



Floreat Park Primary School | An Independent Public School

Talking with my School

RATIFIED BY

DATE

School Board

June 2022

Review Date

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.

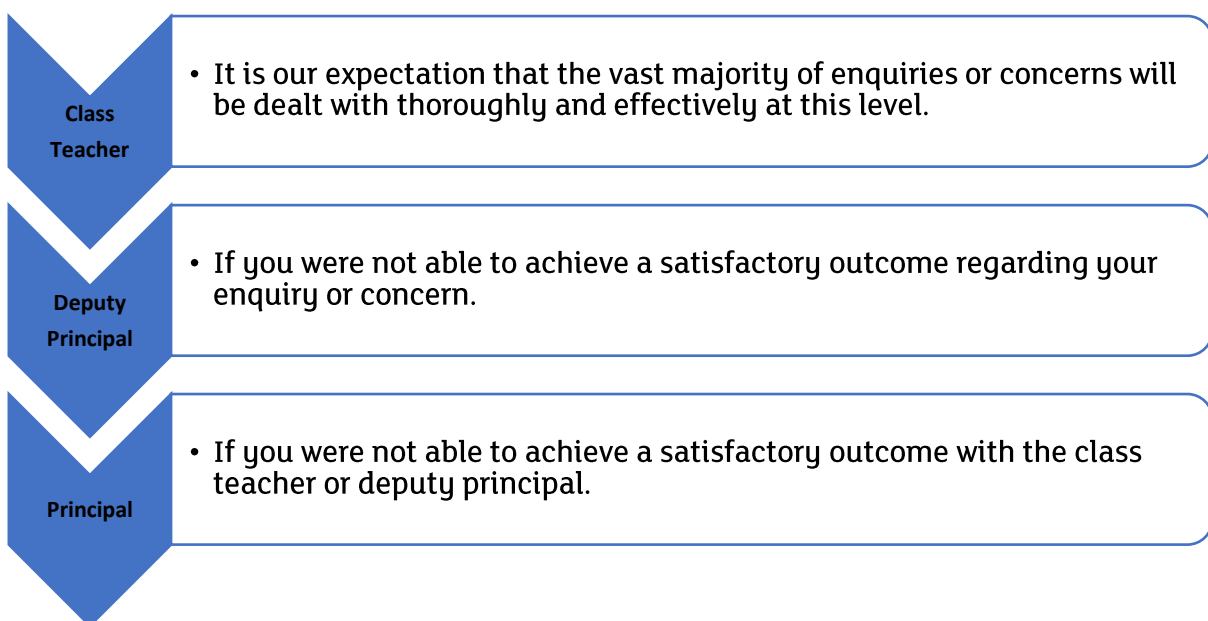


Where to direct your enquiry or concern

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

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

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

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

- General enquiries
- Enrolment
- Student absence

Principal

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

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

Street address: 20 Grenville Street, Tuart Hill 6060

Postal address: PO Box 1126, Innaloo City WA 6918

Email: NorthMetropolitanERO.PublicInbox@education.wa.edu.au

Ph: (08) 9285 3600








Appendix A - Communication Strategies

This is to be read in conjunction with the Talking With My School Policy available on our School Website or via this [link](#).



At Floreat Park Primary we value and foster positive relationships with all members of our school community. To achieve this effectively, constructive communication is key. Our primary methods of communication are the Department's Connect Portal (accessible via Connect App and Web Browser), Emails and the Seesaw App.

The following table outlines the purpose, and target audience for each platform we use. Please talk with the classroom teacher if you have any queries.

School Communication

Platform	Purpose	Audience
 Connect (App/Web Browser)	<ul style="list-style-type: none"> • Whole School Information • Principal's Weekly Communications • Year Level Weekly Communications • Class Specific Information & Instrumental Music School Services • Special Events 	Parents/Carers Staff
 Email	<ul style="list-style-type: none"> • Individual communication between classroom teachers, Leadership Team and parents/carers as required. 	Parents/Carers Staff
 Seesaw	<ul style="list-style-type: none"> • Digital Portfolio • Showcase of learning • Class activities and events 	Parents/Carers Teachers
 Face to Face Meetings	<ul style="list-style-type: none"> • Formal and informal interviews/case conferences. 	Parents/Carers Teachers Leadership Student Services
 School Newsletter	<ul style="list-style-type: none"> • Sent termly • Generated through Sway • Link sent via Connect 	Students Parents/Carers Staff







 <p>School Website</p>	<ul style="list-style-type: none"> • Enrolment Information • Policies and Procedures • Contributions and Chargers • School Plans and Reports • Current Information on Programs 	<p>Parents/Carers Staff Wider Community</p>
 <p>Qkr!</p>	<ul style="list-style-type: none"> • Financial Communication • Permission Forms • Canteen Orders • Uniform Shop 	<p>Parents/Carers Teachers</p>

P&C Communication

Floreat has an active and engaged P&C who are a valuable resource for our students. Their fundraising efforts are vital in providing resources, furniture, technology and play spaces for our students.

The P&C utilise the school Connect account to distribute notices and newsletters. Other platforms include Facebook and WhatsApp.

Platform	Purpose	Audience
 <p>Connect - Newsletter</p>	<ul style="list-style-type: none"> • P&C Newsletter sent via Connect 	<p>Parents/Carers Staff</p>
 <p>WhatsApp</p>	<ul style="list-style-type: none"> • Whole School Information • Year Level Specific through Class Reps • Parent/caregiver connections 	<p>Parents/Carers</p>
 <p>FPPS Facebook</p>	<ul style="list-style-type: none"> • Upcoming events • School activities 	<p>Parents/Carers Wider Community</p>
 <p>P&C Meetings</p>	<ul style="list-style-type: none"> • Held Termly • Minuted meetings • Fundraising endeavours 	<p>Parents/Carers Administration</p>