MOUNT PLEASANT PRIMARY SCHOOL

An Independent Public School



2023 PARENT INFORMATION BOOKLET

29 Queens Road
MT PLEASANT WA 6153

Telephone: 9237 2850

Email: mountpleasant.ps@education.wa.edu.au

Website: www.mountpleasantps.wa.edu.au



A MESSAGE FROM THE PRINCIPAL

Mount Pleasant Primary School - Working Together, Moving Forward

At Mount Pleasant Primary School, we strive to provide the tools for lifelong learning and long-term happiness to empower socially aware and resilient critical thinkers.

We believe that every student is capable of successful learning. A high priority is given to building and maintaining positive and caring relationships between staff, students, and parents. There is a strong collegial culture of mutual trust and support among teachers and school leaders. Parents are treated as partners in the promotion of student learning and wellbeing. The school works to maintain a learning environment that is safe, respectful, tolerant, inclusive and that promotes intellectual rigour.

At Mount Pleasant Primary School we value:

Respect Diversity Responsibility Gratitude Kindness

Resilience

Our school is staffed by experienced people who are dedicated in their approach to education. They actively seek to work collaboratively as part of a team towards achieving improved outcomes for all students.

The staff, parent community and I wish you and your family a happy, rewarding and memorable experience at our school.

Lea-anne Frossos Principal

Welcome to Mount Pleasant Primary School – an Independent Public School

Mount Pleasant is a riverside suburb, with Applecross, Ardross, Booragoon and Brentwood as its neighbours. The school is situated on a well treed fully reticulated site, Queens Road, Mount Pleasant and serves a catchment area which houses mainly professional and business families. A wide range of cultural and ethnic backgrounds are represented in our school community. The school opened in May 1953. The school's current population is approximately 578 consisting of Kindergarten through to Year 6 students.

Our school endeavours to provide a warm, caring and safe environment in which all people are valued and respected so that they may be able to learn to the best of their ability.

ADMINISTRATION STAFF

Principal Lea-anne Frossos

Deputy Principals Jenny Hogan- Student Services

Deborah Wake- Curriculum

Manager Corporate Services

Administration Officer

Business Support Officer

Library Officer

Tanya Hunter

Joleen Meads

Naomi Kipling

Heather Haig

ENROLMENT AND ATTENDANCE

The school has a local intake area, in keeping with the Department of Education's policy. The school's enrolment policy is non-discriminatory and without consideration of religious denomination, race or academic achievement. Admission is subject to approval by the Principal. Any special educational or health needs which the child may have must be declared at the time of completing the enrolment form.

Details of the schools' local intake area (Boundary) can be located on the school website under School Information – Enrolment.

Parents wishing to enrol a child can download the enrolment form from the school website and return it to the front office during school hours.

GO TO: www.mountpleasantps.wa.edu.au

Please note that the following documents are required in addition to the enrolment form:

- Birth Certificate
- Immunisation History Statement
- Proof of Address this can be Lease, purchase or building agreements; Land Rates; or WA drivers license and two utility bills.

It is essential that all of the information on these forms is accurate and current. All medical information needs to be correct at time of enrolment. It is vital that in an emergency we are able to reach parents immediately. Should parents be unavailable, the emergency contact supplied with be called. Therefore it is important that this contact information is kept updated. Please notify the school of new mobile phone numbers and changes to email addresses.

Further information for parents regarding how public schools prioritise and manage student enrolments is available through The Department of Education's "Schools and You" website.

Students with Special Needs

Parents of students with special needs, disabilities or severe health conditions are asked to contact the school and discuss the needs of the child at enrolment to ensure the most appropriate program and supports are put in place.

Up to Date Student Records/Information

We treat students' welfare as our highest priority, therefore it is important in the case of emergencies that we have the most to date student and family information including current phone numbers and address of students and parents. If there are changes of address, telephone number, emergency contacts or medical details please ensure that the school is notified immediately.

Access Rights

Parents and carers are advised that the School Education Act obliges parents to inform schools of any Family Court Orders or other orders which are applicable to their children. A copy of a Family Court Order must be supplied to the school so staff members are aware of family arrangements, restricted access, etc.

Child Health Information Needed at Enrolment

When enrolling your child – our school must sight a copy of each student's immunisation records (ACIR History Statement) at the time of Enrolment.

