



# Who can I talk to at the school?

Schools want to hear from parents. It's okay if you don't know who to talk to; call the school office and they will help you.



Here is a quick overview of who you can contact at your child's school and how to get in touch.

**Your child's teacher:** you can meet for parent teacher interviews or request a meeting with your child's teacher.

**Support staff:** The roles of support staff can vary between each school, however this may be a Guidance Officer, Chaplain, student engagement officer or another role specific to the school.

**Your child's Year Level Coordinator:** Year Level Coordinators are part of the school leadership team and help build school culture. You can ask the administration staff or your child's teacher to help you get in touch with a year level coordinator.

**Head of Department:** Each learning area will have a Head of Department who may be able to help you explore flexible options, support and options to help support your child. You can ask the administration staff to help you get in touch with a Head of Department.

**Deputy Principal:** The Deputy Principal works with staff and students in day-to-day activities to ensure smooth running of the school. Depending on the size of the school, there may be more than one.

**Principal:** The Principal is the head decision maker of the school. They are responsible for the overall workings of the school.

To make a time to speak with the Principal, Deputy, support staff or your child's teacher, you can call or visit the administration team. If you are nervous about getting in touch, these tips might help you get the conversation started.

**QParents app:** The QParents App is used by some Queensland schools to provide instant access for parents to student information for their children, including timetables and class lists, correspondence and reminders from the school and report cards. You can find out more and download the QParents App [here](#).

**Online School Directory:** Contact information for Queensland Schools is available in the schools directory.

## When to talk to your local regional office

If you've worked closely with your child's school and things still aren't working out, please contact your local Department of Education regional office to seek help.

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