.edu.au
Mr Zac Hobson	Year 1B	zac.hobson@noosacc.qld.edu.au
Mrs Angela Gray	Year 2 / Primary Curriculum Coordinator	angela.gray@noosacc.qld.edu.au
Mrs Jacqueline Taylor	Year 3	jacqueline.taylor@noosacc.qld.edu.au
Mrs Amy Sherar	Year 4	amy.sherar@noosacc.qld.edu.au
Miss Margaret Graham	Year 5	margaret.graham@noosacc.qld.edu.au
Mrs Shari Botha	Year 5/6	shari.botha@noosacc.qld.edu.au
Mr Clinton Bond	Year 6	clinton.bond@noosacc.qld.edu.au
Mrs Heidi Cronin	Prep – Year 3 Auslan Teacher	heidi.cronin@noosacc.qld.edu.au
Mrs Simone Matteson	Primary Music Teacher	simone.matteson@noosacc.qld.edu.au
Ms Nicole Yaguchi	Year 4 – 6 Japanese	nicole.yaguchi@noosacc.qld.edu.au

## SECONDARY TEACHERS

NAME	LEARNING AREA	EMAIL ADDRESS
Pr Lachlan Campbell	Yr 7, 8 & 10 Bible Studies / Yr 11 & 12 Studies Of Religion / Wellbeing / Chapel Band / Sport	lachlan.campbell@noosacc.qld.edu.au
Mr Michael Ewer	Yr 9 History / Yr 11 Modern History / Yr 10-12 English / English Tutoring / Sport	michael.ewer@noosacc.qld.edu.au
Mr Sam Krieg	Year 9-1 Home Room / Yr 7 Science, Geography, Digital Tech / Yr 7-8 Sport / Yr 9 Bible / Basketball / Yr 11 & 12 Sport & Rec	sam.krieg@noosacc.qld.edu.au
Miss Jenaya Lewis	Year 10 Home Room / Yr 7,8 & 10 History / Yr 8 English / Yr 11 English / Yr 10 Geography / Sport	jenaya.lewis@noosacc.qld.edu.au
Mr Gary Mann	Science / Maths / G.R.I.T. / Tribe / Heart of Service / Sport	gary.mann@noosacc.qld.edu.au
Ms Anita Mitchell-Kerr	Year 7-1 Home Room / Yr 7-9 English / Yr 7-10 Music	anita.kerr@noosacc.qld.edu.au
Mrs Kelly Paul	Year 9-2 Home Room / Biology / Yr 9 Science / Yr 8-9 Geography / Yr 7 Agricultural Science / Yr 10 Passion / SRC Coordinator	kelly.paul@noosacc.qld.edu.au
Mr Phillip Paul	Secondary Coordinator (Acting) / Year 12 Home Room / Yr 10 Science / Yr 11 Physics / G.R.I.T. / Yr 10-12 Maths / Jnr Secondary Curriculum Coordinator	phillip.paul@noosacc.qld.edu.au
Miss Melissa Peachey	Year 11 Home Room / Snr Sec Curriculum Coordinator / Senior Marine Science / Junior Marine Science / Yr 8 Science / Yr 11 Chemistry / Yr 10 Careers	melissa.peachey@noosacc.qld.edu.au
Mr David Rogers	Sport / Yr 8 Agricultural Science / Yr 7 Bible / Yr 7-10 Economics and Business / Yr 9 Passion / G.R.I.T.	david.rogers@noosacc.qld.edu.au
Miss Edna Sao	Year 8-1 Home Room / Yr 9 Bible / Yr 9 Maths / Year 10 Extension Maths, Yr 8 HOS / Sport / Senior Maths Methods / SRC Coordinator / Maths Tutoring	edna.sao@noosacc.qld.edu.au
Mr Jason Sherar	Years 7-10 Design & Technologies / Senior Furnishings / Senior Business Studies / Senior Design	jason.sherar@noosacc.qld.edu.au
Mr Michael Taylor	Year 8-2 Home Room / Yr 8-9 Maths / Yr 8-10 Digital Technologies / Yr 11 Essential Maths / Timetabling / Touch Football / Secondary SEQTA Support	michael.taylor@noosacc.qld.edu.au
Mrs Cassandra Vincitorio	Sport Coordinator / Yrs 8-10 HPE / Yr 11 Psychology / Sport / Touch Football / Yr 11 & 12 HPE	cassie.vincitorio@noosacc.qld.edu.au
Ms Nicole Yaguchi	Yr 7-10 Drama / Yr 7-10 Japanese / Yr 8 English / Drama Performances	nicole.yaguchi@noosacc.qld.edu.au
Mrs Melinda Zaninni	Year 7-2 Home Room / Yr 7-12 Visual Art / Yr 9-10 Design / Yr 7-10 Food & Textile Technology / Yr 8 HOS / College Yearbook	melinda.zaninni@noosacc.qld.edu.au



**SECONDARY HOME ROOM TEACHERS**

TEACHER	YEAR	EMAIL ADDRESS
Mrs Anita Mitchell-Kerr	7-1	anita.kerr@noosacc.qld.edu.au
Mrs Melinda Zaninni	7-2	melinda.zaninni@noosacc.qld.edu.au
Miss Edna Sao	8-1	edna.sao@noosacc.qld.edu.au
Mr Michael Taylor	8-2	michael.taylor@noosacc.qld.edu.au
Mr Sam Krieg	9-1	phillip.paul@noosacc.qld.edu.au
Mrs Kelly Paul	9-2	kelly.paul@noosacc.qld.edu.au
Miss Jenaya Lewis	10	jenaya.lewis@noosacc.qld.edu.au
Miss Melissa Peachey	11	melissa.peachey@noosacc.qld.edu.au
Mr Phillip Paul	12	phillip.paul@noosacc.qld.edu.au

**PASTORAL CARE**

NAME	RESPONSIBILITY	EMAIL ADDRESS
Pr Jacob Ugljesa	Pastor & Chaplain	jacob.ugljesa@noosacc.qld.edu.au
Pr Esther Meale	Pastor & Chaplain	esther.meale@noosacc.qld.edu.au

# COMMUNICATION FLOWCHART







