



Parent/Caregiver and  
Student Handbook

2024



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## About Alta-1 College

Alta-1 College is a child safe school committed to safeguarding and promoting the safety, welfare and wellbeing of children and young people, and expects all staff and volunteers to share this commitment.

At Alta-1 we recognise that adverse childhood experiences can impact a student's sense of self-worth, motivation, and capacity for learning, making engagement in a mainstream school setting difficult. At Alta-1 College, we help students overcome life challenges, unlock their potential, and achieve their goals. Through a highly relational, trauma-informed approach we address barriers to learning. Through fostering trust, respect and empathy, our students feel a strong sense of belonging which is vital to a student's ability to engage in their education. Our staff collaboratively support each student's unique strengths and aspirations, guiding them towards their future pathway and recovery. By providing opportunities for personal growth, skill development and diverse experience, we empower students to envision and achieve a positive trajectory in life.

The College is a multi-sited Christian organisation that partners with church and community organisations. By addressing their socio-emotional and spiritual needs in a supportive community setting, participants receive educational services and workplace learning options that can assist them achieve high school graduation as well as receive training from a vast number of sources, opening opportunities for employment and further education.

While most of our classes operate from church or community buildings, our home-based ConnectEd program serves students who have a diagnosed reason that makes class attendance difficult. Using the internet, phone and face to face contact, ConnectEd provides assistance to young people in working through social and emotional issues, as well as providing educational support.

The Alta-1 College educational program has a *recovery* as distinct from a *remedial* emphasis. It is designed to lead participants through a socio-emotional developmental process involving the following stages:

1. *Belonging*. The student is integrated into a caring community that allows them to become connected.
2. *Healing*. The units of study facilitate a process whereby the student needs to face the issues that are impeding their personal development.
3. *Restoration*. The student has the opportunity to re-build their life and become a better person.
4. *Identity Formation*. The student develops a new understanding of their self-worth and relationship to family, church and the wider community.
5. *Purpose-Driven*. The adoption of a beliefs and values system and the development of identity provide reasons and motivation to engage in life.

While students are never forced to adopt a particular belief and value system, the Alta-1 program is delivered mainly from a Christian viewpoint.

Alta-1 staff members are committed Christians, living lives consistent with their faith, having a passion for and commitment to seeing young lives transformed through the vehicle of education and an unconditional positive regard.

Alta-1 College is a member school of Christian Schools Australia (CSA) and the Association of Independent Schools of Western Australia (AISWA).

For the purpose of this book, we will refer to the parent, guardian and caregiver, as the caregiver.

## Alta-1 Principles of Teaching and Learning

- Alta-1 implements a recovery based social/emotional model of teaching in which students are challenged and supported. Staff follow trauma informed practices in their teaching and support for student learning. Student engagement in learning is of primary concern, therefore school routines, curriculum offered, and adjustments made are in light of this.
- Alta-1 promotes a safe environment that ensures that relationships are built, successes are celebrated, and boundaries are clear. We acknowledge that many of our students have experienced trauma, and we are committed to providing trauma informed practices across the college.
- Alta-1 encourages a relational teaching style, whereby teachers are not just actively involved with the academic progress of students but also with their social/emotional wellbeing.
- Alta-1 promotes a supportive environment that values student centred, strengths-based teaching and diversity. The needs, backgrounds, perspectives and interests of students are all reflected in the learning program. We believe that this approach to teaching eliminates frustration for both the teacher and the student and in turn fosters a culture of achievement and success.
- Alta-1 requires teachers to model through their behaviour in the classroom the Alta-1 values, positive attitudes and ethical behaviours which we encourage our students to embrace.

## School & Office Hours

School hours are, during school terms, from:

Monday	Tuesday	Wednesday	Thursday	Friday
8:45am – 2:45pm	8:45am – 2:45pm	8:45am - 12pm*	8:45am – 2:45pm	8:45am – 2:45pm

\* Early close for staff professional learning

The Central and Administration Office operational hours are from 8am to 4pm, Monday to Friday.

Please refer to the [Alta-1 College website](#) for pupil free days.

## Breakfast Club

At Alta-1 we know that students are ready to learn when they have slept well and have had breakfast. Breakfast club will be held before class for students at their campus from 8:45 am.

