Floreat Park Primary School | *An Independent Public School*

Talking with my School

RATIFIED BY	DATE
School Board	November 2025
Review Date	November 2028

Rationale

At Floreat Park Primary School, we value strong partnerships between home and school. Open, respectful communication is key to supporting your child's learning and wellbeing. We are committed to responding to your enquiries, concerns, suggestions, and compliments in a timely and constructive manner.

Making Contact

If you have a question or concern, please reach out directly to your child's classroom teacher via email, or in person. For longer discussions, we ask that you make an appointment.

Understanding Concerns

Children may behave differently at school than at home, and their perceptions may not always align with those of adults. We encourage you to:

- Listen to your child's perspective.
- Approach concerns with curiosity and openness.
- Work collaboratively with school staff to understand and resolve issues.

Who to Contact

Use the guide below to direct your enquiry to the most appropriate person:

Contact	For enquiries about
Class Teachers	The majority of matters relating to your child(ren) including; wellbeing, behaviour, academic, social/emotional, homework, attendance.
Specialist Teachers	Art, Music, PE, STEM, Italian – contact via email (available from the front office).
Deputy Principals	All matters relating to Years K–2: Jayne Prentice (jayne.prentice@education.wa.edu.au) All matters relating Years 3–6: Penelope Hickman (penelope.hickman@education.wa.edu.au)
Principal	Mark Walters (mark.walters@education.wa.edu.au) For unresolved concerns, staff conduct, or major safety/legal matters.
Front Office	General enquiries, enrolment, student absence (floreatpark.ps@education.wa.edu.au)

Other School Governance Groups

Contact	For enquiries About
P&C	Community initiatives, canteen, uniform shop, volunteering, fundraising. Come along to one of the advertised meetings or email secretary@fppspc.com.au
School Board	The School Board plays an important role in contributing to school governance so that school resources are used efficiently, and community expectations and the school's priorities reflect the needs of students. Some of the matters councils and boards may make decisions on include: fees and charges; book lists; policies; dress codes. Contact the School Board in writing through the front office in a sealed envelope marked 'FAO The Board Chair'

Expectations

We are committed to:

- Mutual respect
- Professional behaviour
- Open communication
- Respect for each other's time

We do not tolerate:

- Offensive or aggressive language
- Malicious gossip
- Disrespectful use of social media
- Any form of violence

(See Appendix A – Connect and Respect)

Complaints

If you are not satisfied after following the school's process, you may contact:
Director of Education, North Metropolitan Education Region

20 Grenville Street, Tuart Hill WA 6060
PO Box 1126, Innaloo City WA 6918
NorthMetropolitanERO.PublicInbox@education.wa.edu.au
(08) 9285 3600

Appendix A

Department of Education
GOVERNMENT OF WESTERN AUSTRALIA

Shaping the future

Connect and Respect Expectations

Our schools are committed to providing quality education to all students in a safe, inclusive and caring learning environment. We value working together with parents and families as critical partners in student learning outcomes.

Schools draw on the diversity and strengths of local communities to create opportunities to work collaboratively and set directions for students. Building mutually respectful relationships with each local community is fundamental to this.

A school community contains a wide variety of individuals and groups who strive to work together to educate students to become confident, well-educated young people; prepared to lead happy, successful lives and make contributions to local and global communities.

School staff will engage with families to understand the interests, personalities and needs of their children. All students need access to a quality education within safe and secure learning environments, and with the right supports to progress and achieve.

There may be times during your child's schooling when additional support is needed, or issues arise. Your school will support you and your child to productively resolve these issues and we encourage you to raise concerns as early as possible.

Shared and respectful expectations and values will enable us to work together in the best interests of our children.

What parents and carers can expect from our schools

Communication between you and your school is an important part of your child's education. School communities thrive on open communication wherein staff, students, parents and carers have opportunities to share good news, discuss issues and maintain an open dialogue.

Schools are made up of hard-working and dedicated professionals who will listen, care and respond to your concerns and work with you to resolve complaints. We have found over time even the most challenging of circumstances can be worked through. You can expect some of the following from your school:

- regular communication through school approved channels
- reports on your child's progress and achievement
- celebration of your child's achievements
- notification of any serious single issue or ongoing issues concerning your child
- scheduled opportunities to meet with the classroom teacher
- other opportunities to meet with the teacher, by appointment
- updates about important developments in your child's class
- notifications or invitations to school events
- opportunities to provide respectful and productive feedback.

All students need access to a quality education within safe and secure learning environments.

