



Partnering with Shailer Park State High School

'Lifting Aspirations through Big Plans and Bold Ambitions for a Bright Future.'

Shailer Park State High School values partnering with our community to 'Lift Aspiration through Big Plans and Bold Ambitions for a Bright Future'. Working with parents and families of students is essential in strengthening educational outcomes. We respect that parents and families have different needs and therefore engagement with families is based on individual circumstances.

The relationship with each family will be unique in many ways, and all partnerships will share some features:

- Mutual trust and empathy;
- Open, respectful communication and shared decision making;
- Openness to others' views, values and perspectives;
- Clarity about roles and responsibilities;
- Appreciation of each other's knowledge and experience;
- Willingness to negotiate and compromise;
- Commitment to resolve tensions and conflicts;
- Shared aims or goals—what is best for the child.

At times, families may require more information, want to engage with teachers to better understand our processes or have a concern relating to our school. Our school needs to know so that we can genuinely partner with you and work through the circumstance. Through this partnership approach, we will have the opportunity to gain a better understanding of each other and do what is best for students. Your contribution is valued.

The Major Phases of the Partnership Approach

There are generally several major phases in the partnership approach. In many instances, these can all be worked through in a single interaction.

PHASE 1 – INITIAL CONTACT WITH US

Please express your inquiry, request information or concerns objectively, calmly and respectfully. Staff members (teacher/administrator) will listen to your concern and make every attempt to understand it. The staff member will seek to clarify the outcome you are looking for. Staff will explain any related school policy or procedure or connect you with someone who can explain it to you.

Staff will work out an action plan with you. For example, what they will do, what you should do, what your child should do and expected timelines and communication channels. The initial staff member may deal directly with the matter or refer it to the appropriate person.

If your enquiry **relates to the classroom**, your first point of call should always be the **classroom teacher**. You can contact them via email (<https://shailerparkshs.eq.edu.au/our-school/our-staff>) or by calling the school (07) 3451 2777.

If your enquiry relates to the **playground** or is in relation to a **pattern perhaps across several classes** or it is an inquiry relating to **behaviour, attendance, uniform or your child's well-being**, your first point of call should always be the **Head of House** or **Case Manager**. You can contact them via email (<https://shailerparkshs.eq.edu.au/our-school/our-staff>) or by phone (07) 3451 2777.

If the staff member is unavailable, they will contact you within a reasonable and appropriate time frame (2 business days).

PHASE 2 – DECIDING ON HOW TO RESPOND TO THE MATTER

Sometimes matters will need further investigation. Investigations take time and an outcome may not be immediate. In this phase, a decision will be made about how to respond to the matter. Most matters are handled at the school level. We encourage parents, in the first instance, to work directly with the people closest to the issue to resolve the matter.

PHASE 3 – INVESTIGATING THE MATTER

In this phase, the person responding to the matter will try to find out all the relevant information. You can best help by providing all the relevant information you can. Staff may need to talk to other people to get a complete picture. As staff do this, they will explore options to resolve the matter. Information will be treated sensitively. You need to be aware that if the matter is a complaint, the person who is involved in your complaint usually has the right to be made aware of the complaint and will have the right to respond.

PHASE 4 - RESOLUTION

The person who is responding to the matter will use the facts that have been gathered to make a decision that is in alignment with our school policies and procedures. They will work through a partnership approach to achieve the desired outcome. In exceptional circumstances, where the outcome you have sought is not achieved, or you are not satisfied with the response to the matter, please contact the appropriate **Case Manager, Head of Department or Deputy Principal** (details for personnel can be found on our website).