Breakfast is provided before class starts free of charge. Please contact your campus staff for more information.

## Contacts for Regions, Campuses, and Programs

### Alta-1 Central Office

12 Winton Road, Joondalup WA 6027  
 PO Box 301, Joondalup DC WA 6919

Reception	(08) 9403 8200 <a href="mailto:admin@alta-1.wa.edu.au">admin@alta-1.wa.edu.au</a>
School Fees	(08) 9403 8200 schoolfees@alta-1.wa.edu.au

### Alta-1 East Metro Region

Office: Unit 3, 15 Boag Road, Morley WA 6062

Regional Administrator	Jacque Taylor	(08) 9403 8226 East-admin@alta-1.wa.edu.au
Regional Principal	Michelle Schouten	(08) 9403 8292 michelle.schouten@alta-1.wa.edu.au

### Alta-1 East Metro Campuses

Ellenbrook Middle Campus	Years 7 – 9 (age: 12 to when they turn 15)
Malaga Senior Campus	Years 10 – 12 (age: 15 to 18+)
Belmont Senior Campus	Years 10 – 12 (age: 15 to 18+)
Middle Swan Senior Campus	Years 10 – 12 (age: 15 to 18+)

### Alta-1 North Metro Region

Office: 12 Winton Road, Joondalup WA 6027

Regional Administrator	Anel Du Plooy	(08) 9403 8216 North-admin@alta-1.wa.edu.au
Regional Principal	Kevin Kendell	(08) 9403 8291 kevin.kendell@alta-1.wa.edu.au



Alta-1 North Metro Campuses & Program	
Joondalup Senior Campus	Years 10 – 12 (age: 15 to 18+)
Joondalup Middle Campus	Years 7 – 9 (age: 12 to when they turn 15)
Merriwa Senior Campus	Years 10 – 12 (age: 15 to 18+)
Mullaloo Senior Campus	Years 10 – 12 (age: 15 to 18+)
Targeted Engagement Program (TEP)	Years 7 – 12 (age: 12 to 18+)

## Alta-1 South Metro Region

Office: 19A, 397 Warnbro Sound Avenue, Port Kennedy WA 6172

Regional Administrator	Michelle Cox	(08) 9403 8225 South-admin@alta-1.wa.edu.au
Regional Principal	Geoff Dunjey	(08) 9403 8293 geoff.dunjey@alta-1.wa.edu.au
Deputy Principal	Julie Bottomley	(08) 9403 8283 julie.bottomley@alta-1.wa.edu.au

Alta-1 South Metro Campuses	
Cockburn Senior Campus	Years 10 – 12 (age: 15 to 18+)
Huntingdale Senior Campus	Years 10 – 12 (age: 15 to 18+)
Kelmscott/Camillo Senior Campus	Years 10 – 12 (age: 15 to 18+)
Port Kennedy Senior Campus	Years 10 – 12 (age: 15 to 18+)
Port Kennedy Middle Campus	Years 7 – 9 (age: 12 to when they turn 15)

## Alta-1 ConnectEd Metro Region

North Office: 12 Winton Road, Joondalup WA 6027

South Office: 85 Verde Drive, Jandakot WA 6164

Regional Administrator ConnectEd North	Michelle Watts	(08) 9403 8231 ConnectEd-Admin@alta-1.wa.edu.au
Regional Administrator ConnectEd South & Como	Casey Grant	(08) 9403 8228 ConnectEd-Admin@alta-1.wa.edu.au
Regional Principal	TBA	(08) 9403 8290 TBA@alta-1.wa.edu.au
Deputy Principal	Maree Atkinson	(08) 9403 8280 maree.atkinson@alta-1.wa.edu.au

## Alta-1 ConnectEd Metro Classes

ConnectEd North Middle School Class	(Years 7 – 9 (age: 12 to when they turn 15))
ConnectEd North Senior School Class	Year 10 (age 15)
ConnectEd North Senior School Class	Years 11 – 12 (age: 16 to 18+)
ConnectEd East Middle School Class	Years 7 – 9 (age: 12 to when they turn 15)
ConnectEd East Senior School Class	Years 10 – 12 (age: 15 to 18+)
ConnectEd Como Middle School Class	Years 7 – 9 (age: 12 to when they turn 15)
ConnectEd Como Senior School Class	Years 10 – 12 (age: 15 to 18+)
ConnectEd South Middle School Class	Years 7 – 9 (age: 12 to when they turn 15)
ConnectEd South Senior School Class	Years 10 – 12 (age: 15 to 18+)

