

Communicating with Yeppoon State High School

We value strong partnerships with parents and carers. Clear and respectful communication helps us work together to support every student's learning and wellbeing.

What You Can Expect of Us

- We will keep you updated about your child's learning, wellbeing, and achievements.
- We will inform you promptly if your child is absent without explanation.
- We will give reasonable notice for school events and consent/payment requests.
- We will respond to enquiries as soon as possible, understanding that teachers are teaching during the day.

When to Contact Us:

- Your child will be absent or late (and provide a reason).
- You have concerns about your child's learning, social development, or wellbeing.
- There are changes to your child's medical or family circumstances.
- You need to discuss safety, behaviour, or plan adjustments for your child.

How to Contact Us

- Main office line: 4925 1333
- Email: Admin@yeppoonshs.eq.edu.au
- Please feel free to email staff directly: yeppoonshs.eq.edu.au/our-school/our-staff
- For complex or sensitive issues, please request a scheduled meeting.

Working Together

- Keep your contact details up to date.
- Check school newsletters, notices, and emails for information.
- Communicate in a respectful and constructive manner.
- Partner with us to find solutions in the best interests of your child.

What Not to Expect

- Immediate responses outside school hours: Staff are not expected to check emails in the evenings, on weekends, or during holidays.
- Direct access to staff during class time: Teachers are focused on students and may not be able to answer calls or emails straight away.
- Communication through personal channels: All school communication should go through official school contacts, not personal phone numbers or social media.
- Instant solutions to complex issues: Some concerns may require investigation or consultation before we can respond.

Concerns or Complaints

- First, speak directly with your child's teacher or relevant staff member.
- If the matter is not resolved, contact a Deputy Principal or the Principal.
- If further action is required, you may contact the Department of Education's regional office.