

Our Expectation

At Shelley Primary School we believe that building a positive relationship between home and school through focused, informative and constructive communication plays an important role in the education of our students. This guide is intended to support that relationship through outlining communication and conduct expectations at school and school activities that align with Education Department WA policy. For more information please visit: <https://www.education.wa.edu.au/connect-and-respect>.

Responsibilities of Parents and Carers

There may be times during your child's schooling when additional support is needed, or issues arise. We will support you and your child to productively resolve these issues and we encourage you to raise concerns as early as possible. It is not appropriate to discuss important issues at pickup or drop off. Our staff are happy to meet with you, **by appointment, between the hours of 8am and 4pm** depending on their timetable for that day. Please follow the guidelines below:

- Please make an appointment to discuss your child's progress, or other issues;
- When making the appointment, please specify what you want to discuss. That saves time as staff can be properly prepared;
- While parents are always welcome onsite, conversations about your child can't occur when there are students in the room; and
- Continuing polite and respectful interaction is always expected.

Responsibilities of Staff

Parents should be comfortable contacting staff members to have their concerns heard and addressed in a timely and professional manner. Our staff are committed to the following responsibilities:

- Regular communication about your child;
- Parent communications acknowledged and responded to as soon as possible;
- A parent-teacher interview with the classroom teacher scheduled annually by the school, at a date to be advised each year;
- Opportunities to meet with the teacher by appointment throughout the year, as required;
- Invitations to attend year-based parent information sessions;
- Invitations to attend school events including assemblies, carnivals, fundraisers and performance evenings;
- Notification of any serious single issue or ongoing issues concerning your child;
- Meeting with parents and carers for a stated purpose; and
- Opportunities to provide feedback (e.g. through confidential surveys).

When should you contact your child's classroom teacher?

For most discussions, the classroom teacher will be a parent's first point of contact. Electronic communication is highly convenient and can be used for short, non-urgent and positive forms of communication. However, for more complex situations, parents should make an appointment for a face-to-face interview so that any issues can be given the time and attention that they deserve.

Please make an appointment directly with the teacher or via the school office if you have concerns about:

- Your child's mental or physical health;
- Your child experiencing bullying;
- Your child's progress; or
- Homework and assessments.

Who should I contact?

Contact the 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 email or speak directly to the Deputy Principal or Principal.

If you have concerns about a **classroom teacher**, it is best to speak to or communicate with that teacher in the first instance. If you do not feel that your concerns have been resolved, you should then approach a Deputy Principal for assistance.

If you have concerns about a **non-teaching staff member** you should contact the Manager Corporate Services for assistance.

Communication Methods



Connect

Communication within the whole school community is made by Connect to Family Email Markers.

- Classroom and year group communication for Years 1 to 6 is sent via Connect.
- Reports for all students in Kindergarten to Year 6 are sent via connect.

Upon enrolment you will be sent log in details from Connect to enable access. Connect users may select their communication preferences via 'My Account' in their Connect profile. Please ensure the school is kept up to date with your current email contact details.



messageyou™ Schools

SMS is used to notify parents and carers of an unexplained absence or late arrival of their child. Parents can reply to the SMS to provide an explanation. SMS is also used to share information about school community notices and emergency/unplanned events such as school closures.



School Newsletter

At Shelley Primary School an electronic newsletter is uploaded to the website fortnightly on even weeks. The newsletter includes notices of upcoming events, messages from the Principal, and showcases specific student and staff achievements and learning area activities.



Seesaw

Classroom information and activities for students in Kindergarten and Pre Primary are shared via Seesaw.



Excursions and In School Activities

All school activities that require payment or permission will be uploaded to the calendar on our website and a notification sent to parents and carers. Paper notes are not generally sent home with students. Permission slips may be completed on Qkr (our preferred payment app) when making payment for the excursion or by printing the slip from the website and returning with payment to the office.

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

Remember

- Teachers and support staff, like all people, can on occasion make a mistake.
- We're all on the same team - your child's support team!
- Recognise that we won't always agree, but we will listen.