ConnectEd PK Senior School Class	Years 10 – 12 (age: 15 to 18+)
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## Alta-1 Great Southern Region

Office: Unit 1/78 Lockyer Avenue, Albany WA 6330

Regional Administrator	Silke Fisher-Malpass	(08) 9403 8233 Greatsouthern-admin@alta-1.wa.edu.au
Regional Principal	Paul Eaton	(08) 9403 8294 Paul.eaton@alta-1.wa.edu.au

### Alta-1 Great Southern Campuses, Classes & Programs

Albany Middle School Campus	Years 7 – 9 (age: 12 to when they turn 15)
Albany Senior School Campus	Years 10 – 12 (age: 15 to 18+)
Albany TEP	Years 7 – 12 (age: 12 to 18+)
Albany VET	Years 10 – 12 (age: 15 to 18+)
ConnectEd Albany Classes	Years 7 – 12 (age: 12 to 18+)

## Alta-1 Kimberley Region

Lot 579 Packsaddle Road, Kununurra WA 6743

Regional Administrator	Shanda Mc Cosh	(08) 9166 9009 Kununurra-admin@alta-1.wa.edu.au
Regional Principal	TBA	(08) 9403 8295 TBA@alta-1.wa.edu.au

### Alta-1 Kimberley Campuses

Kununurra Girls Campus	Years 7 – 12 (age: 12 to 18+)
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## Campus Term Dates 2024 Some dates/events may be subject to change.

Term 1   9 Weeks		
Administration opens	Monday	8 January
Students commence	Wednesday	31 <sup>st</sup> January
Student free days	Wednesday, Thursday & Friday	28, 29 Feb & 1 Mar (Week 5)
Public holiday – Labour Day	Monday	4 March
Students finish	Thursday	28 March

Term 2   11 Weeks		
Students commence	Tuesday	16 April
Student free days	Wednesday, Thursday & Friday	15, 16, & 17 May (Week 5)
Public holiday – Anzac Day	Thursday	25 April
Public holiday – WA Day	Monday	3 June
Students finish	Friday	28 June

Term 3   10 Weeks		
Students Commence	Tuesday	16 July
Student free days	Wednesday, Thursday & Friday	14, 15 & 16 August (Week 5)
Students finish	Friday	20 September

Term 4   9 Weeks		
Students Commence	Tuesday	8 October
Student free days	Wednesday, Thursday & Friday	6, 7 & 8 November (Week 5)
Awards & Graduation Ceremony		2 – 6 December
Students finish	Friday	6 December
Administration closes	Friday	13 December

## Attendance

Alta-1 is here to support students as they work towards increasing their school attendance. As a school we are required to keep accurate records of student attendance and will be in communication with the caregiver around absences.

If a student is going to be absent, the school needs to be advised by telephone, text message or email by 9:30am on the day. Contact can be made either with the relevant campus or central administration. Otherwise, a note from caregiver explaining the absence can be presented to the teacher on the day that attendance is resumed.

## Fee Structure

2024 Fee Structure	
\$2600	Per annum
\$650	Per annum with Healthcare Card Discount
25%	off for lump sum payments

Tuition fee discounts will be available to holders of valid Health Care Cards and Pensioner Concession Cards. Parents and Guardians in this category are asked to ensure that a copy of your current card is forward to [schoolfees@alta-1.wa.edu.au](mailto:schoolfees@alta-1.wa.edu.au).

In addition to the Health Care Card discount offered by Alta-1 College, holders of valid Health Care or Pensioner Cards can apply for the Secondary Assistance Scheme that is operated by the Government of WA. If a correctly completed form is handed in to your local campus by the due date (due date is 28<sup>th</sup> March 2024), the care holder will receive \$115 directly to their nominated back account and \$235 will be received by Alta-1 College and applied to your College School Fee account.

## Excursions and Incursions

Throughout the school year, Alta-1 will provide valuable opportunities for students to participate and engage in pre-planned excursions, excursions, and incursions.