When enrolling you will be asked to:

- Provide a copy of your child's immunisation record (ACIR History Statement if available Tel: 1800 653 809)
- Complete a Student Health Care Summary form which provides an overview of your child's health care needs and information for use in a medical emergency.
- Complete, sign and return one or more specific health care plans if the Health Care Summary indicates your child requires support at school
- Ensure that any medication and equipment you provide for your child is up-to-date and in good working order

*NOTE:

You may wish to meet with school staff to discuss your child's health care plan, particularly if staff need to be trained to support your child. Some health care plans for serious conditions require a medical practitioner's signature. It is important to arrange this as soon as possible.

Attendance requirements

Teachers at Mount Pleasant Primary School plan sequenced and tailored programs that build skills, understandings and concepts for each child. Students who attend school regularly and are on time are assured good quality learning experiences.

Research shows that students who miss 10% (or 1 day a fortnight) or more of their schooling increasingly interrupt their education. These students may become at education risk. It is for this reason that:

- All absences must be explained by the parent/guardian
- At risk attendance (less than 90%), unexplained or unreasonable absences and frequent lateness will be followed up by teachers, or in some circumstances by administration
- Taking vacation leave during school terms is discouraged. Families intending to book vacations during school must seek approval from the Principal
- Students are required to be at school prior to 8.45am but not before 8.30am. Students arriving after 8.45am are required to get a late pass from the office and this will be lodged in the school system
- All students are expected to be prompt in their return to classrooms after recess and lunch. A record
 of each child's attendance is provided in the two formal reports that go home each year at the end of
 Term 2 and Term 4.

Hours of Instruction

School commences: 8.45am

Morning recess: 10.55am – 11.15am Lunch: 1.15pm – 1.55pm

School Finishes: 2.55pm

Absentees

All absences need to be verified in writing by a note/email from a parent giving reasons for the child's absence, or via a phone call to the front office staff who will add the necessary information to our data base or parents may access the website and book an absence online.

Arrival of students at school

Children should not be at school prior to 8.30am as this makes supervision of students difficult. Children may not enter classrooms unless their own teacher is present and gives permission. If parents, due to work commitments, need to drop students at school prior to 8.15am OSHClub (before and after school care) are on the school grounds, and this service needs to be utilised. Refer to OSHClub website oshclub.com.au for details.

Students leaving school grounds during the day

Before leaving the school grounds, parents need to attend the administration to sign the student out and collect a leave pass for the classroom teacher.

Collection of students at the end of the school day

Students must be picked up by parents or an approved person promptly at 2.55pm. The school will contact alternate emergency contacts should a student not be collected at this time. OSHClub is available for after school care if students are unable to be collected at the conclusion of the school day.

Emergency Contacts

To assist us in keeping these records up to date, please let us know if any of the following details have changed:

- Parents home phone number
- Parents mobile number
- Parents work phone number
- Email Address
- Residential address
- Emergency contact names and phone numbers
- Medical details such as allergies, asthma, anaphylaxis

Mobile phones and smart watches

Mobile phones are to be dropped off at the front office first thing in the morning and can be collected at the end of the school day. Smart watches with phone abilities are not recommended to be worn to school, students can be asked to remove them for storage in the front office, where they can be collected at the end of the school day. We ask that parents set smart watches to airplane mode for school hours please. It is not appropriate for students to message or receive messages from parents through Smart watches.

Accidents and Sickness

Minor accidents and injuries are attended to at school. In the case of more serious injuries and illnesses, every effort is made to contact a parent to collect the child from school for treatment. *Emergency contact listed will be used where necessary so current contact numbers on record are essential.*Administration staff will endeavour to contact ALL emergency contacts from student details if unable to contact the main emergency contact number.

Please avoid sending your child to school when they are unwell.

Anaphylaxis Awareness

As a school with a number of students who suffer from life threatening food allergies, we seek parent support to ensure that food sent to school does not pose a threat to other students. In particular we ask that nuts and nut products are not included in foods brought to school for recess and lunch.

School Development Days

Each school has School Development Days when all teachers are involved in professional development activities. There are 7 School Development Days across the school year decided by the school where students do not attend. Details of the School Development Days will be communicated each year with parents via the website, newsletter and Connect.

