



Learning For Life

PARENT HANDBOOK

A – Z

2017



ACCOUNTS - Fees are paid a term in advance. Accounts for term fees are posted out prior to the commencement of each term for the following term. Payment is due within two weeks unless special arrangements are made with Jenny Bunn, Business Manager. Direct debit or internet banking arrangements are possible and some families choose to pay fees through Centrepay (Centrelink). The school has an EFTPOS machine.

ASSEMBLIES – Each class will present a short class item once a year at a whole school assembly usually held at 2:30pm on a Friday. Check the Term calendar.

BEHAVIOUR MANAGEMENT POLICY - See policy attached.

BIRTHDAYS - All food that comes to school in lunchboxes and for school and class celebrations needs to be consistent with the Parklands Healthy Food Policy. This includes birthday food. **If students want to celebrate their birthdays at school please send a platter of fruit and vegetables to share.** We ask for no birthday cakes to be sent to school.

BOOKLIST – Primary school children require workbooks in subjects such as mathematics, spelling, language and writing. They are purchased by the School and issued to students as and when they are required. The cost of workbooks is billed as a component of term fees. A Student Booklist for other stationery requirements is issued at the end of the school year for the following year.

BOOK SALES – A number of book companies sell books at discounted prices through the School. It may be via one-off book fair or through Scholastic Book Club orders through the School's administration. If a child or parent chooses to place an order, the payment should be handed to administration staff or paid online when the order is made rather than on receipt of the books. There is no obligation to participate in Book Club although it does encourage children to read and spend pocket money wisely and a percentage goes back to the P and F to invest in school resources.

BUS INFORMATION - Families with children who **travel to/and from school** need to complete a Bus Information Form at the start of every new school year. Please obtain a form from the Office and complete it as soon as possible. This form ensures we have an accurate record of children who need to be supervised on and off the school buses each day.

If a student is not going home on the bus on their allocated day, please telephone or email the Office and notify us.

EARLY ARRIVAL AT SCHOOL BY BUS STUDENTS - Bus students whose buses arrive earlier than 8.30am will be supervised until 8.30am in the School Library. *Due to the high numbers of bus students, this supervision is only available to students arriving by bus.* Parents will need to have returned the Bus Information Form to access this service.

LATE ARRIVAL AT SCHOOL - If students arrive after 8.45am parents are required to sign the Late Book at the School Office and students will be escorted to their classroom by Office staff.

If a student needs to be collected early from school or taken out of school during the day for an appointment, please come to the Office first and notify us. We will collect the student from their class. Each student must be signed out and signed back in on their return to school.

BUSY BEES – These are organised twice a year by the P & F occasionally as part of

parental involvement in making improvements to our school. They are generally social family events and will be advertised through the newsletter.

CANTEEN – We are thrilled with our Parklands P & F canteen lunches every Friday. Delicious food at a great price is provided to students who order their lunch. Information will be sent through newsletters by the P & F with menus and prices. Lunches can be pre-ordered and pre-paid for the term. They can also be ordered and paid for by Wednesday every week throughout the term. The canteen is the school's main fundraiser so please consider helping on a Friday in the kitchen if you can!

CARPARK SAFETY – Students catching buses in the afternoon are escorted to the bus stop by a teacher on duty. Parents dropping off and collecting students should escort children and collect them from the classroom. Please remember that all students and parents are to use the cross walk in the hard court area or the southern gate from the main car park to enter and exit the school.

CHANGE OF CIRCUMSTANCES IN LIVING ARRANGEMENTS - If families have a change of circumstances or living situation during a school break or anytime during the year, please inform the Office so we can adjust contact details for the flow of school communication and collection of children from school.

COLLECTION OF CHILDREN FROM SCHOOL – At enrolment families need to complete an authorisation in writing detailing who is authorised to pick up the child from school, detailing particular days and people if this is pre-arranged. Class teachers will not hand over students to adults after school if the adult's name is not on the list of authorised people to collect them.

This form will need to be updated at the beginning of each school year, and any time there is a change of circumstances or personnel.

COMMUNICATION - Weekly newsletters are emailed to parents' nominated email address on Wednesday. The Parents & Friends Committee (P & F) also contribute to the newsletter or send out an information sheet attached to the newsletter concerning fundraising and other activities. Current events and other items that may interest parents are on display on noticeboards. The white board on the office wall should also be checked for messages each day.

EMERGENCY CARDS – Cards are held in the School Office with family contact details that must be completed on enrolment. At the beginning of each school year these contact details need to be reviewed and updated if necessary. The school must have accurate phone numbers to contact parents in case of emergencies, so parents are asked to inform the Office if there are any changes to address, phone, or email addresses, as well as updates to allergies or medication details.

EMERGENCY DRILLS – Each term the whole school practices an evacuation and lockdown procedure to ensure we are prepared in the event of fire or other emergency.

EXCURSIONS/INCURSIONS – Excursions and incursions will be held during the course of the year and parent helpers will be needed from time to time. Parents may occasionally be asked to contribute to their own entrance fees, as some venues offer free entry to fewer adults per class than Parklands Policy requires. Parents/Guardian consent forms are required to be completed before a child is able to participate in an excursion.

EXCURSION/INCURSION FEES – Excursion fees are a component of term fees issued as an invoice at the commencement of each term. They cover travel and entry fees for most school events.

FACEBOOK PAGE – The P & F Association have a Facebook Page which current parents are welcome to visit and become a member of. Please contact the P & F for details.

FUNDRAISING – A number of activities are carried out during the school year to raise funds for much needed resources and equipment. If you have any ideas for fundraising or would like to become involved, please join the P & F Association and come along to monthly meetings.

FORMAL UNIFORM – Students are required to wear their Formal Uniform to school on the first day of each school year. Formal Uniform is required whenever students are representing the school at organised events, for example, ANZAC Day marches and some excursions. All students are to wear Formal Uniform to Presentation Night. Please refer to the Formal Uniform Policy at the end of this document.