**A pre-planned excursion** is described as an unplanned, non-water related activity that is off-site, and arises from an immediate need on the day for the purpose of assisting students. Examples of impromptu excursions may include visits to the park, shopping trips, or to a food outlet.

**Permission:** Permission from parents/carers is required termly for pre-planned excursions.

**An excursion** is an off-site activity which is beneficial to student learning and is planned ahead of time.

**An incursion** is an on-site activity conducted by a guest or visitor as the presenter.

### **Parent/Caregiver Communication**

Parents/carers will receive notification via Consent2Go, SMS, and/or SEQTA when an approved excursion is scheduled to take place.

Students must have a complete Alta-1 Parent/Carer Excursion Permission Form with up-to-date medical details, or (if an online approval) have completed their up-to-date medical information on Consent2Go.

**Only students with a signed consent form will be allowed to participate in an excursion or incursion.**

## Information Technology

The College uses information technology and communication (ITC) systems to support our students' education and run the college. Some of the platforms the student may access include, please note these will vary from program to program:

### Platforms

We have a student portal on our website with easy links to the platforms students may use with us, these will vary by program.

<https://www.alta-1.com.au/student-portal-wa/>

- **Clickview:** Is a video content resources for schools.
- **Canvas:** Think of canvas as your digital classroom, it's where students can access course content.
- **Education Perfect:** Online program which provides individualised instruction and mapping of student progress.
- **Office 365:** We are excited to let you know that our students have access to Office 365, which includes Word, PowerPoint, Excel, Outlook, Teams, OneNote and OneDrive. Students can use and download this software by logging into [portal.office.com](https://portal.office.com) with their student email addresses.
- **Sora:** An online library which has an extensive range of fiction and nonfiction books in audio and written formats.



### Student Email

Each student will be provided with a unique College email address that must be checked regularly.

A student's email address is the student's WA student number (WASN), that is allocated to each student for their schooling life in Western Australia. You will find it on your school report/s and may also be on your SmartRider. The student email address is WASN@student.alta-1.wa.edu.au

Student internet and email accounts will be deleted at the end of the following academic year after exit from the College.

### User Accounts and Passwords

It is the student's responsibility to keep their account safe. Passwords should be kept a secret and not shared with anyone else. No staff or student is permitted to access another person's user

account, email account, personal files, or pretend to be someone else. Multifactor authentication is to be used whenever available.

## Unique Student Identifier (USI)

A USI is your individual education number that stays with you for life as your training and career goals progress. It also gives you an online record of all your vocational education and training (VET) undertaken in Australia. If you're at university, TAFE or doing other nationally recognised training (such as First Aid), you need a USI. Without one, you can't get Commonwealth financial assistance or your qualification or statement of attainment. Obtaining a USI is simple and free and is done at <https://www.usi.gov.au/> and is required at Alta-1 for all students by the start of Year 10.

## Student results with WA Education Department

Students can access their completion results, such as their WA Certificate of Education (WACE) or WA Statement of Student Achievement (WASSA) through logging in to the SCSA portal:

<https://student.scsa.wa.edu.au/student-portal>

## School Student Broadband initiative (SSBI)

To boost education opportunities and narrow the digital divide, the Australian Government is providing up to 30,000 eligible families with no National Broadband Network (NBN) internet service at home a free NBN service through a participating provider until December 2025.

If you feel you may be eligible for this service, please feel free to touch base with your campus chaplain and they will ensure a request is run for you to determine eligibility and availability.



## Curriculum

The Alta-1 program is designed to be effective when individual students desire to positively engage. Alta-1 College students focus on recovery education to reengage in a learning pathway. Our learning pathways consist of vocational and WACE with learning interventions and strategies provided when and if needed.

For students who fit within these parameters, the Alta-1 curriculum is structured to meet three broad goals:

1. To enable students to achieve access to mainstream education through to school graduation, with entry to TAFE or other tertiary institutions.
2. To assist students to address personal issues that hinder emotional, social, behavioural, and educational development.
3. To provide the opportunity for students to evaluate various belief and value systems, making decisions that assists student discovering a purpose and direction for their lives.

Whilst the curriculum is delivered in an alternative way, there are two distinct stages in Senior School comprised of Years 11 and 12.

