



# Talking to my School

**Wembley Downs Primary School**

# Frequently Asked Questions

## **What should I be talking about to my child's teacher?**

Emotional wellbeing (happiness at school or other factors that may affect learning e.g. Changes in family circumstances, serious illness, bereavement), social wellbeing (friendships matter, bullying), General behaviour (incidents at school or home), Academic progress, Homework, Assessment, Attendance and any other aspect of school life that is impacting on your child's education.

## **What do the deputy principals do?**

Operational Services which include Attendance, In-term Swimming and Water Safety, PEAC, Behaviour Management and School Policy Development (School Board). Student Services include Special Educational Needs, Students at Educational Risk (SAER), Social and Emotional Development. The deputy principals ensure the school is operating in accordance with the school vision and values.

## **What do the office staff do?**

The office staff attend to all aspects of clerical and non-clerical matters. Parents can contact the office staff to make general enquiries, enrolments student absences.

## **What does the P&C do?**

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 many things and are geared to the assistance in school initiatives, projects or events.

## **Who do I see if I think my child's classroom teacher is not listening to me?**

Make an appointment to see a Deputy Principal!

## **What do I do if I'm dissatisfied with a deputy principal addressing my issue?**

Make an appointment to see the Principal!

## **What does the school board do?**

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.

All enquires as to the school's objectives, priorities, sponsorship and general policy directions go to the school board.

## Rationale

As a parent or carer, you play a vital role in your child's learning. At Wembley Downs 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.

## Process

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.

## Criteria for 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)	School Board
It is expected the vast majority of matters will be raised and managed by the school. These include: <ul style="list-style-type: none"><li>• children's learning, development and wellbeing;</li><li>• supporting in classrooms;</li><li>• the organisation, delivery and management of school activities and programs; and</li><li>• queries, concerns and complaints.</li></ul>	Matters relating to: <ul style="list-style-type: none"><li>• community initiatives;</li><li>• school uniform sales</li><li>• school canteen;</li><li>• volunteering;</li><li>• P&amp;C fundraising and community events:- (stalls, book fair, picnics etc.)</li></ul>	Matters relating to: <ul style="list-style-type: none"><li>• broad strategic directions as articulated in the Business Plan;</li><li>• Board meetings and membership;</li><li>• Major sponsorship opportunities for Wembley Downs Primary School</li></ul>

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. Contact details can be found on the school's website under 'About Us/Our Staff'

Class Teacher	It is our expectation that the vast majority of enquiries or concerns will be dealt with thoroughly and effectively at this level.
Deputy Principal	If you were not able to achieve a satisfactory outcome regarding your enquiry or concern.
Principal	If you were not able to achieve a satisfactory outcome with the class teacher or deputy principal.

## Who do I See

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 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, IT, Japanese, please direct your enquiry or concern directly to that teacher.

*It is the school's expectation that the vast majority of enquiries or concerns will be dealt with thoroughly and effectively at this level.*

### Deputy Principal

- If you were not able to achieve a satisfactory outcome regarding your enquiry or concern with the classroom teacher.

### Principal

- If you were not able to achieve a satisfactory outcome with the class teacher or deputy principal.

**Deputy Principal – James Baker** [James.Baker2@education.wa.edu.au](mailto:James.Baker2@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).

**Deputy Principal - George Tolev** [George.Tolev@education.wa.edu.au](mailto:George.Tolev@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).

**Front office** [wembleydowns.ps@education.wa.edu.au](mailto:wembleydowns.ps@education.wa.edu.au)

- General enquiries
- Enrolment
- Student absence

**Principal – Anne Christodoulou** [anne.christodoulou@education.wa.edu.au](mailto:anne.christodoulou@education.wa.edu.au)

Discuss your 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.wembleydownsps.wa.edu.au/> or <https://www.facebook.com/WDPS>

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

### **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.wembleydownsps.wa.edu.au/>