HAIR – Students who have shoulder-length hair or longer must have it tied back off the face with navy blue ribbons or scrunchies. Other hair decorations are not suitable for school. Haircuts for boys should be appropriate for school. Please refer to the Uniform Policy attached.

HATS – School hats are a part of school uniform. All year apart from the months of June, July and August the school has a policy of “no hat, play in the shade”. In the Winter months of June, July and August children play without hats to ensure they get enough Vitamin D, as the UV reading is consistently under 3 which is deemed safe by the Cancer Council. The school will remind parents when to start wearing hats again on September 1 each year.

HEAD LICE – In accordance with Health Department guidelines, children who are found to have live head lice will be excluded from classmates and required to be treated before returning to school. The presence of eggs (nits) does not automatically warrant exclusion providing the hair has been treated.

INDEPENDENCE – Parklands School aims to encourage the children to be independent with such things as shoes and socks, and to be responsible for articles of uniform such as hats and jackets that may be taken off and on during the day. Parents can help by following through at home by encouraging children to pack, carry and unpack school bags each day. Also by making sure all items are clearly labelled or easy to identify.

JEWELLERY – For safety reasons, no jewellery should be worn at school other than a watch, a medic alert bracelet and plain gold or silver ear studs.

KINDERGARTEN – Kindergarten children need to be toilet trained and out of nappies by the time they start Kindergarten at the start of the school year. Kindergarten staff will remind the children regularly about going to the toilet once they are at school.

KINDERGARTEN TIMES – Pre-Kindergarten (K3) children attending morning sessions should arrive by 8.45am and be collected by 11.45am. Kindergarten (K4) children attending whole day sessions should arrive at school by 8.45am and be collected at 3.00pm except for Wednesday afternoon when they arrive at 12.30pm and stay until 3.00pm.

LIBRARY HELPERS – Parents who can spare time to assist with covering, labelling and repairing library resources are greatly appreciated. Class teachers may also appreciate help with covering class readers from time to time. Please contact the Office or the P & F if you can help out in this area.

L.O.T.E – (Languages other than English) Parklands School offers students one session per week of Italian. A visiting language teacher conducts this class. Italian is offered to Pre-Primary through to Year 6 children.

LUNCHES – Parklands has a Healthy Food Policy which encourages fruit, vegetables, healthy home-made sandwiches, low sugar snacks, crackers and fruit to be sent to school.

Parklands also encourages *Nude Food* Lunchboxes which is food in lunchboxes without wrap. This encourages independence, allows students to graze throughout the day, and also eliminates food waste. Uneaten food is sent home so parents can determine what is being eaten on a daily basis. Students do not share food with other students.

Crisps, chocolate and confectionary items should not be brought to school.

MEDICATION – School staff are not able to administer medicine to students. If students self-administer medication, staff can supervise, once provided with an annual updated letter from the child's doctor outlining the medicine, the dosage and the frequency of the dosage. We also need a letter from the family authorising the teacher to supervise the child self-administering the medication as per the doctor's letter.

If a student needs medication administered through the day the student's parent needs to come to school to do so.

MONTESORI METHOD - Montessori Principles and Practices govern ages 0-6. From Years 1-6 we offer Australian Curriculum that is enriched with Montessori philosophy, methodology and resources. We have multi-age classes in which children learn at a pace and level appropriate to each individual. There is an emphasis on independence, peer teaching and co-operative learning in a caring, nurturing environment.

MUSIC – Parklands offers private music lessons before, during and after school. The instruments available depend on availability of music teachers. Currently we have voice, piano, guitar and violin teachers. Parents can contact the Office to phone the music teachers and make all arrangements direct with them. Music lessons will be conducted in the Music Room near the Library.

Parklands also has a School Choir – Pride of Parklands, which practices after school on Wednesdays and has occasional performances. Interested families are asked to contact Lou McKenna for more details. Students from Year 2 are eligible to join.

NUTS - The school has an Allergy Friendly Policy part of which asks that no nut or nut products be sent to school in lunchboxes – especially peanuts - because we have students with a life-threatening allergy to nuts. Even skin contact with a nut product causes a severe reaction. We ask parents to co-operate in this matter.

PARENT ASSISTANCE – At Parklands we love to find out parents passions and skills and make use of them through our teaching program as appropriate. Make yourselves known to the class teacher or the Office and individual teachers will organise their own parent sessions as they see fit. Teachers will also invite parents to join them for class events by letter, and the School will invite parents and families to join us for whole school events as they arise.

PARENTS & FRIENDS ASSOCIATION – A very worthwhile way to be part of the school community and get to know other parents is by joining the P & F Association. All new parents are welcome to come and join in a relaxed setting to discuss various upcoming events and relevant topics. Meetings are usually held on a monthly basis.

PARKING - *Parking is available in the front of the school on the hard court* for school drop off and school pick up. There is also parking available in the gravel parking spaces running down the side of the Reserve in Drummond St. Overflow/alternative parking is to the rear of

our school in the Council Car Park across the road in Lambert St. (The back school gate is opened each morning at 8.30am and locked at 9am, and unlocked at the end of each school day).

The front gates will be opened by 8.30am and parents are asked to leave the hard court area by 9.00am when the gates are closed so students can use the hardcourt for play. The gates will be re-opened for after school pickup prior to 3.00pm.

The parking spaces in front of (Drummond St) and at the back of (Lambert St) our neighbouring Kindergarten are for Mount Lockyer Community Kindergarten and are not available for our use.

PRESENTATION NIGHT – This event is held toward the end of Term 4 to farewell our graduates and celebrate our year together. It is a wonderful whole school gathering where all students from Kindergarten to Year Six perform an item. Please put the date in your calendar and don't miss it!