COMMUNICATING AND ENGAGING WITH THE SCHOOL

Valuing Communication

The staff at Mount Pleasant Primary School value positive partnerships with parents and the school community. We will continue to provide opportunities for parents to connect and communicate with the school. A connected network of digital mediums enhanced by various opportunities to engage face-to-face will enhance the valuable two-way communication that is necessary between parents and the school.

We encourage all parents to be strong partners in their child's education and encourage you to be involved in school activities. Details of specific parents and community engagement events and activities will be communicated via assemblies, Connect notices from classroom teachers and the school website. There are revised Communication Protocols (2023) in place for the school based on parent feedback received through the 2022 survey.

Newsletters

Newsletters are issued fortnightly and include information about school activities, excursions, community activities, P&C news, etc. The newsletter is sent electronically via Connect. A calendar of events and activities is issued for each term. All classrooms now use Connect to communicate about classroom business. Our website address is www.mountpleasantps.wa.edu.au

Parent Help

Parent assistance in classrooms and with school activities is always very welcome. Class Representatives contact parents via email with classroom information or P&C items and from time to time may include request for assistance.

Parents working with children in the classroom are required to complete a Department of Education Confidential Declaration, which is available from the school office. In some cases there may be a need to obtain a Working With Children declaration. Information on these requirements is also available from the school office.

Reporting to Parents

At Mount Pleasant Primary School we believe assessment of learning is integral to the achievement of high quality learning outcomes. We are committed to providing a clear and consistent reporting regime.

Reporting for Years K-6 includes:

- Formal reports on a semester basis sent electronically
- National Assessment Program Literacy and Numeracy (NAPLAN) for students in Years 3 and 5. Reports will be issued in Term 3
- Progress Map reports for EALD students identified as Stage 1 or Stage 2 from enrolment information received from parents
- Other methods of reporting will be used on a needs basis. They could be:
 - 1. Telephone discussions between parents and teachers and informal encounters and discussions
 - 2. Parent teacher meetings that my include three way conferences in which the children participate
 - 3. Information sessions about the teaching and learning program, timed to suit the needs of each child or year group
 - 4. Letters and other forms of correspondence from teachers and other school personnel to advise parents about successes or concerns
 - 5. Child directed reporting, in which children show how their knowledge, skills and understandings have developed through discussions or presentations of key achievements

PEAC

PEAC offers a supplementary program for gifted and talented students and provides them with the opportunity to extend, challenge and develop their thinking skills. State wide testing is conducted with year 4 students for the identification to the PEAC program in Years 5 and 6. Selection is based on results from assessment tests completed in Year 4. PEAC students are given the opportunity to learn alongside their intellectual peers at PEAC, usually one morning or afternoon each week, during school time

NOTE: While PEAC is a supplementary program for gifted and talented students, staff at Mount Pleasant Primary School are confident and competent in providing in-school opportunities for the extension, challenge and development of critical thinking skills.

Student Council

Several year 6 students are elected each year to form a Student Leaders. This Council meets regularly to arrange student events and fundraising. Members of the council also contribute to our school assemblies. The current student leadership roles include:

- Head boy and Head girl
- Deputy Head boy and girl
- Faction captains Red, Green, Gold and Blue
- Sound Crew- audio and visual set up for assembly and formal events
- Values leaders
- Sustainability Leaders
- Visual Art leaders
- o Music Leaders
- Technology Leaders

Assemblies

In 2023, due to a growing student cohort, we reorganised assemblies into separate PP-Yr 2 and Yr 3-Yr 6 assemblies. These are held across the term on Friday mornings commencing at 8.55am in the undercover area. Classes are rostered to run an assembly. Classes perform an item for the assembly, student leaders speak, faction totals are announced, the choir performs songs and occasionally special guests are featured. All parents/carers, family, friends and community members are welcome to attend assemblies.

Excursions

Excursions and outings to enhance the educational program are planned by teachers throughout the year. Advance notice of such events (including details and costs) is provided to parents and permission for children to attend must be signed by parents. The school has the right (and accountability) to exclude students where required. Parents will be notified of alternate supervision in this case. Teachers will call for parent volunteers to assist with excursions and to comply with appropriate adult/student ratios. We would appreciate your support what possible if volunteers are called for.

