

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



Compass

Communication within the whole school community is made via Compass to family email contacts nominated on your enrolment form. Please ensure the school is notified of any changes to your email address.

Upon commencement, you will receive your Compass login details, which will provide access to Compass via both the web portal and the Compass App.

Whole school communication is sent via Compass Newsfeed. This includes good news and photos, whole school events, school notices and reminders.

Classroom and year group communication is sent via Compass Newsfeed and is best accessed through the app.

Individual parent contact is sent via Compass email.

Attendance notifications are sent via Compass SMS to notify parents and carers of an unexplained absence or late arrival of their child. Parents can click the link in the SMS to provide an explanation.

Emergency messages are sent via SMS for unplanned events such as school closures.

Excursion and In-School activities notifications are sent via Compass.



Facebook

We have both school Facebook page and a P&C run Facebook page to celebrate student achievements and share positive news, photos, events and activities taking place around the school.

<https://www.facebook.com/profile.php?id=61579216427454>

The P&C Facebook page provides information about fundraising activities, community events, volunteer opportunities and other initiatives organised by the P&C.



Website

The school website is a source of information for current and prospective families and the wider community. We do not communicate directly with parents through the website; however, links to relevant pages may be shared via the Compass Newsfeed.

Reports

Reports are sent at the end of each semester, usually the Wednesday of the last week of school in Term 2 and Term 4. They are sent via a link in an e-mail, with a separate e-mail for each student. Please note the link is only viable for 4 weeks from the time it is sent, so please ensure you save and/or print the report so that it can be accessed after this time. High schools and other programs and initiatives will ask for copies of reports. The front page of the report displays the Western Australian Student Number (WASN) for your child, this is required when applying for parenting payments.

Excursions and In School Activities

All school activities that require payment or permission will be published on both the Compass calendar and the school website calendar.

Parents and carers will receive notification of upcoming excursions and paid in-school activities via the Compass app and by email. Paper notes are generally not sent home with students.

Permission for activities can be provided electronically through Compass, making the process quick and convenient for families.

Payment for excursions and in school activities can be made via Qkr! (our preferred payment app) or in person at the school office.

Excursion and In-School Activities Notification Timeline

	Low cost Excursion and In-School Activities	High cost Excursion and In-School Activities
First notification that an event will take place. This will include payment and consent information	3 weeks before payment and consent due	5 weeks before payment and consent due
Payment reminder from teacher (paper reminder sent home)	2 weeks before payment and consent due	2 weeks before payment and consent due
Payment reminder (Compass notification)	3 days before payment and consent due	3 days before payment and consent due
Payment and consent due	1 week before event	1 week before event
Event reminder (Compass notification)	3 days before event	3 days before event

Important Reminder: To allow us to finalise transport, venue bookings and staffing, payment and consent must be received by the due date. If they are not received by the deadline, your child will be unable to attend the excursion or event.

Parents and carers are responsible for monitoring Compass notifications and emails, and for responding by the required deadlines to ensure their child does not miss out.

School Contact Details

All school enquiries should be directed to the email addresses listed below:

General enquiries: shelley.ps@education.wa.edu.au

Enrolments: shelley.ps.administration@education.wa.edu.au

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.