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# 2026 Dalyellup College Handbook



Dalyellup  
COLLEGE

[dalyellupcollege.wa.edu.au](http://dalyellupcollege.wa.edu.au)

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# School Information

## About the College

At Dalyellup College, we seek to create an engaging and nurturing learning environment where all students are encouraged to achieve their full potential.

We are committed to learning in our school community. We value learning across the whole school, and we support our staff to continue their learning in order to create engaging learning opportunities for our students.

Our school facilities are modern and provide students with wonderful learning opportunities. We have an outstanding STEM facility, a library, auditorium, large gymnasium and a range of computer labs.

We understand and recognise that students enter a new school environment, they bring with them differing skills, knowledge and values as individuals, and their developmental needs are catered for in a supportive environment.

At Dalyellup College, we believe it is important to maintain strong partnerships between the school and parents to ensure optimum student development is achieved both in the classroom and at home.

Our P&C is an important part of our school, and we encourage parents to join the P&C. It's an opportunity to get more involved in the school as a community, to interact with the staff and students where possible to support students with a couple of fundraising initiatives each year.

## Specialist Programs

Dalyellup College, offers selective entry Specialist Programs in Physical Education, Music and Visual Art. Information about these programs is available at enrolment and on our website.

**PEX (PE Extension – Sport Science)** program provides a unique opportunity for motivated students in Years 7-12 to extend their knowledge and skills in Physical Education beyond the traditional curriculum. Students in PEX are expected to represent the school at interschool events. Admission to this program is by application or invitation only. We closely monitor students in the PEX program, tracking their attendance, behaviour, and academic progress to ensure they meet the high standards expected in the program.

**AMPt (Advanced Musical Performance and Training)** program offers a full range of tuition in both theory and performance, with brass, woodwind, guitar, keyboard, and drums. The specialist band provides all students an opportunity to regularly perform at assemblies and music festivals throughout the region, enabling pathways to acclaimed tertiary institutions such as WAAPA.

**STUDIO (Specialist Visual Arts)** The program is designed to inspire creativity and enrich students' creative abilities, enabling students to experience working in a range of different mediums, preparing them for a vibrant future in the arts.

# Attendance

## Absences

Students are expected to attend every day that the college is open. If a student is absent, parents are expected to let the school know via Compass or by ringing the school. After attendance has been taken, parents will receive an SMS if their child is absent.

SMS communications are used to build on existing attendance procedures and to ensure that caregivers are notified as soon as possible if their child is absent from school without an explanation being given at 9:45am. Parents are encouraged to respond to the absence notification via Attendance on Compass, with a reason for the absence. Parents may also advise the school of a student absence via Connect, email or phone. It is a legal requirement that caregivers contact the school regarding any student absence or reason for lateness.

### As a caregiver, what do you need to do?

If you know your child is going to be absent, enter the absence details through the Compass app or phone the College on 9797 9200 and select 2 to speak with Student Services, before 10:15am.

If you receive a SMS message regarding your child's unexplained absence, update their attendance on Compass or phone the College on 9797 9200 and select 2 to speak with Student Services.

NB: If you change your mobile number, please contact the school as soon as possible to update your details.

Caregivers need to be aware that this system is an additional absence follow up service. There may be times where caregivers may not receive a SMS due to technical issues. In cases where you are concerned about your child's attendance, please contact the College directly on 9797 9200.

## Student Sign In/Out

Students arriving late to school are required to enter via the front administration office and sign in using the Compass Kiosk. Parents and carers are required to give notice to Student Services if their child is leaving during school hours for pre-arranged appointments. All students are required to present to Student Services before being collected at the front administration office.

## Parking and Drop Off Arrangements on Wake Drive

Parents are able to access parking areas at the front of the Administration office and the east side of the college. There are drop zones around the school to drop off and collect students. Students coming to school late or being collected early, must enter, or leave via the front Administration office. Parents are requested not to use staff parking areas to drop off and collect students. Parking on the verge opposite the school is prohibited and monitored by the Shire of Capel rangers.

## School Bus Services

To be considered for Transport Assistance, a parent/carer of the student must complete an application for Transport Assistance. SBS may require clarification and/or additional information before Transport Assistance is assessed.

**The application process may take up to 10 working days to complete.**

Parents/Carers should be aware that delays in processing will occur:

- During peak periods such as the commencement of the school year.
- If the student uses a wheelchair or requires special equipment to travel on a bus service, as an Occupational Therapist is required to prescribe an appropriate restraining device.
- In rural areas, if a shire is required to approve a road for use or create a bus stop/turnaround point.

If a student is **not** registered and needs to use the bus services, their parent/guardian will need to notify the school bus coordinator on 9326 2525.

Families with children starting school or changing schools next year who would like to use this service must apply on the Public Transport Authority (PTA) school bus service website.