PROBLEMS – If you have a problem the best idea is to first of all communicate with the person you have a problem with to try to find a solution. If this doesn't satisfy, then you can contact either the class teacher, or the Office. We enjoy parental involvement. The best time to have a short discussion with teachers is after school (about 3.25pm as teachers need to use their time from 8.30am to organise the day). More urgent messages can be phoned or left at the School Office.

For issues that require longer discussion, please contact the staff member concerned to arrange a time to talk. Please see attached Parent & Student Concerns & Complaints Policy for these steps.

PUNCTUALITY – School commences at 8.45am for all classes, and finishes at 3.00pm for Kindergarten and 3.10pm for Pre-Primary to Year 6 classes. Students can arrive between 8.30am when teachers will be in their classrooms, and 8.45am when Kindergarten doors will open. Parents may supervise their children at school if they arrive prior to these times. Bus students only will be supervised in the Library if they have completed the written application through the Office.

READING – Books are exchanged at the teacher's discretion – usually daily. At home parents are requested to listen or read to their children for about 10-15 minutes or as appropriate. The reading books will be appropriate for the level of the child and should be an enjoyable experience.

SCHOOL BAGS - New students enrolling at Parklands should order a Parklands schoolbag with a logo as part of the school uniform. The bag should be large enough for a lunch box, library bag and spare items of uniform. As bags are identical, an identifying ribbon or mascot should be attached to the outside of the bag to assist in identification.

SCHOOL BANKING – School Banking is conducted once a week at School on Wednesday mornings to encourage students to save money. Please contact the P & F for details.

SCHOOL BOARD – Parklands School is governed by the School Board which is comprised of local committed volunteers with wide-ranging educational and/or commercial experience. A list of current Board Members is available from the School office.

The Board's role is to advise and make decisions concerning the strategic development of the School. As Parklands School is a Not for Profit Incorporated Association, neither the School Board nor the Principal has any ownership of the School.

SCHOOL FEES – see attached.

SECOND-HAND UNIFORMS – The purchase and re-sale of second-hand items of uniform is

organised through the P & F. For more information please contact the Office.

SKOOLBAG APP – We have a Skoolbag App which parents can download and access the School newsletters, school calendar, notifications and alerts of events, send student absentees through to the Office etc. The app is available for download from the App Store and is called Parklands School Albany.

SPECIAL NEEDS – Special learning and health needs must be disclosed to the Principal during the enrolment interview. Please also inform your child's teacher and record on the emergency cards held in the School office of any allergies, conditions or special needs your child may have.

STATIONERY – A list of stationery requirements will be issued to current students at the end of the school year in preparation for the commencement of term in the new school year. Alternatively, this list will be issued on enrolment if the child enters school at a later date. Other expenses for classroom consumables are incorporated into school fees.

SUNCREAM - Students are welcome to bring their own sunscreen and keep it in their tray at school to apply as needed during the day. School staff will not apply sunscreen but they will supervise students to do it as needed. We will ensure students play outside in their hats apart from the months of June, July and August. The school will provide sunscreen for whole school events.

SUPERVISION – Parents/guardians who are responsible for collecting children from school at 11.45am or 3.00pm or 3.10pm, are expected to be responsible for the child/children once they have been handed over by the class teacher.

Teachers are unable to leave the classroom whilst they have other children in their care – hence their duty of care for your child ceases once the child has been handed over to the adult responsible for collecting them from school. If everyone observes these procedures, we minimise the risk of accidents and all children are accounted for at all times.

TOYS – Children are discouraged from bringing toys to school. Items for news should ideally be something from nature, things of cultural interest or something the child has made at home.

UNIFORM POLICY – Parklands Uniform Policy is attached to this document. Please note all students are to arrive at school and leave school in correct school uniform. This includes arriving and leaving school in their black school shoes. If they have sport they may bring their white sports shoes to change into during the day. Wearing correct school uniform is a condition of enrolment. Please note that students are expected to wear Formal School Uniform on the first day of School each year, as well as on many excursions or any time they are representing the School. Please keep a copy of the Uniform Policy on hand.

WATER – The School has a water only policy. Parents are asked not to send sticky fruit or cool drinks to school. All students are encouraged to bring their water bottles to school. Teachers will encourage students to drink water regularly throughout the day.

WET WEATHER – Parklands has a Wet Weather Uniform which consists of blue waterproof jacket and blue wellington boots which are provided by parents and remain the property of each child. The school provides blue waterproof pants for each student in class sets which teachers will organise for their classes. If students are wearing their Wet Weather Uniform they may play in the rain, as long as they enter their classroom dry and on time once the bell goes.

WET CLOTHES - Parents should send spare items of uniform such as underwear, skorts, shorts or track pants, in the child's schoolbag for times when the school grounds are very wet.

The younger children especially tend to need a change, as they are more prone to getting wet than older children.

WINTER JACKETS - Students may purchase bottle green winter jackets for warmth to be worn in the colder months. The Office will alert parents when it is time to order the jackets, late in Term One each year. These jackets are not waterproof and do not constitute wet weather protection in the rain.

ZEBRA CROSSING – We have a crosswalk in our Drummond Street school car park for the children to use when catching buses. Parents using the car park are requested to use the crossing at all times when crossing the car park, and not to park too close to the crosswalk so that children using it can be seen. Please stop if children are crossing!



BEHAVIOUR MANAGEMENT POLICY

Guiding Philosophy

Parklands School is committed to providing a safe and supportive environment for all students and staff and for having processes in place for an effective Behaviour Management Policy.

At our school behaviour management is based on the philosophy of pastoral care where all members of the school community are:

- Treated with dignity and justice
- Feel safe and secure
- Free to be involved in the teaching and learning process unhindered by any anti-social behavior
- Aware of the rights, but also the responsibilities to themselves and others
- Aware of the procedures that will be put in place to manage inappropriate behavior
- Assured that teachers will be fair and consistent with discipline
- Clear that students have been made aware of the consequences of their actions.