Factions

Students will be allocated to one of the following factions on enrolment:

- Blue
- Green
- Red
- Gold

There are a range of faction activities that are undertaken to engage students in proactive team building and healthy activities. The school faction athletics carnival is one of the highlights of the school year.

Faction T-shirts are available for purchase through the P&C, via QuickCliq and will be delivered to your child's classroom. You can register for QuickCliq on the website quickcliq.com.au

Physical Education/Sports Carnivals

At Mount Pleasant PS we encourage students to develop healthy, active lifestyles – as we know healthy children learn better.

As part of our Health and Physical Education Program we conduct the following carnivals each year:

- School swimming carnival
- Interschool swimming carnival
- School athletics carnival
- Interschool athletics carnival
- School cross country
- Interschool cross country
- Lightning carnivals competing in team sports with other schools

In-Term Swimming

The Department of Education meets the cost of instruction at In-term swimming classes for all public primary students and private primary students in rural and remote areas. Parents are required to pay a fee, which covers transport and entry costs into the swimming centre. Details of the In-term swimming program each year will be communicated via letters that are sent home and other information tools. Parents seeking general information on the structure of the In-term swimming program should go to the following website www.det.wa.edu.au/curriculumsupport/swimming

SCHOOL AMENITIES AND SERVICES

Canteen & Lunches

Our school canteen is open Monday, Tuesday, Wednesday, Thursday and Friday from 8.30am to 1.00pm. Written orders are to be lodged by 9.00am. Online orders are also accepted via QuickCliq. You can register for QuickCliq on the website <u>quickcliq.com.au</u>. Further information and menu is available from the front office. Our school canteen is run by the P&C and relies on volunteer assistance to operate. Offers of assistance are always welcome. Please contact the Canteen Manager, Julie Green on 9237 2864.

Parking

Parents living close by the school are encouraged to walk to school, which will ease parking congestion at peak times. We urge parents to use the Kiss 'n' Drop on Queens Road, please park in the marked bays around the school and avoid double parking and parking on road verges. Please obey all signs and take care during busy times before and after school. To ensure the safety of all our students **the staff car park is strictly for staff use only.**

Bicycles

Only Year 4-6 students may ride bicycles to school independently. Helmets must be worn. Safety authorities recommend, as a general guide, that children under the age of ten are discouraged from riding without adult supervision.

Reynolds Road Crossing

There is no crosswalk attendant on duty at Reynolds Road, near Queens Road. There is however a designated crosswalk and we encourage all students who live on the eastern side of Reynolds Road to use this cross walk.

School Photographs

Students are photographed in their class groups and individually each school year by professional photographers. Photos are also taken of special groups in the school such as Student Councillors, Faction Captains and the Graduating classes. Details of the school photos will be provided to parents via the school newsletter.

Lost Property

Lost property and clothing is kept on the veranda nearest the staffroom. Children are encouraged to have their name on all items brought to school. Items will be cleaned out at the end of each year and donated to either the uniform shop or local charity organisation.

Children should not bring valuables, jewellery or unnecessary money to school. Children are permitted to bring along a special toy or object for news purposes only. Please do not send along toys to school (other than for news) as this saves arguments and disappointment in the case of breakages or loss. The school will not take responsibility for any losses of valuable items.

Music

From Year 3 selected students are given the opportunity to learn a musical instrument – cello, violin, viola, double bass or trumpet. The Department of Education through the School of Instrumental Music School Services (IMSS) provides instrumental teachers for this program.

Year 5 and 6 students perform in the schools' String Ensemble whilst Year 6 students also perform with the Applecross Senior High School Junior String Orchestra. Year 6 Brass students also participate as members of the Applecross Senior High School Junior Band.

School Psychologist

Terri Young the School Psychologist visits to assist with the school's learning program. Involvement of this service to assist an individual student is arranged through the Principal or our Learning Support Coordinator, Jenny Hogan. If you have any concern regarding your child's education, in the first instance, please contact your child's class teacher.

School Chaplin

Our school Chaplin is Wendy Anderson who is available on Wednesday, Thursday and Friday of each week. Please contact the school if you need to make an appointment.

Community Health Nurse

Kindergarten and Pre-primary students are screened for hearing and sight by a community health nurse. Parental permission is requested prior to the screening. Please note that there is no permanent school nurse on site in any public primary school.