### Year 12

Year 12 is ideally completed over one calendar year, however students are supported to complete it over two calendar years if required. Regular meetings with student, teacher and parent/caregiver will determine a schedule for work completion so the student obtains the 20 WACE units or 20 Alta-1 credits required.

#### Year 12 WACE Pathway is comprised of:

- English (Foundation or General level units 3 & 4)
- Mathematics (Foundation or General level units 3 & 4)
- Applied Information Technology (Foundation level units 3 & 4)
- The Employment Advantage and Developing Social Skills WACE endorsed programs.
- Personal Recovery and Community Building
- Workplace Learning including work experience or paid employment through [school based traineeships](#).
- VETDSS (Vocational Educational and Training Direct to School Students) which is where students complete qualifications at Certificate II, III or IV level through TAFE or private Registered Training Organisations whilst remaining enrolled at the College.
  - VET qualifications delivered in campus including:
  - Certificate II in Skills for Work and Vocational Pathways
  - Certificate III Business

### Vocational Pathway Year 12 is comprised of:

- The Employment Advantage and Developing Social Skills WACE endorsed programs.
- Workplace Learning including work experience or paid employment through [school based traineeships](#).
- VETDSS (Vocational Educational and Training Direct to School Students) which is where students complete VET qualifications at Certificate II, III or IV level through TAFE or private Registered Training Organisations whilst remaining enrolled at the College.
- VET qualifications delivered in campus including:
  - Certificate II in General Education for Adults
  - Certificate II in Skills for Work and Vocational Pathways
  - Certificate III Business

### Year 11

Year 11 is ideally completed over one calendar year, however students are supported to complete it over two calendar years if required. Regular meetings with student, teacher and parent/caregiver will determine a schedule for work completion so the student obtains 10 WACE units or 10 Alta-1 credits (half of units/credits required by the end of Year 12).

### WACE Pathway Year 11 is comprised of:

- English (Foundation or General level units 1 & 2)
- Mathematics (Foundation or General level units 1 & 2)
- Applied Information Technology (Foundation level units 1 & 2)
- Personal Recovery and Community Building
- The Employment Advantage and Developing Social Skills WACE endorsed programs.
- Workplace Learning including work experience or paid employment through [school based traineeships](#).
- VETDSS (Vocational Educational and Training Direct to School Students) which is where students complete qualifications at Certificate II, III or IV level through TAFE or private Registered Training Organisations whilst remaining enrolled at the College.
- VET qualifications delivered in campus including:
  - Certificate II in Skills for Work and Vocational Pathways
  - Certificate III Business

### Vocational Pathway Year 11 is comprised of:

- The Employment Advantage and Developing Social Skills WACE endorsed programs.
- Workplace Learning including work experience or paid employment through [school based traineeships](#).

- VETDSS (Vocational Educational and Training Direct to School Students) which is where students complete VET qualifications at Certificate II, III or IV level through TAFE or private Registered Training Organisations whilst remaining enrolled at the College.
- VET qualifications delivered in campus including:
  - Certificate I, II or III in General Education for Adults
  - Certificate II in Skills for Work and Vocational Pathways
  - Certificate III Business

## Year 10

Alta-1 Year 10 students will be engaging in the following curriculum offerings:

- Personal Recovery and Community Building
- First Aid
- Keys 4 Life (Pre-driver)
- Keys 4 Life Plus
- Workplace Learning including work experience or paid employment based [school based traineeships](#).
- VETDSS (Vocational Educational and Training Direct to School Students) which is where students complete VET qualifications at Certificate II or III level through TAFE or private Registered Training Organisations whilst enrolled at the College.
- VET qualifications delivered in campus including:
  - Certificate II in General Education for Adults
  - Certificate II in Skills for Work and Vocational Pathways
  - Certificate III Business
  - Other internal courses

## Middle School – Year 7 to 9

While middle school students follow Documented (Individual Education) Plans, the middle school curriculum is organised around project based learning projects that are based on exploring themes such as Ancient Egypt .These projects emphasise literacy and numeracy development whilst incorporating cross-curricular learning activities designed to meet requirements of state and national curricula.

Year 9 students are also offered the Road Set and Career Taster courses.