Code of Conduct outlining Rights and Responsibilities

All Parklands students and staff have the following rights:

- To be valued, supported and encouraged to grow and develop by the whole community;
- To be treated fairly and with respect and dignity;
- To live within the School community free of verbal, physical and emotional hurt;
- To hold and express an opinion;
- To have fair access to programs, resources and support structures;
- To work in a positive learning environment;
- To have property respected;
- To feel proud to be part of the School community;
- To achieve one's best in all aspects of School learning;
- To participate fully in the life of the School;
- To have a clean, attractive and safe environment.

A Montessori based classroom has freedom within limits. There is freedom for the children to work, follow their own interests and work at their own pace. The limits are those determined by the need to help each child see himself/herself as one of the group. There are limits necessary for harmony. The children are expected to be caring, considerate and courteous. Aggression, bad manners, swearing and destructiveness or interference with another child's work are not tolerated.

The children are always encouraged to see another person's point of view, respect his or her rights and solve problems with discussion and reasoning.

Staff and volunteers are expected to model the behaviour they wish the children to display.

As a school we use logical consequences of a child's behaviour to change that behaviour.

Good social skills are reinforced:

- 1) by example and by attitude demonstrating a respect for the individual,
- 2) by promoting an environment of tolerance and calmness,
- 3) by holding class discussions as needed,
- 4) by encouraging self-discipline,
- 5) by providing **well defined, constant limits**,
- 6) by providing a fixed routine to the school day that can be internalised by the children and be conducive to promoting order,
- 7) by pre-empting situations (being aware at all times of what is about to happen and quietly removing a child/ children before disturbances occur).

The strategy of quietly removing the child with a minimum of verbal interaction and eye contact may be used. Whenever possible, the child is allowed to return to the task when he/she feels calmer. Alternatively, the remainder of the class may be removed from the space to allow the child to calm down without interaction from other students. A staff member will supervise the student.

All Parklands students and staff have the following rights:

- To be involved in School programs through active participation or support and to do one's best;
- To treat others with respect and dignity;
- To refrain from hurtful behaviours;
- To respect another's right to hold and express an opinion;
- To ensure the safety and inclusion of others;
- To contribute to a positive learning environment;
- To promote the good reputation of the School at all times in dress, behaviour and speech;
- To maintain a clean, attractive and safe environment;
- To honour the values of the School;
- To respect the property of all members of the school community.

Descriptions of the types of behaviours which will be considered a breach or serious breach of discipline

- Bullying behavior
- Physical assault or intimidation of staff
- Verbal abuse or harassment of staff
- Physical assault or intimidation of students
- Verbal abuse or harassment of students
- Damaging property
- Violation of School Code of Conduct, Behaviour Management Plan, classroom or school rules
- Substance misuse (legal substances such as cigarettes, alcohol or prescribed medication)
- Illegal substance offences (those illegal under the Criminal Code)
- Mobile phone use during school hours

Parklands School will use a range of processes, including appropriate conflict resolution and restorative practices and consequences and sanctions when student behaviour is inappropriate.

For example:

- Apology

- Confiscation of item
- Letter to parents
- Withdrawal of students from school activities
- Appropriate restraint
- Suspension from school
- Exclusion from school
- Notify police e.g. harassment or truancy, vandalism, theft, dangerous behaviour including violence.

Policy review

Parklands School will review the school's Behaviour Management Policy and procedures on a regular basis and include regular monitoring, and input from the school community.

Persistent offences

For persistent offences a system of warnings will be instigated and parents will be notified. A Student Incident Report Form is to be completed and placed on the student's file. Consultation with parents will occur and a Behaviour Management Plan will be implemented. A period of suspension, either in school or out of school, may be appropriate. The Principal may review the student's enrolment at Parklands School.

Withdrawing Students from School Activities

Withdrawal of students from school activities is a planned strategy and will involve consultation between the class teacher and the school's administration team. This is a different strategy to short-term withdrawal, such as removing a student to another class, or within the classroom, which may form part of a teacher's classroom management strategies.

In order to be effective, the withdrawal of a student from a school activity should be done as close to the occurrence of the incident as possible.

Withdrawing a student from school activities is a strategy that can be used for the following reasons:

- To provide students exhibiting disruptive behaviour with the opportunity to calm down, and reflect on their own behaviour;
- To provide an opportunity to negotiate and plan behaviour management strategies;
- To provide an opportunity for restorative processes to be implemented.

Staff should ensure that these students have the opportunity to complete class assignments and assessments to fulfil assessment requirements.

It is important to remember duty of care obligations and ensure that safety and supervision requirements are met. Decisions regarding location, supervision and the duration of withdrawal should consider the development stage of the student, and the potential emotional, academic and social impact of the withdrawal on the student.

Physical Restraint

Physical restraint should only be considered once alternatives have failed or are deemed inappropriate. Physical restraint should only be used if a student is acting in a manner that places at risk the safety of themselves or any person or there is a threat or actual damage to property.

If manual restraint is deemed necessary due to threat to the student, another person or damage to property, it will be done by a staff member with up to date PART (Predict, Assess and Respond to Challenging/Aggressive Behaviour) training according to PART training principles.

The use of physical restraint should only be done once the school has participated in the PART training, and should have regular training updates to maintain knowledge and skill levels.

When restraint is used:

- It will be used in such a way as to minimise or prevent harm;
- Staff members will maintain communication with the student in an attempt to de-escalate the situation and end the restraint as soon as possible;
- It will stop as soon as staff determine the student is no longer presenting a risk to safety;
- The Principal will provide appropriate support to staff, the student and parents as required after the restraint.

Staff required to use restraint on an ongoing basis to manage the behaviour of an individual student need to ensure that information on this is included in the student's Documented Plan. Planning for the ongoing use of restraint requires a collaborative approach between the Principal, the student's parents and staff.