[\(http://www.schoolbuses.wa.gov.au/\)](http://www.schoolbuses.wa.gov.au/)

TransBunbury Timetable

[www.transregional.wa.gov.au](http://www.transregional.wa.gov.au)

You may also contact the administration office to talk to the College Bus Warden Tania Galati, for any bus related enquiries.

## Visitors and Volunteers

All visitors and volunteers are required to sign in (and out prior to departure) at Administration reception. They will receive a visitor sticker to wear. Visitors and volunteers who will be working with or near students must produce a valid Working with Children card.

## eRideables

Parents are reminded that it is illegal for students under the age of 16 to ride an eScooter or similar. A rider must wear a helmet and only one person at a time can ride the device. Due to the fire risk presented by these devices they are not permitted to be stored indoors or charged while at school.

Laws around eRideables are available at the link attached <https://www.wa.gov.au/organisation/road-safety-commission/erideables>.

# Student and Parent Information

## 2026 College Bell Times

Warning Bell	8.35am
Period 1	8.40am – 9.44am
Period 2	9.44am – 10:48am
Break 1	10.48am – 11.18am
Period 3	11.18am – 12.22pm
Period 4	12.22pm – 1.26pm
Break 2	1.26pm – 1.56pm
Period 5	1.56pm – 3.00pm

## 2026 Term Dates

- Term 1 Monday 2 February – Thursday 2 April
- Term 2 Monday 20 April – Friday 3 July
- Term 3 Monday 20 July – Friday 25 September
- Term 4 Monday 12 October – Thursday 17 December

\*Three additional Pupil Free days to be added.

## Assemblies

Assemblies are held throughout each term. Assembly dates are advised on the term planner which can be found on the school's Compass calendar. Parent and carers are encouraged to attend award presentation assemblies. School bell times are altered on assembly days to minimise interruptions to classroom learning.

Cohort Assemblies are organised by the Year Coordinator of each year group. These occur through the term. These are used to recognise successes and achievements and to pass on important messages to the year group.

## Calendar

The school calendar is sent out each term and is available on Compass.

## Canteen

The canteen is open daily, Monday to Friday, before school and during both breaks. The canteen allows students to order through Compass. Students and parents will be given access to Compass on commencement of the school year. Ordering is encouraged to ensure you have full menu choices, as only a selection of items are available to purchase at breaks. Pre-order at the canteen **before** school (bags available at canteen).

Orders can also be placed up until 9.00am using our online ordering system with Compass. When you order your lunch, you also get the benefit of the VIP lunch pick-up line. Our school canteen also has EFTPOS facilities available.

## **Student Services**

Student Services is dedicated to supporting students at educational risk to re-engage in their learning.

### **Our Approach:**

Our school is committed to fostering a positive and supportive learning environment through our approach of being **calm, kind, and consistent**. Student Services is at the heart of this.

Student Services is dedicated to supporting the holistic needs of students across the campus. It provides assistance for students who may be experiencing academic, vocational, social, emotional or health concerns. The Student Services team consists of whole of school Coordinator, individual Year Coordinators, a nurse, chaplain, Aboriginal & Islander Education Officer, Learning Support Coordinator and student support officers.

This team collaborates with students and families to help students overcome challenges and achieve their full potential.

## **Year Coordinators**

Year coordinators are generally a parents first point of contact. Year coordinators support students through a pastoral care role working with students to resolve minor issues and supporting their cohort to address and resolve identified issues. Year Coordinators will monitor and engage with parents and carers on issues such as attendance, academic progress and will monitor and support the Program Coordinator with issues such as behaviour.

## **Aboriginal & Islander Education Officer (AIEO)**

The school AIEO is a vital part of our school community. They support our Aboriginal and Islander students across the school improving engagement and achievement through programs like Follow the Dream. They also support teachers to include local Aboriginal History, culture and languages in learning activities. The school AIEO can be found in Waalitj Kaartdijin Mia.

## **Chaplain**

The role of the chaplain is also to support the pastoral care provision for our students. School chaplains counsel students and are able to provide families with support on a range of issues or to advise them of other sources of support in the community. Whilst funded in part by the Churches Commission as a Christian presence within the school, it is not the role of the chaplain to teach or espouse religious beliefs to students. Rather, the chaplain plays an integral role within the contact of the Student Services Team to help and support students who may be experiencing difficulties in a wide range of issues such as anxiety, depression, friendship and relationship issues.

## Learning Support Coordinator

The Learning Support Coordinator at Dalyellup College involves the coordination of support for students with additional educational needs. They work closely with staff, families, and external agencies to develop and implement Individual Education Plans, monitor student progress, and ensure appropriate adjustments are in place to support access to the curriculum. They manage Disability Resourcing applications and provide professional development for staff to build capacity in inclusive education. This is a part of our student-centred approach that supports the wellbeing and academic success of every student.

## Our School Expectations

### Assessment

The School Curriculum and Standards Authority requires all schools to implement the Western Australian Curriculum and Assessment Outline available at: <https://scsa.wa.edu.au> to meet the learning needs of students.