Dental Clinic

Dental treatment is available at the Mount Henry Dental Clinic. Telephone 9313 0552. Although appointments are initially made through the school, it is a parents responsibility to transport your child to and from appointments.

Administration of Medication

If your child requires medication to be administered during school hours, you must complete an 'Administration of Medication' form available in the front office. **Students are not to self-medicate**.

Outside School Hours Care (OSHC) Service

OSHClub is working in partnership with Mount Pleasant Primary School to provide families with Before and After School Care Service. Before school care commences at 7.00am to 8.35 and After school care commences at 2.55pm to 6.00pm. Refer to OSHClub website <u>oshclub.com.au</u> for details.

Crunch N' Sip

Students are able to snack on fruit or vegetables and drink water during school hours. The school is registered as a Crunch N' Sip school.

CONTRIBUTIONS AND CHARGES

School Contributions

Financial support provided by parents has always played an enabling role in the provision of resources that extend the school's capacity to add value to students' learning experience. For example, parent contributions allow schools to provide class sets of text books instead of students having to provide their own. To that end the contribution parents make allows the school to provide the best quality educational resources which in turn directly impacts the educational outcomes of the students.

Each year the School Board endorses the schedule of Contributions and Charges in line with the Department's policy on collection of money in public education. Details of the schedule of Contributions and Charges are available at the front office or on our website.

The school accepts the following methods of payment for contributions and charges:

- Cash/cheque brought to the front office in a sealed envelope, clearly labelled. Please note, the
 office does not carry change
- EFTPOS facilities are available
- Via Personal Items Lists Campion
- Direct debit through internet banking

Bank: ANZ Booragoon

BSB: 016267 **ACC**: 340869431

REF: Student surname, initial and room number

Money <u>MUST NOT</u> be handed to the class teacher. Money for P&C, such as, fundraising or sport shirts cannot be paid through the school bank account.

Charges for extra cost optional components

Charges apply to extra, optional components of education programs provided in Kindergarten to Year 6. Extra cost options are specific activities, services or facilities that schools offer students to use or take part in. As Parents choose for their child to participate in these activities, the associated charge must be paid. Students who do not participate will be provided with an appropriate educational activity. Please DO NOT pay for student photos along with contributions into the school bank accounts. These are payable directly to the photographer on the day of the photos or via their website.

A breakdown of estimated charges for your child's participation in excursions, incursions, activities will be provided 2 months prior to the beginning of the next year, as instructed in the Education Act. If you enrol during the year this form will be supplied to you then. The amounts shown represent the maximum charged for scheduled activities.

The school offers the opportunity to pre-pay items indicated as "Charges" on the Voluntary Contributions and Charges Schedule. Please do not pay the items marked as "Other Optional Costs/Services" up front and to the school as these are payable on request to an outside entity upon request.

Items for personal use

Students are required to provide items for their personal use such as pencils, pens, erasers, rules, coloured pencils and files. Student requirements lists are issued in term 4 each year. The list of items for personal use will vary from student to student. All items can be purchased using the company on the supplied list but parents are under no obligation to use that supplier. Your child will need to have the listed materials each school day so it may be necessary to replace some items, such as pens or pencils throughout the year.

Camp

Year 6 students are given the opportunity to go on camp. With the Principal's approval, class teachers may conduct an educational camp or tour to suit their planned learning program.

SCHOOL UNIFORM

Mount Pleasant Primary School uniform consists of gold/black tops with black pants/shorts/skirts/skorts. Our uniform is one way we can be identified as having pride in belonging to our school. The school uniform can be purchased from *Uniform Concepts*, 30 Kembla Way, Willetton. Phone: 9270 4669, email: www.nelgray.com.au A school uniform list is available from the front office.

We have a "No Hat, No Play" in the sun policy. If students do not have a hat during recess or lunchtime in the summer, they will be moved to a sheltered area.

Please note – Students with long hair are to have it tied up. Thongs, denim, tank tops, gaudy decorated t-shirts, blouses, sweatshirts with logos, board shorts, nail polish and jewellery are not to be worn to school.

Appropriate footwear must be worn. Students will be participating in regular physical activity so sports sneakers, are the most appropriate footwear.

HEALTH AND SAFETY

Medical Conditions

It is vital that the school is kept up to date and informed of the medical conditions of your child, especially if it affects their daily health and wellbeing e.g. allergy to bee stings, asthma, diabetes, etc.