The student's Documented Plan should include the following information:

- Conditions that will lead to the use of physical restraint;
- Situations in which physical restraint is not to be used with a student;
- Situations that will result in the removal of other students from the immediate environment;
- Staff willingness and ability to use physical restraint as an agreed management strategy;
- Assistance to be provided for staff who are involved with physical restraint;
- Regular review of the Behaviour Management Plan is essential in order to reduce and/or remove the need for physical restraint.

When physical restraint has been used, the incident must be recorded by the staff member and reported to the Principal.

It is important that the written record of incidents where physical restraint is used include:

- Location of the incident;
- Name of witnesses (staff and/or students);
- Incident outline including student's behaviour, what was said, steps taken, degree of force applied, and how applied;
- Student's response and outcomes; and
- Details of any injury or damage to property.

A Documented Plan should be revised after a physical restraint has occurred, to ensure strategies are appropriate and to reduce the need for physical restraint in the future.

Responding to major breaches of School Discipline

Serious behaviour offences

For serious behaviour offences causing physical harm, damage to property, theft or persistent bullying, suspension or the cancellation of a student's enrolment may occur at the Principal's discretion.

If a student is suspended the parents and child must attend an interview with the Principal before the child can be re-admitted to class.

Suspension of a student from school

The suspension of a student from Parklands School may occur when it is considered that the student has committed a breach of school discipline.

Parklands School will determine the maximum period of suspension that can apply. Planning for the student's return and consultation with the parents must occur during the time the student is suspended and be completed before the student returns.

The Principal will:

- Inform the student and their parent of the reason for the proposed suspension and the intended duration of the suspension; and
- Provide the student and their parent a reasonable opportunity to respond. If the Principal cannot contact the parent by phone then they must send a letter outlining the intent to suspend and providing the parent with the opportunity to respond.

If after considering all of the relevant evidence including explanations from the student and their parent, the Principal decides that there are sufficient grounds for the student to be suspended, the Principal must notify the student and their parent in writing of the suspension.

Exclusion of a student

The Principal may recommend to the Parklands School Board that exclusion be made as a consequence of student behaviour that breaches school discipline when the student's behaviour:

- Has threatened the safety of any person on the school premises or participating in an educational program of the school;
- Is likely to cause or result in damage to school or personal property; or
- Has significantly disrupted the education instruction of other students.

The behaviour that leads to a recommendation for exclusion can be either a serious isolated incident, or a persistent pattern of behaviour that has not changed despite intervention.



PAYMENT OF FEES POLICY

The Building Levy is a one-off payment of \$750 per student to assist the school to maintain and improve the school buildings and grounds, payable at enrolment. It is tax deductible so the receipt should be retained.

Term Fees include a tuition fee, an excursion/incursion fee and a resources levy. They are invoiced and posted to parents at the beginning of each term. Term Fees are approved by the Board and are administered by the school Bursar in liaison with the Board Treasurer. Fees are revised regularly and are payable within 14 days of being received.

Parents of children enrolled in Kindergarten also pay a Term Fee with tuition, excursion/incursion, amenities and resource fee components. A full-time Kindergarten place consists of five sessions per week. Pre-Kindergarten children are not subsidised by the State government in their first year and therefore pay a higher rate based on the number of sessions attended for that year.

New parents need to be mindful that Parklands School is an independent school and that they are expected to accept the financial commitment of paying school fees.

Withdrawal of children

Parents withdrawing their child for any length of time for travel or extended holidays are still required to pay the full amount of school fees for the time during which they will be away. This ensures that a child's enrolment is maintained, payment of fees must be made in full prior to departure.

Notice of termination of enrolment by parents

Parents are required to give one term's full written notice of intention to terminate a child's enrolment at the school. In the absence of such notice the next term's fees will become due and payable in lieu of notice. Parents are asked to meet with the school principal in the first instance to discuss their decision to withdraw their child from school. Parents are asked to complete an exit survey following withdrawal of the child from Parklands School.

The school board may, at its discretion, terminate an enrolment if any school fees are in arrears for more than a term and communications with the bursar have been ignored or alternative payment arrangements are unable to be agreed or are not maintained.

Payment Methods

- Special arrangements may be made for parents to make small regular payments of Term Fees.
- Payments may also be made through Centre Link deductions.

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Collection of outstanding fees

- Families who do not pay their fees, within the first 14 days of each term will be contacted by the school office. The expectation is that fees will be paid in full from term to term.
- Families experiencing difficulty paying fees can contact the school registrar to negotiate payment options over the term and are still expected to complete payments in full by the end of each term.
- In the case of families who leave the school with unpaid fees, debt letters will be sent outlining their enrolment agreements and requiring payment in full within 14 days. If payment is not made within this time frame, the board will be involved and court action may be taken.



UNIFORM POLICY

Each child is expected to wear the Parklands School uniform. All uniform is to be purchased through the school office. It is important that all items of clothing and other belongings are clearly labelled with the child's name.

Why we have a school uniform

- It builds "esprit-de-corps".
- It ensures that children are in comfortable clothing suitable for a range of activities they will need to perform in a school day, such as mat and desk work.
- It reduces peer pressure to conform to the latest fashion trends.
- It identifies the school in the eyes of the general public.
- It leads to better self-discipline when the children are in public.
- It reduces costs to the parents.

School uniform for girls

- Navy short-sleeved polo shirt with logo
- Tartan pinafore dress for formal occasions
- Tartan skort may be worn on warm days and for sport
- Navy or white ankle socks or navy tights
- Navy zip-front jacket with logo or
- Navy V-neck pullover in wool mix
- Navy school shorts
- Navy school track pants
- Black leather school shoes or boots, black or navy leather sandals
- Navy school hat with logo

Jewellery should not be worn at school other than a watch, a medic alert bracelet and plain gold or silver ear studs or sleepers.