Floreat Park Primary School
Talking with my School Policy

What parents and carers should not expect from our schools

Our staff have families and personal lives too, and like all professionals, work at their best when they have a quality work-life balance. Parents and carers should not expect:

- school staff to return calls after work hours
- emails to be answered in the evenings or weekends
- access to teachers' private phone numbers or emails
- staff to meet with parents and carers, without an appointment, during a school day
- to be allowed on a school site if you have harassed or been aggressive towards school staff.

You should contact your child's school if:

- you have concerns about your child's academic or social progress
- medical issues arise or diagnosis changes
- there are changes in family circumstances
- there are safety issues or changes in behaviour at home
- social issues arise that could impact the safety and welfare of students at the school
- you want to make or reschedule an appointment.

Communication that interferes with teaching and learning

- speaking to staff disrespectfully or aggressively, especially in front of your child or other students
- expecting to meet with staff during the school day without an appointment
- visiting the classroom during the teacher's preparation time before school
- using social media platforms inappropriately and disrespectfully
- malicious or judgmental gossip
- By everyone playing a part in providing safe, positive learning environments and opportunities for our students, we enable them to be the best they can be.

Communication methods

Electronic communication, such as email, is appropriate for short, non-urgent and positive forms of communication. It is not appropriate for more complex or emotional situations. In these cases, parents should request a face-to-face meeting so that issues can be given the time and attention they deserve. If in doubt, speak to your school.

Concerns and complaints

Contact your school as early as possible if you have concerns. If you are not sure who to speak to, you can start with your child's teacher. For some matters, it may be appropriate to talk directly to your child's year coordinator, school administration staff or principal.

If you have approached your child's school but haven't been able to resolve the issue, refer to our complaints process to explore your options education.wa.edu.au/complaints.

Shared and respectful expectations and values will enable us to work together in the best interests of our children.

Department of Education
GOVERNMENT OF WESTERN AUSTRALIA

Shaping the future

Connect and Respect
Engagement

Expectations that promote learning, wellbeing and safety in all public schools in Western Australia.

Together we make a difference. We welcome parents and other members of our diverse community into schools across Western Australia. Student learning is strengthened when school staff, parents and carers are actively and positively involved in their education.

We all share a responsibility for providing a safe, supportive and productive environment, free from bullying, harassment, discrimination and violence.

Parents and carers and other visitors to schools support safety by ensuring communication and conduct at school and school activities is respectful. Every student, staff member, parent or carer has the right to feel safe and be safe at our schools.

Respectful engagement	It is expected that parents and carers and/or visitors to our schools will:	Parents and carers and/or visitors to our schools demonstrate this by:
Culture	• recognise every student is important to us • contribute to a respectful school culture • promote and model good behaviour • work together with staff to resolve issues or concerns • respect the right of staff to disconnect from work outside of school hours • share responsibility in creating safe and secure learning environments	• respecting the diversity of our schools and the right to an education for every child • always communicating respectfully about our schools and our staff • not engaging in malicious or judgmental gossip in person, in writing, or on social media; about our students, staff and school community members • raising concerns early with a staff member, the principal or the Department of Education directly • understanding sometimes compromises are necessary, to find an acceptable solution to concerns raised • understanding that obstacles, barriers and disappointments are part of the growth journey • supporting children and young people to work through difficulties and build resilience
Communication	• be mutually respectful • act as positive role models • actively help to solve concerns • use the school's communication channels and processes to address concerns	• appreciating that school staff may not be available to respond immediately • knowing that staff will respond to appropriate communication when they are able • requesting a meeting to discuss any concerns about your child's education – allowing staff time to prepare and appreciating their time may be limited • not using offensive, insulting and derogatory language; and inappropriate conduct • being kind when interacting with others
Collaboration	• work with the school to provide a safe and productive learning environment • ensure your child attends school ready to learn • know and support the school's Student Good Standing Policy • schedule meetings at an agreed time, for an agreed purpose	• maintaining professional relationships that are open, honest and respectful • taking responsibility for your child arriving and leaving school safely on time every day • supporting your child to understand and follow the Student Good Standing requirements • scheduling an appointment to meet with the teacher or principal

Department of Education
GOVERNMENT OF WESTERN AUSTRALIA

Shaping the future

Connect and Respect

Every student, staff member, parent or carer has the right to feel safe and be safe in our schools.

We all share a responsibility for providing a safe, supportive and productive environment, free from bullying, harassment, discrimination and violence.

What we can all expect:

mutual respect

good behaviour

open communication

respect for each other's time

We will not tolerate:

offensive, insulting or aggressive language

malicious or judgemental gossip

using social media disrespectfully

any form of violence

Shared and respectful expectations and values will enable us to work together in the best interests of our children.