### Extra-Curricular

The extra-curricular program in middle school is designed to take students out of their comfort zones, expose them to new and exciting physical and emotional challenges that can be overcome through teamwork, relationship building and genuine emotional connection. This may involve overnight camps or excursions.

### College Communication

Alta-1 is a relationship based College and this extends to communication with parents/caregivers. There will be regular communication between College staff and parents/caregivers. This will often be through emails but may also include text messages or communication through the Consent2Go app for excursions permissions. It is expected that parents/caregivers will respond to College communication in a timely manner.

Sharing about student progress is very important to staff. Parent/Caregivers will be invited to participate in Documented Plan meetings to plan and map individual student growth. A written report will be emailed out twice a year to share about student academic and social emotional progress. Staff will also initiate communication with parents/caregivers whenever they see it's in the student's best interests.

### Where can study at Alta-1 College take you?

If you...	Then you can...
Progress from Alta-1 College Middle School	Return to mainstream schooling OR Enrol into Alta-1 College Senior School (WACE or a vocational pathway)
Exit Alta-1 with some year 11 courses, including OLNA and/or Certificate II	Apply for some TAFE certificate II or III level courses OR Apply for an apprenticeship or traineeship
Exit Alta-1 with complete year 11 including OLNA	Apply for TAFE competitive entry certificate II or III level courses, OR Apply for a range of apprenticeships or traineeships
Exit Alta-1 with complete year 11 at general level with minimum C grades including Certificate III	Apply for entry to Edith Cowan College (university pre-entry course) OR

	Apply for TAFE competitive entry certificate II or III level courses
Graduate Alta-1 with complete year 12 Vocational Pathway including Certificate III	Apply for TAFE certificate II or III level courses OR Apply for entry to Edith Cowan College (university entry course) OR Apply for a range of apprenticeships or traineeships OR Leave school to seek full time employment.
Graduate Alta-1 with complete WACE	Apply for TAFE certificate III, IV and diploma courses OR Apply for university entry preparation courses OR Apply for apprenticeships or traineeships OR Leave school to seek employment.

The above is general advice only and should not be taken to constitute any form of guarantee. Student pathway planning will occur on arrival and at regular intervals during student enrolment, in consultation with parents/caregivers.

Alta-1 College does not provide an ATAR level pathway for direct entry to university.

## Engagement expectations

The values we have established for our staff, students and caregivers aim to foster effective and positive relationships. These values aim to make clear the kind of community we want to build and how we expect students to engage with our school, these are taken from our student code of conduct, which can be located here [parent and guardian resources](#).

***Students have a responsibility to:***

- engage with the Personal Recovery course.
- demonstrate a willingness to change, and actively engage in this process.
- accept and comply with school policies regarding positive behaviour.
- act and work co-operatively with other students and teachers.
- respect the learning needs of all students.
- take progressive responsibility for their own learning, to work consistently and complete tasks as required.
- be inclusive of differences such as race, culture, identity, and ability.
- be punctual and regular in attendance.
- discuss with parents their educational progress and to ensure that all school communication is effectively delivered.
- to accept responsibility for their actions, and work with staff to make the necessary changes.

***Students have a right to:***

- Feel safe within the school.
- Learn in a stimulating environment to the best of their ability.
- Be treated with respect by other students and teachers.

***Caregivers have a right to:***

- expect that their children can interact and learn in a safe, positive, supportive, and secure environment.
- be informed of matters regarding your child.
- be involved in developing strategies for student engagement and learning.

***Caregivers have a responsibility to:***

- encourage my child to observe school rules in partnership with the college.
- work co-operatively with the College to solve problems.
- provide support for staff in my child’s engagement and learning.
- communicate relevant information and concerns to the College.

## College Rules

One of the core values at Alta-1 College is that we are a relationship-based school. As such, rules are intentionally kept to a minimum. The following, however, are those considered necessary to facilitate the care of one another and assist with students' recovery journey.

- Bullying, including cyber bullying, will not be tolerated.
- Treat others with respect, courtesy, and kindness, this includes in the language spoken.
- Illegal and recreational drugs, alcohol, cigarettes, e-cigarettes, vapes, and vaping products are not permitted on the school premises, nor references on clothing.