In year 7-10 Course outlines are given to students at the beginning of each term or semester. The assessment task is presented with clear requirements for submission including components of the assessment weightings, due dates. The processes for requesting extensions is outlined clearly in the Assessment Policy and is available on the school website.

The Dalyellup College Senior School Assessment Policy is based on the School Curriculum and Standards Authority requirements. It has been developed so that students, parents, and staff are aware of their responsibilities in the assessment and reporting process. All Year 11 and Year 12 students are enrolled in a combination of ATAR, General, and/or VET industry-specific courses. Some students are also gaining credit for the WACE (Western Australian Certificate of Education) by undertaking one of the Vocational Education and Training (VET) qualifications and/or one or more endorsed programs. This policy applies to the assessment of all WACE courses. VET Industry Specific courses must adhere to the VET aspects of this document. The senior school assessment policy is available on the school website.

### Behaviour

Our key behavioural expectations were created by the school community and clearly outline what is expected of everyone in our school. Our three expectations are: Be Responsible, Be Respectful, Be Your Best. Dalyellup College focuses on teaching the positive behaviours that we want our students and staff to demonstrate. We seek to support and encourage students to demonstrate and maintain these positive behaviours, attitudes and expectations.

*We believe our students have great potential and we ensure they thrive  
 in a rich and nurturing environment*

*We will achieve this by instilling our 3 core values within our school community*

BE RESPECTFUL	BE RESPONSIBLE	BE YOUR BEST
Show courtesy and consideration for others	Make good decisions and care for others and the environment	Strive for personal excellence
Examples:	Examples:	Examples:
<ul style="list-style-type: none"> <li>Be courteous and considerate of others</li> <li>Actively listen to others</li> <li>Let others learn</li> <li>Use appropriate language</li> <li>Respect other people's space and property</li> <li>Be inclusive and accept individual differences</li> </ul>	<ul style="list-style-type: none"> <li>Follow the school rules and staff instructions</li> <li>Be prepared with necessary equipment and clothing for classes</li> <li>Be responsible for your own actions</li> <li>Be punctual to school and class</li> <li>Keep classrooms tidy and yard free of rubbish</li> <li>Treat property and equipment appropriately</li> <li>Play fair</li> </ul>	<ul style="list-style-type: none"> <li>Complete set tasks on time and to the best of your ability</li> <li>Strive for improvement</li> <li>Wear the school uniform with pride</li> <li>Maintain good hygiene practices</li> <li>Develop and maintain positive relationships</li> <li>Show pride in yourself and your school</li> </ul>

## Bullying

All staff at Dalyellup College takes the issue of bullying seriously, we take an active role in ensuring students and staff are kept safe.

Every school is expected to have a safe, supportive, respectful and positive learning environment free from bullying, harassment, discrimination and violence, so student wellbeing and academic outcomes are maximised.

Bullying can have a lasting impact on everyone involved, including those who witness it, so it is important to work together to create safe school communities for everyone.

Preventing bullying involves everyone talking together openly and respectfully.

More information is available at <https://www.education.wa.edu.au/bullying>

## Good Standing

The Good Standing Policy provides a system that assists students to maintain a satisfactory level of attendance, punctuality, course participation and behaviour. It also aims to help our students take responsibility for their actions and encourages behaviour to help students succeed in further education, training or employment.

All students commence the start of each year with Good Standing. For minor breaches students may be informed that they have Conditional Good Standing, during this period students are monitored and as improvements are noted Good Standing will be reinstated.

Good Standing is lost for significant breaches of the schools' behaviour expectations, such as suspension or repeated negative behaviour. Students who lose their Good Standing may be withdrawn from non-curricular school activities.

The schools Good Standing Policy is available on our website.

## Uniform

The Dalzellup College uniform is compulsory for all students and is to be worn daily and at all school events except designated free-dress occasions. Wearing a school uniform promotes unity, pride, and equity among students, fostering a positive school environment. Evidence indicates that uniforms help reduce bullying, mitigate socio-economic disparities, enhance discipline, improve attendance, contribute to overall school safety, and support academic achievement. Additionally, uniforms enhance the school's and community's public image and reputation.

This dress code has been developed collaboratively with the Dalzellup College Board and complies with the Department of Education's "Dress Codes for Students Policy" (2015). All uniform items specified in this policy are mandatory for Dalzellup College students.

### Uniform Requirements:

**Logo:** The only acceptable logo is the school logo.

### School Tops:

- Short Sleeve Polo Shirt (with school logo)
  - Lower School (Years 7-9): navy and rust
  - Senior School (Years 10-12): navy and white
- Optional Long Sleeve Undershirt: navy or white, with or without logo
- School Jacket: soft shell, navy with pinstriping, and school logo
- School Crew Neck windcheater
- Senior School collared shirt (boys white, girls striped)

### School Bottoms:

- Girls Skirt: navy, to be worn with navy stockings or tights
- Girls Shorts: navy, optional school logo – mid thigh length or longer
- Boys Shorts: navy, optional school logo – mid thigh length or longer
- Track Pants: navy with school logo or without the school logo.