Hair, if shoulder length or longer, must be tied back off the face with a band, navy, white or cream ribbons or ties. Other hair decorations are not suitable for school.

School uniform for boys:

- Navy short-sleeved polo shirt with logo
- Navy school shorts
- Navy school track pants
- Navy zip-front jacket with logo or
- Navy V-neck pullover in wool mix
- Navy socks
- Black leather school shoes or boots, black or navy leather sandals
- Navy school hat with logo

Formal Uniform

Formal attire is worn at community events where our students represent our school eg Anzac Day Parade, Presentation Evening, School Photos and school excursions.

For girls

- Navy polo shirt with logo (short or long sleeved)
- Tartan pinafore dress
- Navy zip-front jacket with logo or
- Navy V-neck pullover in wool mix
- White ankle socks
- Black school shoes

For boys

- Navy polo shirt with logo (short or long sleeved)
- Long or short navy drill pants
- Navy zip-front jacket with logo or
- Navy V-neck pullover in wool mix
- Navy ankle socks
- Black school shoes

Sports Uniform

- School uniform navy shorts or
- School uniform navy track pants or
- Tartan skorts for girls
- Navy school polo shirt with logo
- Navy zip-front jacket with logo
- Navy school hat with logo
- White sport shoes

Jackets for boys and girls

If a child chooses to wear a winter jacket, it must be the preferred uniform jacket. These are available from the school uniform store and orders are taken in March each year to be available for the cooler months.

School Bags

Parklands School bags with the school logo are available as part of the uniform order for new students at the school office.

Library Bag

Students from Pre-primary onward must have a library bag. School library bags are available from the uniform shop.

Shoes

All students are to wear approved black school shoes to school every day. On nominated sports days students are to bring white sports shoes to school in their bags and change into them prior to sport.



HEALTHY FOOD POLICY

The school recognises the importance of appropriate nutrition for student health.

Parklands school has a healthy lunches policy where high fibre foods, fruit and vegetables are actively encouraged as a part of school recess snacks and lunches.

The school has a water only drink policy.

Due to the high amount of food wastage, Parklands also has a 'nude-food' preference – this is food that is free from packaging or wrapping. We suggest parents buy 'nude-food' lunchboxes which provide food storage which doesn't require wrapping. A focus on food that isn't packaged will increase the amount of fresh food and vegetables, sandwiches, and fruit in children's lunch boxes.

Please refrain from sending any chocolate, lollies or nuts or nut products in lunchboxes, consistent with our allergy friendly policy.

Parents are encouraged to include children in the choices of lunchbox foods and preparation of the daily food for school. We have found that there is much less food wastage, and much more energy for children's learning needs when lunchboxes are filled with 'nude-food'.



Parent & Student Concerns and Complaints Policy

Definitions

A **concern** is the expression of a worry, something that has made a person troubled or anxious about an issue and is expressed at a 'first level' ie to a class teacher at the classroom door. The teacher or staff member will make and file a brief note about the issue and interaction and inform the Principal.

A **complaint** is an expression of genuine dissatisfaction made to an organisation related to its products or the complaints handling process itself that requires following a formal process outlined below.

A **dispute** is an argument or disagreement and may be the result of a pursued unresolved complaint.

Policy

Parklands School welcomes suggestions and comments from parents and takes seriously concerns that may be raised. It is important parents understand that a complaint will be treated as an expression of genuine concern and that it warrants a response from the appropriate school representative determined by the procedures.

The school uses evidenced-based processes to resolve complaints on the basis of identifying *own* and *others* needs and looking for solutions. The Schools objectives are to ensure that:

- Parents wishing to make a complaint know how to do so;
- All complaints are addressed within the specified time set out in the procedures and in a courteous and efficient way;
- Parents realise that the School is committed to listening, understanding and managing Complaints;
- Staff are appropriately and adequately trained in dealing with concerns and complaints;
- The Parklands School Board monitors and reviews complaints management through a Complaints Register maintained by the Principal.

Guiding Principles

When managing a concern a complaint or a dispute, Parklands will adhere to the following principles:

Confidentiality

Parklands School is committed to providing a confidential complaint procedure. This means, so far as possible, the complaint, and the complaint resolution process including any investigation and any resolution will be confidential. Wherever possible, only the people involved in the complaint and the complaint resolution process will have access to information about it. However, in some circumstances information may not be able to be kept confidential, such as where physical threats are involved or the law otherwise requires disclosure.

Training

The School will provide training to assist staff to deal not only with complaints that are made to them, but also to complaints that may be made about them. The School is also aware there is a need to provide support for staff about whom a complaint is made.

The School will provide training so staff know how to carry out their responsibilities. Training will cover the complaints procedure, communication skills, handling complaints, negotiation and mediation skills, skills in observing, recording and reporting, and the benefits of handling complaints well and the consequences of mishandling complaints.

Respect

All persons involved in a complaint will be treated with dignity and respect throughout the complaint resolution process. Similarly, all persons involved in a complaint resolution are required to treat all other parties with dignity and respect even if they feel aggrieved by a situation.

Fairness

All parties to a complaint will have the opportunity to express their point of view. No assumptions will be made and, so far as reasonable, no action will be taken until all relevant information has been collected and considered.

Vexatious Complaints

It is a serious matter for any party to make a malicious, frivolous or vexatious complaint and further action may be taken by Parklands School should this be found to have occurred.

Related Legislation

School Education Act 1999 Standard
Incorporated Associations Act (1987)
Corporations Act 2001

Procedures

How should I raise a concern or lodge a complaint?

When raising a concern we suggest wherever possible that you discuss it with the class teacher or the person most closely concerned with the issue. In many cases they are able to sort things out quickly, with the minimum of fuss.

