



Student Services Structure and Operations Information for Parents

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Eastern Hills Senior high School strives to provide students with the highest quality education to enable them to reach their academic potential. To support student engagement in the curriculum, the Student Services Centre provides a safe and caring environment to promote the development of students and to maximise their participation in learning. Because students learn in different ways and develop at different times the philosophy of the Student Services Centre is to pastoral care and early intervention in situations that may impede student access to education at different stages of their engagement at the school.

Student Services Team

The Student Services Team is responsible for initialising procedures to ensure all students can access and participate in education. These procedures include identification measures to assess student needs and specific adjustments to curriculum to ensure student engagement.

The Student Services Team includes both teaching staff and school support staff.

Deputy Principal Student Services

The Deputy Principal Student Services is responsible for the effective operation of Student Services at the school ensuring compliance with relevant legislation, Departmental policies and School procedures. The Deputy Principal ensures clear guidelines are available for all interactions with students with standardised practices which are fair and equitable.

Program Coordinators - Lower School & Upper School

The Program Coordinators are responsible for the health and wellbeing of students in lower school (years 7, 8 & 9) and upper school (years 10, 11 & 12). They work with the Year Coordinators of each year group to support students identified as at risk of not achieving to their full potential due to poor attendance, behaviour issues, health concerns and other problems which may impact on their participation in education and their post-school destinations.

Year Coordinators - Lower School Years 7, 8 & 9 and Upper School Years 10, 11 & 12

The Year Coordinators in Years 7, 8 & 9 are responsible for pastoral care of students at need. The Year Coordinators are the first point of contact for parents and students. The Year Coordinators monitor student attendance, overall behaviour and compliance with the school dress code applying loss of good standing as required. The Lower School Year Coordinators organise reward activities for students who maintain good standing status at the school. The Upper School out of school events for students who maintain good standing status at the school including the Dinner Dance and School Ball.

Program Coordinator Engagement & Transition

The Program Coordinator Engagement & Transition is responsible for issues related with the positive transition to high school from primary school and the further transition within the school from one year group to the next. The Program Coordinator is also responsible for supporting the engagement of students within the teaching and learning program working with the Student Services Team to facilitate outcomes for students.

School Psychologist

The School Psychologist is responsible for students who present with **significant** school based needs in the areas of learning, mental health, behaviour, attendance or engagement that impact on their access to educational opportunities at the school. The School Psychologist is also responsible for the risk management of students with suicidal ideation or non-suicidal tendencies.

School Nurse

The Program Coordinator Engagement and Transition is responsible for issues related with positive transition to school and support for engagement at school. The Program Coordinator works in collaboration with the Student Services Team on a student needs basis to facilitate outcome for students.

School Chaplain

The School Chaplain is responsible for providing social and emotional support to students as part of the existing wellbeing and pastoral care services provided within the school. Pastoral care is the practice of looking after the personal needs of students, not just their academic needs, through general support and advice.

Administrative Support Officer

The Administrative Officer is responsible for recording issues and concerns of students considered to be at risk in the school community and ensuring that all information relating to students is kept confidentially and securely as part of the Department of Education compliance requirement.

Student Services School Officers

The School Officers in the Student Services Centre are responsible for recording students who arrive to school late or leave school early to ensure attendance records are accurate. They also provide first aid as required, triage students that need pastoral care and communicate with parents. Students who access the centre are automatically recorded as present at a *School Activity*.

Student Services Team Meetings

There are two Student Services Teams operating within the Student Services Centre – one for lower school and one for upper school. The Student Services Teams meet weekly to discuss student issues and concerns and identify students that require support. Students identified for support at team meetings include those with chronic attendance, ongoing behaviour issues, non-compliance with school dress and health and wellbeing concerns that may put them at educational risk.

The Team meeting will determine actions required and whether there needs to be input from school support staff or referral to an outside agency.

Student Services Centre

The Student Services Centre is provided for students who require a safe location to give them time to recover outside of the classroom to prevent peak escalation and to teach them self-regulation. Year Coordinators are allocated to the Student Services Centre to support the issues and concerns that have resulted in students having to leave class and miss educational opportunities. Student attendance in the Centre is recorded in **Compass** to ensure student records are correct and accurate.

Students must obtain written permission from their classroom teacher before going to Student Services. A student will not be admitted to Student Services without permission – they will be sent back to class. Students should not request permission to leave the classroom in the first 10-15 minutes of the period. This gives the classroom teacher time to mark the class roll and engage other students in learning.

If a student presents with a significant issue the Year Coordinator may determine that they need to be admitted without the required permission. The Year Coordinator will immediately inform the teacher that this has occurred.

Students do not use the Student Services Centre in lieu of withdrawal to buddy. The use of the buddy room is a classroom management strategy within the Learning Area and students cannot decide to go to Student Services rather than the allocated buddy room. They will be sent back to the Learning Area.

Responsible behaviour is the expectation in Student Services and regular classroom rules apply. Student using the Centre must not assume that they can be absent from class for the entire period. The decision to return to class is made by the staff member in the Centre and students must return to class when requested to do so. It is considered that 15 to 20 minutes is generally enough time to recover or de-escalate. If students are unable to do so in the time it may be recommended that they need to be sent home with a parent/carer.

RESET Cards

Students using the support of the Student Services Centre are provided with a **RESET Card**. The RESET card identifies students who may experience difficulties in the classroom and may need to *reset* in order to be able to positively engage in classroom activities. This includes students who:

- need a safe location to give them time to recover from their anxiety outside of the classroom to save embarrassment in front of their peers
- need to leave the classroom due to chronic health conditions
- need to leave the classroom to prevent peak escalation, teach self-regulation and enable them to calm

The issue of the RESET card is based on medical or diagnostic documentation. The Year Coordinator determines if there is a need for the card and considers the length of time for which it is required. Prior to issuing the RESET card, the Year Coordinator must obtain parent consent (parents need to be aware that a student misses out on classroom instruction when using the card which may impact on their learning) and discuss the conditions for its use. The Year Coordinator regularly reviews the necessity for and the use of the RESET card. If the purpose for which it was requested is no longer a concern, the card is cancelled. Reset cards will be removed if overused or used inappropriately.

Students with a RESET card must obtain written permission of the classroom teacher to leave class for Student Services and the same behaviour expectations and normal classroom rules apply. Students return to class when directed and should not assume the card enables them to be absent from class for the whole period.