### Sporting Attire:

- Polo Sports Shirt: house coloured polo shirts
- Girls and unisex shorts: navy – mid thigh length or longer
- Unisex Shorts: navy – mid thigh length or longer

### Footwear:

- Students must wear fully enclosed and secure shoes, such as sneakers or leather lace-ups.
- NOTE: Thongs, slides, Ugg boots, crocs, slip-ons, high heels, fashion shoes and similar are **NOT acceptable** footwear.

### Hair, Headgear and Personal Presentation:

- Hairstyles must be practical, safe, and appropriate for educational settings.
- Headgear, e.g. peaked caps and beanies, are to be school colours: navy, rust or white
- Hoodies and similar are NOT to be worn to school
- Jewellery, piercings must be safe and suitable for school and workplace contexts. Items deemed unsafe must be removed upon request.
- Denim is NOT part of the uniform and is not to be worn to school.

The full policy is available on the school website

Dalyellup College uniforms are available for purchase from the Uniform Concept Bunbury Super Store, located at 4/118 Spencer Street Bunbury. Please visit <https://www.nellgray.com.au/Uniform-Concepts/Bunbury-Super-Store> for more information about opening hours and prices.

## Communication

Dalyellup College uses departmental communication pathways to share information about school, events and student achievement. These include: Compass, Connect, Facebook and Instagram. Daily notices and the school newsletter are published on Compass and sent to email addresses of parents.

### Compass

Compass allows parents to access up-to-date and meaningful information about our school and your child's progress. Compass includes many different features, including the ability to:

- Monitor your child's attendance, and enter an explanation for absence or lateness
- View your child's timetable and the school calendar
- Pay and provide consent for events and school fees
- Receive updates and newsletters from the College

Compass is a web-based system that is accessible on any modern web browser (Internet Explorer, Firefox, Chrome, Safari) or by using the Compass iOS or android apps. To access the parent portal, go to our school's website and click the Compass link on the homepage. Alternatively, you can go to - <http://schools.compass.education>, where you can search for our school's direct URL. To log in you will require your unique family username and password. These details will be provided to you when your child's enrolment has been processed.

### Connect

Connect is the Department of Education's online environment providing teachers, students and parents with a secure teaching and learning platform that can be accessed anywhere, at any time and on any device.

You can view a brief video providing an overview of Connect at:

[http://www.youtube.com/watch?v= JSJvX23fyo](http://www.youtube.com/watch?v=JSJvX23fyo)

Connect allows teachers to provide information about the teaching and learning activities occurring in classes directly to parents. You will have access to course outlines, assessment information and achievement progress. Once your child is enrolled with our school, you will be issued with a Connect username and password.

If your child is absent for any period of time they can access current class learning content through connect.

# School Community

## Parents and Citizens Association

Dalyellup College P&C is a voluntary organisation comprised of school and community members interested in the welfare of your school.

The objectives of a P&C association are:

- to promote the interests of the school through cooperation between parents, teachers, students and members of the general community.
- to assist in the provision of resources, facilities and amenities for the school; and
- to foster community interest in educational matters.

Our regular meetings are a forum for the discussion of relevant matters and topics pertaining to the school environment. Each term, the P&C meeting will be held in Week 5 on a **Monday** evening at 5:00pm, located in the administration office. The Annual General Meeting is usually held in Week 3 of Term 1 each year and is followed by a General Meeting. Members are welcome to join the Dalyellup College P&C Facebook page to get updates on meetings and events. All parents, staff and community members are welcome to attend meetings. Membership to the P&C costs \$1 for the year and entitles you to full voting rights.

## School Board

Parents are encouraged to enquire about membership and roles on the School Board. School Board meetings are held once per term on Monday night of Week 5. Meetings will be held in the school Administration Board Room at 6:00pm.

## Charges and Contributions

There are three components to the financial requests.

### 1. Voluntary Contributions

The College is requesting a voluntary contribution of \$235 for each Year 7 to 10 student towards the cost of materials, resources, photocopying costs, textbooks and facilities used by students in their educational program. These contributions will make a significant contribution to the quality of educational programs that can be delivered and reduce the cost on parent having to purchase textbooks themselves.

### 2. Compulsory Charges

- a) Year 9 to 10 elective courses may attract a compulsory charge. Year 11 and 12 course charges are considered compulsory under the Education Act Regulations. There is no maximum charge for these courses; however the school will keep costs to a minimum.

