



***Floreat Park Primary School*** | *An Independent Public School*

## ***Talking with my School***

RATIFIED BY

School Board

Review Date

DATE

June 2022

June 2024





# ***Talking with my School***

## **Rationale**

As a parent or carer, you play a vital role in your child's learning. At Floreat Park Primary School, we believe that building a positive relationship between home and school plays an important part in the education of your child. Effective communication is the key to the success of this relationship.

We are committed to responding promptly and helpfully to your enquiries, concerns, suggestions and compliments.

We also provide information about support services for children with additional needs, intensive language classes, special programs and our policies and procedures.

## **Where to start if you have an enquiry or concern**

Before contacting us with an enquiry or concern, we suggest you:

- talk with family and friends to clarify your enquiry or concern
- write down your enquiry or concern
- make a list of relevant information specific to your enquiry or concern
- take a support person with you if you feel nervous about talking about your enquiry or concern

Schools play a very important role in the social development of children. Deliberate strategies are built into every lesson to address the social and emotional development of our students. When faced with an audience of their own peers, children may and do act/react in a different way at school than in the home.

Concerns can be sensitive to discuss and may involve other adults or children. At times events occur which don't always appear fair. However, it is often the case that the injustice was not intentional particularly if younger children are involved, so we encourage all parties to approach these situations in the spirit of co-operation and genuine partnership.

Due to developmental maturity, be aware that a child's perception is not necessarily the same as an adult's. A child is not necessarily not telling the truth when their story conflicts with another, or when the teacher's perspective does not match with what you have been told at home. Children see their world through their own limited experiences, which colour their perceptions. Adult perceptions are more balanced with life experiences. Listen to your child as they tell you their "reality" but remember that a different "reality" may possibly exist elsewhere. Open, honest discussion with school staff is essential in these situations.

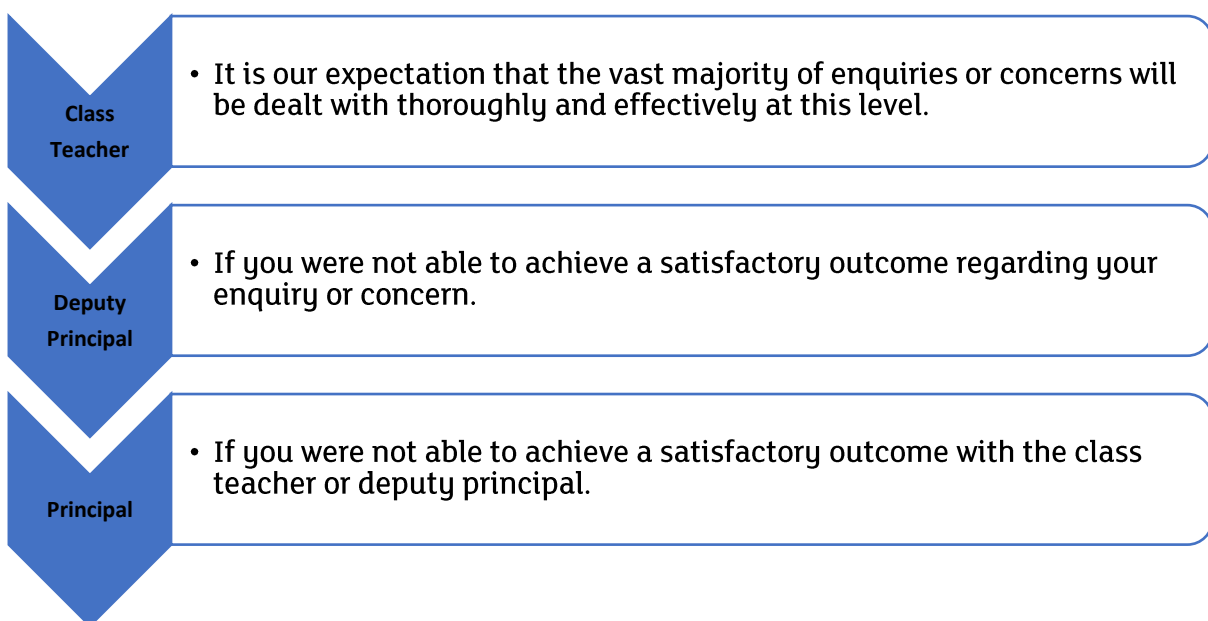


### Where to direct your enquiry or concern

The matrix below lists the type of enquiries or concerns that are addressed by each body.