Allergies

Please inform the Administration of any allergies in order for the school to create an emergency plan or a daily plan if this is required. Forms can be collected from the front office and need to be updated if any situation changes.

Dogs

To ensure the safety of all members of the Mount Pleasant PS community we require that dogs do not enter school grounds, or be tied to school gates, with the exception of service dogs or dogs visiting as part of educational programs with approval by the Principal.

Head Lice

Parents will be advised should their child be found to have head lice during the day. Children may return to school once treatment has occurred and there are no remaining live lice or eggs. Upon return to school, parents are required to provide evidence of the treatment used to either the front office staff or class teacher. If an outbreak occurs, all parents with children in the class will be notified allowing preventative action to be taken. Information brochures are available from the front office.

Infectious Diseases

Medical Certificates are required before children who have suffered from certain diseases may be re-admitted to the school. In some cases a fixed period of absence is necessary.

Please consult your doctor regarding school exclusion for the following illnesses:

- Chicken Pox
- Hepatitis A
- Impetigo (School Sores)
- Measles
- Mumps
- Ringworm
- Rubella
- Scabies
- Whooping Cough

Health Care Plan

Where appropriate the School will work with you to develop an appropriate Health Care Plan for any medical conditions your child may have.

You will need to first develop a proposed plan for the school to review. Once you have returned the plan the principal will:

- Review the plan(s) to ensure the school is able to provide the necessary support
- Arrange staff training if require to support your child
- Ensure plans are implemented, monitored and reviewed annually
- Mange the confidentiality of your child's health care information and
- Provide appropriate storage for medication and health equipment

Health Care Plan Forms

Forms are available for common conditions. For other conditions the generic health care form or plan provided by medical practitioner can be used.

The following plans are available in the administration:

- Severe allergy/anaphylaxis
- Minor and moderate allergies
- Diabetes
- Seizure
- Asthma
- Activity of daily living
- Administration of medication
- Emergency response plan for students with special needs and
- Generic health care plan (for all other conditions)

OTHER POLICIES

Behaviour Management and Bullying

Mount Pleasant Primary School follows a whole school approach to the teaching of social and emotional skills from Kindy to Year 6. The 'You Can Do It' Program is used at a community, school and classroom level and guides many aspects of supporting positive relationships. Our school's procedures for managing student behaviour are clearly documented in the Behaviour Management and Bullying Policy.

Parents can access this policy through the school website or alternatively a copy can be obtained by requesting it at the front office.

Homework

The concept of homework for all students at all ages is supported by The Department of Education. In the early years of schooling, this will tend to be done by promoting informal, optional experiences. Within that context, some deliberately structured activities set by the teacher will be designed to complement school work (e.g. reading books, collecting items etc).

However, as schooling becomes more structured in organisation and as the specific needs of individual children are more clearly identified, the teacher, working within the school's homework policy, will establish with the individual child or group of children, more formal homework programs that are suitable to the need. Homework is a means by which aspects of the school's program are introduced into the home setting. It can often reinforce the teaching and learning fostered by the school and in meeting the needs of the child.

Publication of Images and work

The Department of Education's information Privacy and Security Policy requires schools to gain parental/guardian permission before using visual images of students, such as photographs, outside the school environment.

This school regularly uses images of students in a variety of ways to recognise excellent achievement, inform parents and the local community of school matters, publicise events and to promote the school. From time to time we may also be asked to contribute to Department of Education materials. In addition to this, the publication of our Newsletter on our school's website may result in your child's image potentially being accessed worldwide through the internet.

Permission of parents/caregivers for the use of images is through the signed Consent Form, completed on enrolment.

Class formations (e.g. split grades)

It is standard practice in Western Australian Primary Schools for students to be engaged in either multiyear (mixed/split) classes or single year classes. Both classroom models provide an appropriate learning environment for students.

The School Leadership Team and teaching staff consider a range of factors when deciding on class placements. Factors include:

- Academic needs of students
- Social and emotional needs of students
- Students with special needs
- Balance of gender

Parents can raise issues regarding classroom placements by emailing the Principal.

Department of Education

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.



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
- · 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
- social issues arise that could impact the safety and welfare of students at the school
- you want to make or reschedule an appointment.

Concerns and complaints

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.

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.

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.

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



Mount Pleasant School Layout