- b) Extra Cost Optional Activities which address broad learning outcomes and for which there is an extra compulsory cost – e.g. excursions, camps, carnivals, social events etc. Maximum possible costs for these are listed in the charges and contributions handbook which will be available Term 3. Parents are required to pay only if students choose to participate in these activities. These charges will be requested throughout the year as the activities arise.
- c) External Courses – Senior School
- Charges relating to the FlexiTrack High course through Murdoch University or external online Certificate courses offered by various Registered Training Organisations (RTO's) will be payable directly to Dalyellup College. A 50% deposit of the compulsory course charges must be paid on enrolment confirmation. With the remaining balance due by **6 February 2026**. Failure to pay the 50% deposit by the due date will mean students will not be able to participate in the course.
  - Charges relating to external Certificate courses through Bunbury Regional Trade Training Centre (BRTTC) will be payable directly to Dalyellup College. A 50% deposit of the compulsory course charges must be paid on enrolment confirmation. With the remaining balance due by **6 February 2026**. Failure to pay the 50% deposit by the due date will mean students may not be able to participate in the course.
  - Depending on the chosen industry, students may also be required to purchase a uniform, protective equipment, textbooks and trade equipment/tools. Successful applicants will be advised of the costs associated with each program, together with their letters of offer, prior to the commencement of tuition.

### 3. Other Costs

- a) Personal Items which the students require to participate in an elective course such as safety glasses, stationery, calculators, etc., which can be purchased from any supplier.
- b) General Optional Items which students may choose to use or purchase but are not considered essential to the educational program.

## Policies and Agreements

### Media Consent Agreement

Children's images and/or their work are often published to recognise excellence or effort and may appear in newspapers, on the internet, in newsletters, on film or video. The images or work samples may be reproduced as many times as required for these purposes. Their names may also be included but no contact details are provided. Work/images captured by the school will be kept for no longer than is necessary for the purposes outlined above and will be stored and disposed of securely. This consent, if agreed to on the student's enrolment form, will remain effective until such time as you advise the school otherwise.

## Online Usage Agreement

Our school provides access to online services provided by the Department of Education. These increase the range of teaching tools available to staff and enhance the learning opportunities available to students. With your permission your child will be given access to these online services. This will involve the school using the student's full name, preferred name, class and year to access their unique online services account.

The Department's online services currently provide:

- individual email accounts for all students and staff.
- access to the Internet, with all reasonable care taken by schools to monitor and control students' access to websites while at school.
- access to the online teaching and learning services such as web-conferencing, digital resources, and online learning activities.
- access to online file storage and sharing services; and
- access to Portal services from home if the home computer is connected to the Internet.

Please note that while every reasonable effort is made by schools and the Department to prevent student exposure to inappropriate online content when using the Department's online services, it is not possible to eliminate the risk of such exposure.

You should be aware that the Department has the right to review, audit, intercept, access and disclose messages created, received, or sent over Department online services. Logs of email transactions and Internet access data are kept for administrative, legal and security purposes and may be monitored. Similar to other corporate records, emails and Internet access records are discoverable in the event of legal action and are subject to provisions of the Freedom of Information Act 1992. You should also be aware that general Internet browsing not conducted via the Department's network is not monitored or filtered by the Department. The Department encourages close family supervision of all internet use by children in locations other than school and strongly recommends the use of appropriate Internet filtering software.

## Network Usage Agreement

If you use the online services of the Department of Education, you must agree to the following rules:

- I will not reveal personal information, including names, addresses, photographs, credit card details and telephone numbers of myself or others when online.
- I will not give anyone my logon password.
- I will not let others logon and / or use my online services account.
- I will not access other people's online services accounts.
- I understand that I am responsible for all activity in my online services account.
- I will tell my teacher if I think someone has interfered with or is using my online services account without permission.
- I understand that the school and the Department of Education may monitor any information sent or received and can trace activity to the online services accounts of specific users.
- If I find any information that is inappropriate or makes me feel uncomfortable, I will tell a teacher about it.
- Examples of inappropriate content include violent, racist, sexist, or pornographic materials, or content that is offensive, disturbing or intimidating or that encourages dangerous or illegal activity.
- I will not attempt to access inappropriate material online or try to access Internet sites that have been blocked by the school or the Department of Education.
- I will acknowledge the creator or author of any material used in my research for schoolwork by using appropriate referencing.
- I will obtain permission from the copyright owner of any materials inserted into my schoolwork before I subsequently reuse it as a portfolio for employment, in a competition or any other uses other than for my private research and study.
- I will make sure that any email that I send or any work that I wish to have published is polite, carefully written and well presented.
- I will follow the instructions of teachers and only use online services for purposes which support my learning and educational research.
- I will be courteous and use appropriate language in all Internet communications.
- I will not use the Department's online services for personal gain or illegal activity (e.g. music file sharing), to bully, offend or intimidate others or send inappropriate materials including software that may damage computers, data or networks.
- I will not damage or disable the computers, computer systems or computer networks of the school, the Department of Education or any other organisation.
- I will be mindful of the possible problems caused by sharing or transmitting large files online.

I understand that:

I will be held responsible for my actions while using online services and for any breaches caused by inappropriate use of my online services account.