School	P&C (Parents and Community)	Board
<p>It is expected the vast majority of matters will be raised and managed by the school. These include:</p> <ul style="list-style-type: none"> <li>child(ren)'s learning, development and wellbeing;</li> <li>supporting in classrooms;</li> <li>the organisation, delivery and management of school activities and programs; and</li> <li>queries, concerns and complaints.</li> </ul>	<p>Matters relating to:</p> <ul style="list-style-type: none"> <li>community initiatives;</li> <li>school uniform sales and enquiries;</li> <li>parent directory;</li> <li>school canteen;</li> <li>volunteering;</li> <li>P&amp;C fundraising and community events (Lapathon, stalls, Book Fair, Sundowners etc);</li> </ul>	<p>Matters relating to;</p> <ul style="list-style-type: none"> <li>broad strategic directions as articulated in the Business Plan;</li> <li>Board meetings and membership; and</li> <li>Major sponsorship opportunities</li> </ul>

The next step is to arrange an appointment with the most appropriate person at the school. This can be done by phoning the main office or speaking or emailing the person directly. So that we can deal with your enquiry or concern thoroughly and effectively, we ask that you direct it to the most appropriate person. The chart and information below is designed to help you.





### **Class Teacher**

Your class teacher will provide you with an official Department of Education email contact.

We expect that your child's class teacher is the most appropriate person to address the majority of your enquiries or concerns including:

- Emotional wellbeing (happiness at school or other factors that may affect learning e.g. Changes in family circumstances, serious illness, bereavement)
- Social wellbeing (friendships matters, bullying)
- General behaviour (incidents at school or home)
- Academic progress
- Homework
- Assessment
- Attendance
- Any other aspect of school life that is impacting on your child's education.

**NB** If your enquiry or concern relates to a specialist teacher e.g. Art, music, physical education, STEM, Italian, please direct your enquiry or concern directly to that teacher.

### **Deputy Principal**

**Mark Walters**

[Mark.Walters@education.wa.edu.au](mailto:Mark.Walters@education.wa.edu.au)

All matters relating to teachers and students in Years K-2 that have **not** been resolved with the class teacher(s).

Internet security and cyber safety

### **Deputy Principal**

**Matthew Wright**

[Matthew.Wright@education.wa.edu.au](mailto:Matthew.Wright@education.wa.edu.au)

All matters relating to teachers and students in Years 3-6 that have **not** been resolved with the class teacher(s)

Student Services including;

- Special Educational Needs
- Gifted and Talented
- Students at Educational Risk (SAER)



### **Front Office**

[floreatpark.ps@education.wa.edu.au](mailto:floreatpark.ps@education.wa.edu.au)

- General enquiries
- Enrolment
- Student absence

### **Principal**

[Jane.Rowlands@education.wa.edu.au](mailto:Jane.Rowlands@education.wa.edu.au)

The principal and deputy principals have regular meetings that focus on teaching and learning, curriculum development, school accountability and management. Parent concerns addressed to deputy principals and/or teachers are discussed at this level so the principal can monitor the tone of the school, collect information that may lead to a review of school processes and provide advice and support as required.

Parents are encouraged to discuss their enquiry or concern with the principal if:

- You were not able to achieve a satisfactory arrangement regarding your enquiry with the class teachers or deputy principal.
- Your enquiry or concern is about the conduct of a teacher or another member of school staff.
- Your enquiry or concern is regarding a major safety, security or legal matter.

### **Parents and Community (P&C)**

<http://www.floreatparkps.wa.edu.au/>

<https://www.facebook.com/FPPSPC/>

[secretary@fppspc.com.au](mailto:secretary@fppspc.com.au)

The P&C provides a forum where parents can discuss initiatives and work together to improve any aspect of school life for our children. Enquiries can relate to:

- Joining and contributing to the P&C at meetings
- Ideas and offers of assistance in school initiatives, project or events.
- Contributing ideas and assistance to the Canteen, Grounds Committee, Uniform shop, Fundraising and social events, sustainability projects, School Banking and Book Club
- Volunteering as a class parent
- Refer to the school website for further information  
<http://www.floreatparkps.wa.edu.au/>



### **School Board**

The purpose of the School Board is to enable parents and members of the community to engage in activities that are in the best interests of students and will enhance the education provided by the school.

Enquiries or concerns directed at this level include matters pertaining to the school's objectives, priorities, sponsorship and general policy directions. School management, operational matters and matters of educational instruction should be directed through appropriate school channels. Refer to the school website for further information <http://www.floreatparkps.wa.edu.au/>

### **Complaints**

All complaints are managed according to the Department of Education's Disputes and Complaints Policy. <https://bit.ly/2WNBg57>

Having gone through the school's processes outlined in this policy, if parents are not satisfied with the school's response, the next step is to familiarise yourself with the Department's policy and to bring the complaint to the attention of:

Director of Education, North Metropolitan Education Region

Mrs Joanne Harris

Level 2, 1 Puccini Court

Stirling WA 6021

Email: [NorthMetropolitanERO.PublicInbox@education.wa.edu.au](mailto:NorthMetropolitanERO.PublicInbox@education.wa.edu.au)

Ph: (08 ) 9285 3600