

## Frequently asked communication questions

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### What do I do if my child is sick on the morning of a normal school day?

**FIRST CONTACT** Phone the Absentee Line 3184 5584, log absence via Parent Lounge or phone Reception by 8.30am.

**FURTHER INFORMATION** Please ensure you state your child's full name, their year level and the reason. The absence will then be logged in our database for teachers to be aware that your child is not at school, but safe.

### What do I do if my child is going to be late to school/leaving early on a normal school day?

**FIRST CONTACT** Phone the Absentee Line 3184 5584, log absence via Parent Lounge or phone Reception by 8.30am.

**FURTHER INFORMATION** The partial absence will be logged in our database. You then have the choice to sign your child in/out in person at Reception, or they are able to sign themselves in or out, as we have parental permission.

### What do I do if my child is sick on the morning of an Outdoor Ed activity day?

**FIRST CONTACT** Phone Reception from 7:30am – we would appreciate you doing this as early as possible.

**FURTHER INFORMATION** You will be put through to the Outdoor Ed department, your child's Home Teacher, or a message will be taken. Arrangements may be made for them to attend with another class on another day.

### What if my child is ill on the day that assessment is taking place?

**FIRST CONTACT** An email or phone call to the subject teacher. **CC EMAIL TO:** Subject Coordinator and Home Teacher.

**FURTHER INFORMATION**

- If it involves an assignment due that day, a phone call is probably best and the teacher can discuss other means of submitting – e.g. emailing to the teacher.
- If it involves an exam in the junior school, the teacher will discuss with the child when they return to school a suitable time to sit the exam, most likely in their next lesson. However, if your child is in Year 11 or Year 12 a medical certificate will be required for the absence.

### What if my child needs an extended absence from school – either for a planned family trip or unplanned illness?

**FIRST CONTACT** Phone or email their Home Teacher with the dates. Their Home Teacher will inform the other teachers. **CC EMAIL TO:** [hillbrook@hillbrook.qld.edu.au](mailto:hillbrook@hillbrook.qld.edu.au) and other subject teachers (especially if you require work for them to complete whilst recuperating).

**FURTHER INFORMATION** Please check upcoming assessment on the Student Calendar and/or student Study Notebook. They will need to speak individually to their teachers if there is assessment planned for their period of absence.

### What if I want to check how my child is coping generally at school academically, or socially?

**FIRST CONTACT** Phone or email to their Home Teacher. The Home Teacher will contact their subject teachers and get back to you with details and information. **CC EMAIL TO:** Year Coordinator if you feel it necessary.

**FURTHER INFORMATION** Assessment dates are on your child's calendar. It's a good strategy to have these transferred into their planner at the front of their Student Diary.

### What if my child is being bullied?

**FIRST CONTACT** Phone or email to the Home Teacher. **CC EMAIL TO:** Year Coordinator and Head of Student Wellbeing.

**FURTHER INFORMATION** The relevant policy statements (Declaration of Rights and Responsibilities and Harassment and Bullying) can be found on the Hillbrook website <https://www.hillbrook.qld.edu.au/discover-hillbrook/policies/>

### What if a school or Year Level event is coming up that I want to know the details of?

**FIRST CONTACT** Details can be found on the school calendar in Parent Lounge accessible through the Parent Portal. <https://www.hillbrook.qld.edu.au/parents/>

**FURTHER INFORMATION** If you can't find what you are looking for or you are not sure about an entry, you can email the Home Teacher. **CC EMAIL TO:** Year Coordinator and [hillbrook@hillbrook.qld.edu.au](mailto:hillbrook@hillbrook.qld.edu.au)

### What if I have a question about a school wide policy (eg. the Expectations for Students Users of Digital Technology)?

**FIRST CONTACT** Visit the Hillbrook website <https://www.hillbrook.qld.edu.au/discover-hillbrook/policies/>

**FURTHER INFORMATION** Email to Home Teacher, Year 7 Learning Leader and/or Head of Student Wellbeing if you need further information or clarification.

### What if I want some information on the curriculum my child is studying?

**FIRST CONTACT** Email to the Subject Teacher. **CC EMAIL TO:** Home Teacher and Year 7 Learning Leader

**FURTHER INFORMATION** You can also find more information on the website in the Subject Selection Handbooks <https://www.hillbrook.qld.edu.au/learning/subject-selection/>

### What if our family situation changes?

**FIRST CONTACT** Email or phone call to Home Teacher. **CC EMAIL TO:** Year Coordinator.

**FURTHER INFORMATION** If it is a difficult situation which you feel your child may require some professional assistance/support your Home Teacher can organise for them to see one of the School Counsellors or the Chaplain.

### What if my child is struggling with anxiety or another mental health problem?

**FIRST CONTACT** Email or phone call to the Home Teacher. **CC EMAIL TO:** Year Coordinator and/or School Counsellor.

**FURTHER INFORMATION** If this is a new situation for your child, then a call to their Home Teacher first is best as they can approach the Counsellor and introduce your child to them if they are hesitant about this.

### What if there is a problem with my child's laptop?

**FIRST CONTACT** Students should take their laptop to the IT Helpdesk in C block or email the Helpdesk. [helpdesk@hillbrook.qld.edu.au](mailto:helpdesk@hillbrook.qld.edu.au)

**FURTHER INFORMATION** Please note only emails from a Hillbrook email address can access the Helpdesk system. Parents can contact the IT department on 3354 6485. The IT staff can also help you with any questions you might have about your child's laptop.

### What if my child has lost something at school?

**FIRST CONTACT** Students should search the lost property bin outside the Print & Copy room in B block.

**FURTHER INFORMATION** We do not encourage students to bring valuables to school. But if it is unavoidable, they can always leave it with Reception or with their Home Teacher.

### What if my child needs to leave school during the day for an appointment?

**FIRST CONTACT** A hand-written note can be handed to their Home Teacher in Daily Starter.

**FURTHER INFORMATION** You can also phone Reception and provide the pick-up time if you forget to provide a note.

### What if my child is sick during the day?

**FIRST CONTACT** The student's subject teacher at the time will send them to Reception where a decision will be made whether they should stay in the Sick Bay for a short time or be sent home. If a student needs to be sent home, we will call you.

**FURTHER INFORMATION** Due to COVID-19 children must stay home if they are sick. If you child is worried about missing work, they can email the relevant teachers to see what they have missed.

### What if I have a question regarding my fees or account?

**FIRST CONTACT** Log into the Parent Portal and access FACTS for details of payments and outstanding amounts.

**FURTHER INFORMATION** If you still have queries you can email the Finance Department: [fees@hillbrook.qld.edu.au](mailto:fees@hillbrook.qld.edu.au). You can also vary your payment plan at any time by calling the Finance Department on 3354 3422.

### What if I need to contact my child during the day?

**FIRST CONTACT** Send a text to their mobile phone which can be accessed when they switch it back on at 3.20 pm.

**FURTHER INFORMATION** If your message is urgent please call Reception on 3354 3422. Urgent messages will be delivered through their Home Class teacher. We generally don't hand deliver messages, but exceptions will obviously be made for urgent circumstances.

### What if I want to be involved in the School Board?

**FIRST CONTACT** Every parent is invited to become a Member of the Board. Membership forms will be sent to all parents before April each year.

**FURTHER INFORMATION** The Annual AGM is held in May, keep an eye out for the date and details in the Newsletter.

### What if my child needs to stay late after school?

**FIRST CONTACT** The Library is open after school Monday - Thursday until 5pm and Fridays 4pm.

**FURTHER INFORMATION** Students are welcome to work on their homework or assignments quietly in this space.