- Clothing is to be modest and respectful. Items of clothing displaying offensive language and/or symbols such as profanity, drug references, sexual connotations and racist slurs are not to be worn.
- Mobile phones are allowed to be brought to class, please speak to your teacher about appropriate use during the day.
- Staff member consent is always required for a student to leave the school grounds.
- Students who have their driver's licence require written permission by the caregiver of both parties before any other students they are transported.
- Computers, including those with internet access, are provided for school- based educational purposes only.
- An expressed desire and willingness for change as discussed and agreed upon by parent, staff and student.
- Commitment to regular engagement.

## Complaints and Grievances policy

Alta-1 acknowledges your right to lodge a concern or complaint and that concerns and complaints shall be treated appropriately. You can access our Complaints and Grievances policy [here](#), or via our website <https://www.alta-1.com.au/policies-reports/>

## Related Polices

The policies relevant to a student's enrolment with Alta-1 are mentioned below and can be accessed on our Alta-1 website [parent and guardian resources](#).

Behaviour Management

Bullying Policy

Child Safety

Student Code of Conduct

## Therapeutic Support Services for students

### Information for Caregivers

During the period of their enrolment at Alta-1 College, your child may be referred to a psychologist or counsellor by their teacher or chaplain, or they may request, to be referred. This document outlines the services that will be provided to your child, as agreed to by you upon their enrolment.

### Procedures

Alta-1 College will provide therapy that will address your child's social, emotional and educational well-being. The therapists providing the service have specialised in either psychology or counselling. These therapists are also supported and supervised by experienced psychologists. Therapy will ordinarily be conducted every fortnight during school hours for approximately 45 minutes, depending on your child's willingness to engage and number of available places. This will be an opportunity for your child to talk about issues that might be concerning them in a confidential and supportive environment. The length of treatment will vary according to the nature of the problem and the student's individual needs. A consent form will be sent home for caregivers and student to sign once the student has been referred to Therapeutic services.

In addition to this, if deemed necessary, we may request that a diagnostic assessment be completed by an external service provider or if available, in house.

Please note that our services are provided to your child and their emotional health and wellbeing are our priority. Also note that as a service we are unable to provide crisis/emergency services (a list of relevant agencies is provided).

### Confidentiality for Therapeutic Services

Generally, we will keep the information shared with us in strict confidence. There are some limitations to this confidentiality, and it is important that you understand these.

In some situations, we may request your consent and your child's consent to exchange information with a third party e.g., teacher, doctor or other professionals.

In other situations, we may be required to disclose information by law, or by the guidelines of our profession, whether or not we have your permission or your child's permission. We have listed these situations below.

Confidentiality cannot be maintained when:

1. There is suspected abuse (physical, sexual or neglect)
2. There is a potentially high risk of suicide or self-harm
3. There is a potentially high risk of harm to another



4. There is a court order, and we are requested to release records

Every effort will be made to discuss the situation with you before any disclosure of information occurs.

## Records

Information will be collected, recorded, and stored to maintain confidentiality. Only the therapist and their supervisor will have access to this information. The information will be kept for a minimum of 7 years or until the student reaches the age of 25.

## Participation

Please note that participation is voluntary and therefore you can withdraw your permission at any time, in writing, through the office. Refusal to participate will not result in any prejudice or discrimination. If necessary, you may be requested to support the therapeutic process by providing additional information. In the event that this occurs you will be provided sufficient notice to schedule an appropriate time.

## Questions or Concerns

If you have any questions or concerns about any of these procedures and wish to discuss them with a staff member, please call or email the office:

Phone: (08) 9403 8200

Email: [admin@alta-1.wa.edu.au](mailto:admin@alta-1.wa.edu.au)

## Cost

If required, your child may be referred to an external agency/agencies for additional support. In the event that this occurs we will discuss all options with you and provide you with information about the agency, their services and/or possible costs.

## Caregiver Resources and Contacts

### School Student Broadband initiative (SSBI)

To boost education opportunities and narrow the digital divide, the Australian Government is providing up to 30,000 eligible families with no National Broadband Network (NBN) internet service at home a free NBN service through a participating provider until December 2025.

If you feel you may be eligible for this service, please feel free to touch base with your campus chaplain and they will ensure a request is run for you to determine eligibility and availability.

### Caregiver support

If you need crisis assistance, problem solving or referrals to services you can call the hotlines or visit the websites below.