## **Connect Registration Agreement**

Connect is an integrated online environment developed by the Department of Education WA for staff, students, and parents in public schools. Only parents or responsible persons as defined in the *School Education Act 1999* and verified by the school will be given access to Connect. The person signing up for the service understands his/her responsibility for keeping the service access details (username and password) confidential. The Department of Education does not accept responsibility for any event arising from unauthorised access or use of Connect.

Parents agree to use Connect in accordance with Department of Education's policies regarding Appropriate Use of Online Services. These policies can be accessed from the Connect Sign in screen. Parents are required to accept that they have read and understood these policies before access to Connect is provided. Your secure login details to Connect includes a P-number and Password. To access the browser-version of Connect, open a browser on your computer, type the address [connect.det.wa.edu.au](http://connect.det.wa.edu.au) in the address bar and press the **enter** key.

### **LIMITS OF THE SERVICE**

The Department of Education provides Connect as an online service for teachers, students, parents and Department staff. Connect is a communication channel that schools may use to communicate with parents/guardians on matters impacting student education. The Department of Education does not undertake to provide all student-related information via Connect.

### **WHEN USING CONNECT, I AGREE THAT:**

- The information contained in Connect is personal and private information.
- The parent username and password is only shared between the child's legal parents or guardians.
- I will not interfere with network security, the data of another user, or attempt to log into the network with a username and/or password of another user.
- If I become aware of unauthorised access to my parent account, I will immediately inform the school.
- I consent to the logging, monitoring, auditing and disclosure of my use of Connect.
- Any breach of these conditions for which I am responsible will result in my access to Connect being suspended or revoked.
- I agree to use Connect in accordance with Department of Education's policies regarding Appropriate Use of Online Services. These policies can be accessed from the Connect Login screen.

## Mobile and Digital Device policy

The Department of Education introduced a policy in 2020 that all schools in WA implement a ban on the use of mobile phones for all students from the time they arrive to the conclusion of the school day (“off and away all day”) unless the student **has been granted an exemption** for the following uses of mobile phones:

- to monitor a health condition as part of a school approved documented health care plan
- for a particular educational purpose under the direct instruction of a teacher
- with permission of a teacher for a specified purpose.

Students in Years 7 to 12 are permitted to be in possession of their mobile phone during the school day, however, mobile phones must be turned off and neither seen nor heard. The policy also requires students to put their smart watches in ‘aeroplane mode’ so phone calls and messages cannot be sent or received during the school day. Schools will manage breaches of this policy in accordance with the Student Behaviour in Public Schools Policy and Procedures.

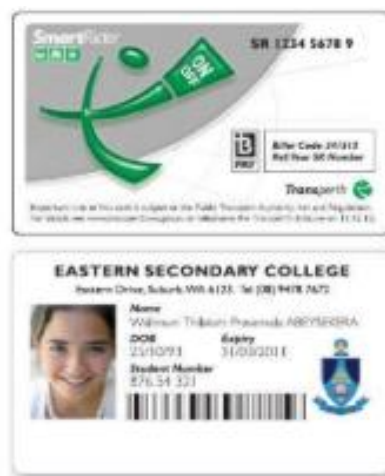
Parents are reminded, sending a text to your child is not acceptable under the guidelines. To get a message to your child please phone the school and a message will be passed onto them.

The full Mobile Phone and Digital Device Policy is available on our website.

## SmartRider Card Agreement

Dalyellup College uses SmartRider as the Student ID/Library card system. The ID card, similar to that displayed will have several functions. One side of the card will be the SmartRider card which enables students to access concession travel on Transperth bus, rail and ferry services, and TRANSWA country road and rail services. Unfortunately, this card is not able to be used with local Bunbury bus services. The reverse side of the card will allow students to borrow school textbooks and resources from the library. It can also be used to receive student concession.

The card production is outsourced, and the company will need to access information about your child from the school database.



## Complaints Handling Policy

Our school is 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.

Effective communication is the key to building a positive relationship between home and school and plays an important part in the education of your child. You should feel confident that we will listen and respond to your concerns and effectively manage and resolve complaints.

Issues may arise during your child's schooling, and these are more productively resolved if you raise them with the school directly, as early as possible. 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 the school principal. Where we cannot resolve a complaint, the complainant, Principal or District Director can forward written complaints to the Director General of the Department of Education and Training. Complaints can be made verbally, by letter or by email. Help is available at the school to support complainants to formulate, write and lodge a complaint. Complaints can be lodged with the school using any of the contact methods listed previously. Written complaints should be addressed:

PRIVATE AND CONFIDENTIAL

Dalyellup College

PO Box 1096

Bunbury WA 6231

You should provide the following information when making a complaint:

- your name and contact details;
- copies of any relevant correspondence or documents relating directly to the complaint;
- the nature of the complaint; and
- what you consider is needed to resolve the complaint.