The class teacher or person most closely concerned with the issue, will make a written record of the concern and provide a copy of the written record of the concern and the outcomes implemented or taken to the Principal detailing:

- Date when the issue was raised;
- Name of the parent;
- Name of the student;
- Brief statement of the concern;
- Simple, clear notes of all conversations with parents about any source of dissatisfaction
- Member of staff handling the issue;
- Brief statement of outcome.

If you feel your concern has not been dealt with to your satisfaction you may wish to lodge a complaint. A complaint should be made in writing or via email in the form described below and lodged at the School Office for the attention of the Principal.

Where a written complaint is inappropriate a verbal complaint may be made in person. In this case, a second staff member should be in attendance.

Where a complaint is made in person, it will still be necessary to lodge a formal written signed statement.

A complaint should include information about:

- who the complaint is against;
- the relevant school policy and/or procedures that have been breached;
- what happened – details of the incident or behaviour;
- when did it happen (e.g. dates, times, was it repeated);
- where did the incident or behaviour happen (e.g. at school/work, at home, online);
- why and how the behaviour affects the Complainant, or other students;
- any steps taken to informally resolve issue;
- any evidence the complainant has in relation to the complaint (e.g. Witnesses, messages)

I'm not sure whether to complain or not?

Any person with a concern or a complaint is encouraged to seek assistance to resolve the matter as soon as possible.

How long will it take to receive a response from the school?

All reasonable efforts will be made to address and deal with complaints as quickly as possible. If you lodge a complaint in writing we will make a written response within two working days to acknowledge it. Unless further exploration is needed we will detail what action if any will be taken and the timeline of the action.

What if I am not satisfied with the outcome?

We commit to doing all we can to ensure that you are satisfied with the outcome and that your concerns have been fully heard and considered.

If you are not satisfied with the investigation and subsequent action from a complaint then the Principal will offer to refer the matter to the Chairperson of the Parklands School Board or you can

contact the Chairperson yourself by email at officemanager@parklands.wa.edu.au, or by letter, through the School Office addressed to:

The Chairperson
Parklands School Board
PO Box 377
ALBANY WA 6333

The Parklands Board Chairperson may use mediation procedures as suggested by the Department of Commerce outlined in [Incorporated Association Model Rules](#). The Chairperson will call for a report from the Principal and examine the issue. If necessary the Chairperson may invite you to a meeting together with the Principal. In this case, you may wish to bring a support person who is not involved in any way in the issue, but legal representation is not appropriate at this stage. If the meeting does not bring about a resolution, following mutual agreement, and if appropriate, the parties may appoint an independent arbitrator to investigate the issue. The arbiter would have to be:

- agreed by both parties
- remunerated by both parties (if appropriate)
- assured both parties will accept the arbiter's decision.

A finding on behalf of the Parklands School Board will represent the final decision by Parklands School in any dispute resolution process. However you may seek further action through the other legislated or legal avenues available.

Can students express a concern or make a complaint?

Yes, if students wish to express a concern or lodge a complaint they may do so, following the same process of discussing it in the first place with their class teacher or an adult they feel comfortable with. The class teacher or person most closely concerned with the issue, will make a written record of the concern and the outcomes implemented and/or taken to the Principal detailing:

- Date when the issue was raised;
- Name of the parent;
- Name of the student;
- Brief statement of the concern;
- Simple, clear notes of all conversations with student about any source of dissatisfaction
- Member of staff handling the issue;
- Brief statement of outcome.

If meeting with the Principal, a student must always have a Parent or Legal Guardian present for any complaint process.

Will my concern or complaint be kept confidential?

Parklands School is committed to providing a confidential complaint procedure. This means, so far as possible, the complaint, and the complaint resolution process including any investigation and any resolution will be confidential. Only the people involved in the complaint and the complaint resolution process will have access to information about it.

Parklands School considers confidentiality one of the most important aspects of dealing with complaints. However, in some circumstances information may not be able to be kept confidential, such as where physical threats are involved or the law otherwise requires disclosure. Unauthorised disclosure of information will be considered to be serious breach of school policy.

The resolution to a complaint will be made known to all affected parties however specific actions, including any disciplinary action taken as a result by the School with a staff member, may not be disclosed to the person making the complaint, or publicly.

How will records be kept?

All documentation received and notes taken by staff members at Parklands will be treated as confidential. All formal meetings will be minuted or confirmed in writing. All record keeping will reflect the need for confidentiality.

All complaints received by staff members and their resolution will be recorded by the Principal in the Complaints Register. This register will be provided to the Parklands School Board twice a year as part of the monitoring of complaints and their resolution.

Register of Complaints

The Complaint should contain the following information:

- date when the issue was raised and to whom it was raised;
- name of complainant and relevant parties involved;
- brief statement of issue;
- member of staff handling the issue;
- name of the person/member of staff responsible for reviewing any decision made;
- brief statement of outcome including date of resolution/outcome; and
- location of detailed file (if applicable).

Conclusion and Findings

All complaints made will receive a written response from the school upon completion explaining the findings and recommendations made.

APPENDIX A – COMPLAINT FORM

To ensure confidentiality – if posting the completed form please place in an envelope marked PRIVATE AND CONFIDENTIAL.

1. Details

Your Name: _____

Your role in the school: _____

Date(s) & time(s) of incident: _____

Location of incident: _____

The relevant School Policies or procedures that have been breached: _____

Name of person against whom the allegation is made: _____

Their role in the school: _____

Description of complaint – what happened: _____

Additional information may be attached.

2. Witnesses (if any)

Witness 1 Name and Contact Details:

Witness 2 Name and Contact Details:

NB. Please do not contact any witnesses before contacting the Principal.

3. Outcome Sought

Please detail what outcome(s) you are seeking in order to resolve this complaint.