Name of organisation	Location	Contact/ website	How they help
<b>Helping Minds</b>	Head office: Lord Street, Perth Locations around Perth Metro	(08) 9427 7100 <a href="https://helpingminds.org.au/">https://helpingminds.org.au/</a>	Supporting Mental Health Issues For Families, Young People & Adults. Free professional services, respite for carers, individual and group support, workshops and events.
<b>Relationships Australia</b>	Head office: Railway Parade, West Leederville Locations around Perth Metro and Mandurah	1300 364 277 <a href="https://www.relationshipswa.org.au/">https://www.relationshipswa.org.au/</a>	Relationship support for individuals, couples and families. Mediation, counselling, domestic violence support.
<b>Centrecare</b>	Head office: Hay Street, Perth Locations around Perth Metro	(08) 9325 6644 <a href="https://www.centrecare.com.au/">https://www.centrecare.com.au/</a>	Individual, youth and family counselling. Financial counselling, domestic violence support, accommodation services, gambling help, family dispute resolution. Workshops and events.
<b>Anglicare</b>	Locations around Perth Metro and Mandurah	1300 11 44 46	Mental health services, housing and financial support, counselling, family

		<a href="https://www.anglicarewa.org.au/">https://www.anglicarewa.org.au/</a>	and domestic violence services, parenting support.
<b>Raising Children: The Australian Parenting Website</b>	Online	<a href="https://raisingchildren.net.au/teens">https://raisingchildren.net.au/teens</a>	Information and practical ideas and strategies on how to support teens. Covers issues around mental health, behaviour, Autism, disabilities.

### Emergency/Crisis Support

Service	Contact Number	Hours of Operation	Summary of Service Provision
<b>Mental Health Emergency Response Line (MHERL)</b>	1300 555 788	24/7	Over the phone support/advice for responding to emergency situations – over the phone risk assessment and triage.
<b>Suicide Call Back Service</b>	1300 659 467	24/7	Over the phone support/advice for responding to emergency situations – over the phone risk assessment and triage.
<b>Kids Helpline</b>	1800 55 1800	24/7	Over the phone counselling support for young people.
<b>Lifeline</b>	13 11 14	24/7	Over the phone counselling support for young people.
<b>CAMHS Crisis Connect</b>	1800 048 636	24/7	Over the phone support/advice for responding to emergency situations – over the phone risk assessment and triage.

### Outside School Hours Support

Name of organisation	Location	Contact/website	How they help
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<b>Headspace</b>	Perth metro locations and Mandurah  Online and phone support services	Telephone numbers are location specific  <a href="https://headspace.org.au/">https://headspace.org.au/</a>	Mental health services and counselling for young people aged 12-25 years. In-person and online services available, individual and group chats facilitated by professionals. Information for friends and family of young people.
<b>Child and Adolescent Mental Health Services (CAMHS)</b>	Perth Metro locations and Mandurah	Telephone numbers are location specific	Mental health support for children and adolescents on referral basis. Individual counselling and psychiatric support.
<b>Beyond Blue</b>	Online and phone support services	1300 22 4636 (24/7 helpline)  <a href="https://www.beyondblue.org.au">https://www.beyondblue.org.au</a>  <a href="https://www.beyondblue.org.au/who-does-it-affect/young-people">https://www.beyondblue.org.au/who-does-it-affect/young-people</a>	Advice and support online or over the phone.
<b>Children of Parents with a Mental Illness (COPMI)</b>	Online information and support	<a href="http://www.copmi.net.au/kids-young-people/">http://www.copmi.net.au/kids-young-people/</a>	Information designed to foster better mental health outcomes for children of parents with mental illness and reduce associated stigma.
<b>Youth Focus</b>	Joondalup, Burswood, Midland and Mandurah  Online support	<a href="https://youthfocus.com.au/">(08) 6266 4333</a>  <a href="https://youthfocus.com.au/">https://youthfocus.com.au/</a>	Free, face-to-face and web-based professional counselling service for young people aged 12 to 25 who may be experiencing suicidal thoughts, depression, anxiety and self-harm.

## Document Management

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### Genealogy

This document replaces

Parent Guardian and Student Handbook 2022

Parent Guardian and Student Handbook 2023



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**CHANGING LIVES ONE AT A TIME**