4. Resolution Process

Have you attempted to resolve the complaint with the individual? **YES / NO**

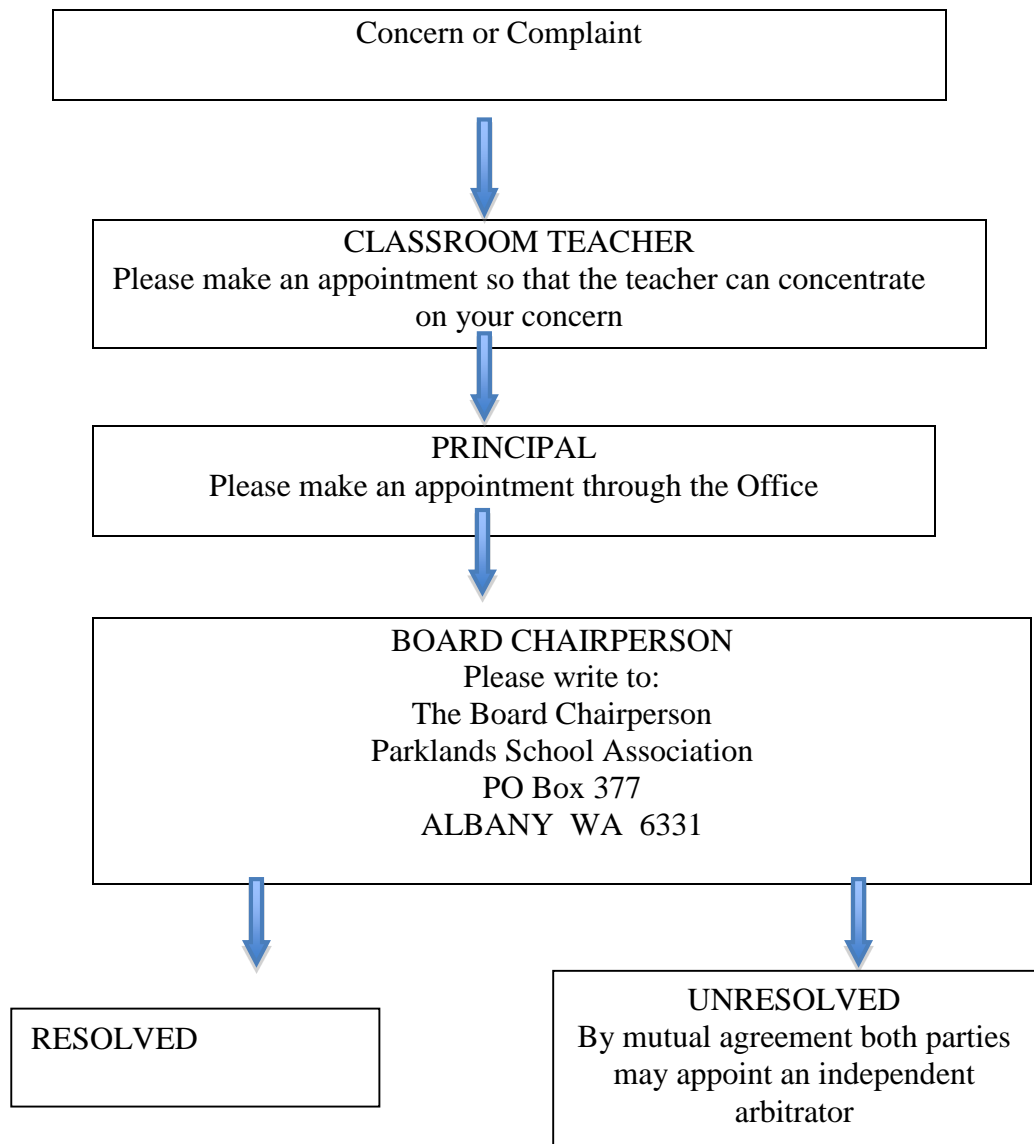
If 'Yes', what attempts have been made and have they been successful?

I confirm that this is an accurate recollection of an event that I wish to be made known as a formal complaint

Signature: _____ Date: _____

If you require further information please refer to the Concerns and Complaints Policy or contact the Principal.

COMPLAINT FLOW CHART





PARKLANDS SCHOOL FEES 2017

Enrolment Costs:

Building Levy	This is a one off, non-refundable, fully tax deductible fee due at the time of enrolment for each child. (Fee not required for 3 rd or 4 th child)	\$750
Uniform	Compulsory	As per price list

School Term Fees:

Kindergarten <i>comprised of</i>	5 x half-days <i>Tuition Fee</i>	\$695.00 per term \$410.00	Total \$2,780
	<i>Resources, Amenities</i> <i>Incursion/Excursion Fees</i>	\$285.00	
	2 x half days	\$35.00 per session for 3 year olds with the number of sessions averaged over 4 terms (39 weeks)	Total \$2,730
Pre-Primary, Yr 1	Full Time	\$720 per term	Total \$2,880
Year 2 / 3 / 4	Full Time	\$745 per term	Total \$2,980
Year 5 / 6	Full Time	\$790 per term	Total \$3,160
Components of term fees	Tuition Fee	\$410 all years	
	Amenities fee	\$200 all years	
	Resources levy	\$55 or \$80 or \$95	
	Incursion/Excursion Fees	\$30 or \$60	
	ICT Levy	\$25 (1st and 2nd child only)	

Fee Discounts:

10% off the Tuition component of School Fees for 2nd child, 30% off the Tuition component for the 3rd child enrolled, 50% off the tuition component for the fourth child. Please note that discounts do not apply to Pre-Kindy session fees. A family may choose to pay for the whole year's School Fees within two (2) weeks from the date of issue of the annual invoice and be eligible for a 5% discount on the Tuition component of the Fee. (If a family chooses to pay full fees upfront and be eligible for a 5% discount then the former discount of 10% (off the Tuition component) for the 2nd and 3rd child does not apply.

Bursaries & Fee Relief: Available at the discretion of the Principal and Parklands School Board. Applications required by 30th September 2017 for the 2018 school year.