In the case of a verbal complaint, where you do not want to be identified or to lodge the complaint in writing, we will endeavour to work directly with you to resolve the matter. We will acknowledge written complaints within 5 school days. We seek to resolve local complaints within 14 days. If, because of the serious nature of the complaint, it is deemed necessary to forward it on to another section of the Department, we will do this without delay. In all cases you will be kept informed of the progress of your complaint.

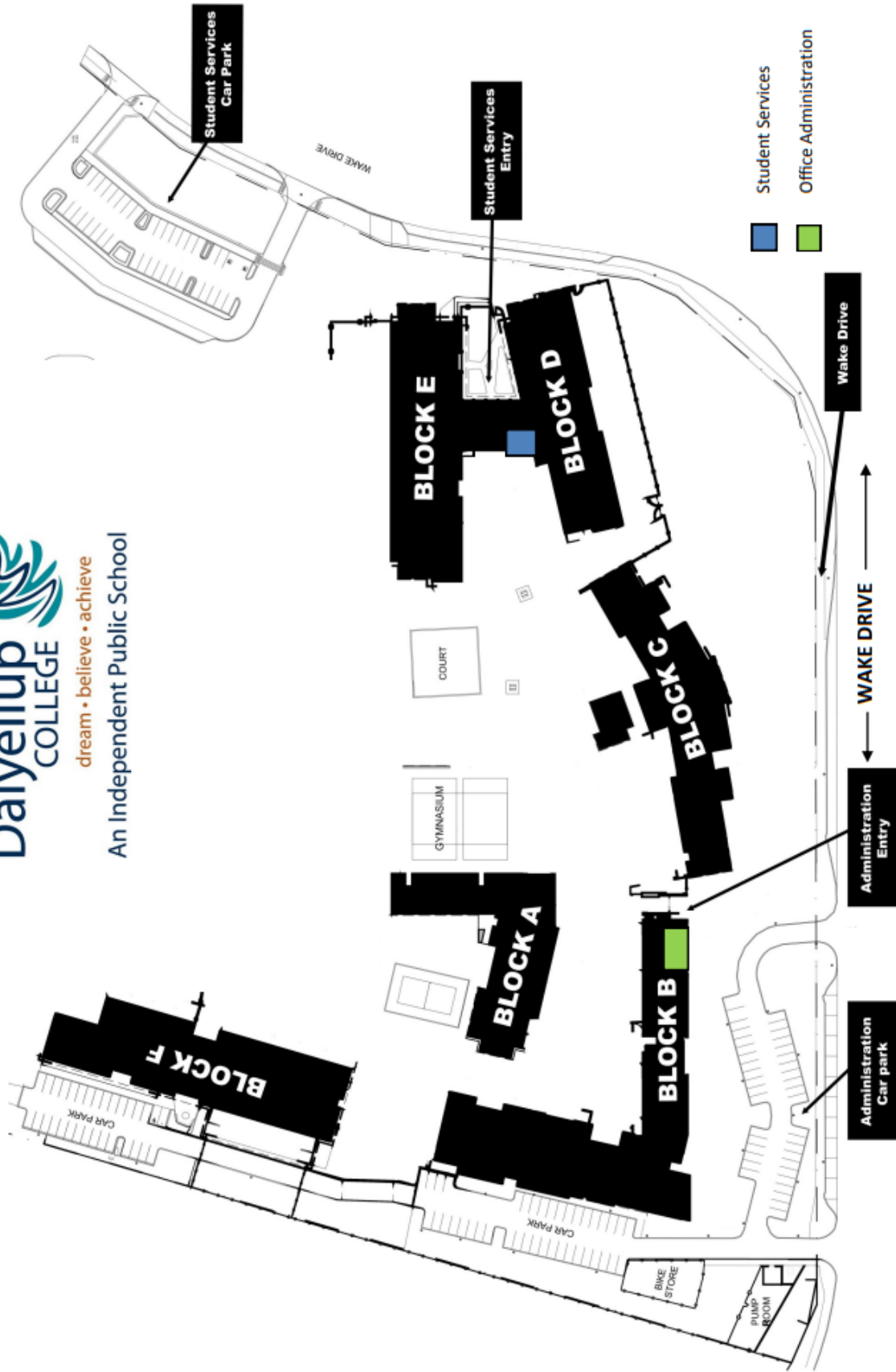
You may enquire as to the progress of your complaint at any time by directly contacting the appropriate person. At the time of lodging a verbal complaint, or in the acknowledgement letter for a written complaint, this person will be identified for you. We will advise you verbally or in writing of the outcome of the complaint. The outcome for all written complaints will be provided to you in writing. If you are unsatisfied with our attempts to resolve your complaint, you may wish to express your concerns to the Regional Executive Director. To do this contact:

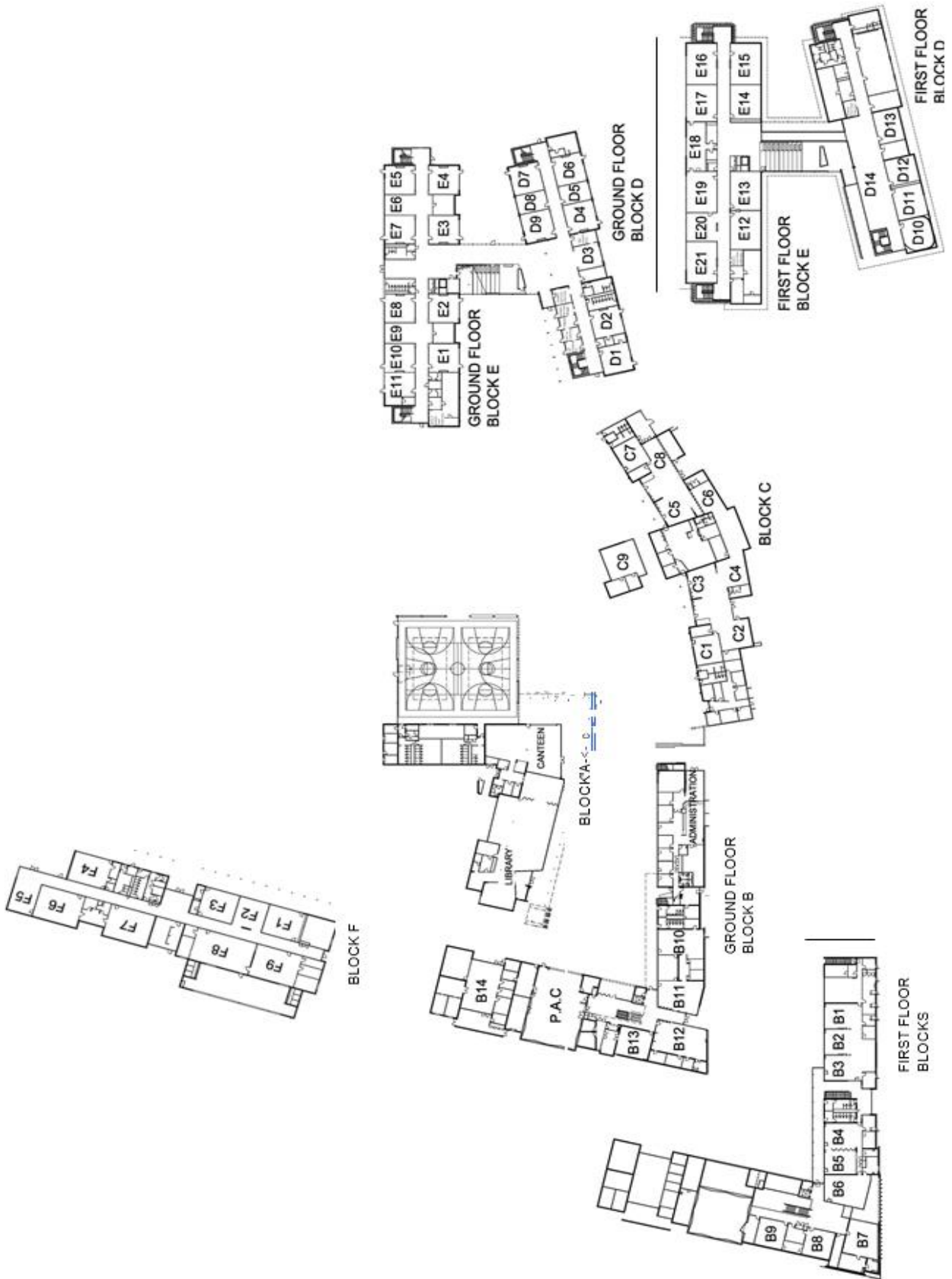
Dainon Couzic  
Regional Executive Director  
Southwest Education Regional Office  
5/61 Victoria Street  
BUNBURY WA 6230  
Telephone: 9791 0300

Complaints judged to be vexatious, trivial or without substance, or where it is judged to not warrant further action, will not be progressed. You will be advised of this decision in writing.

As outlined in the Australian Standard AS 4269-1995 our complaints handling policy demonstrates:

- Commitment:** We recognise your right to complain to have your complaint dealt with seriously.
- Fairness:** We understand the need to be fair in our complaints handling process.
- Resources:** We have adequate resources for effective handling of complaints.
- Visibility:** Our complaints handling processes are promoted in the school newsletter and Annual Report. These pamphlets are always readily available from the school office.
- Access:** Upon request, we will provide a complainant with the support needed to formulate and lodge a complaint.
- Responsiveness:** Complaints will be dealt with quickly and efficiently.
- Charges:** There will be no charge to the complainant for the raising of a complaint with us.
- Remedies:** Where a complaint results in the identification of changes that should be made to our processes, those changes will be made.
- Data Collection:** Data about complaints lodged with our school is collected and recorded.  
Systemic and Recurring Problems: Complaints are regularly analysed for the identification and addressing of systemic and recurring problems.
- Accountability:** We report our complaints handling processes against our documented performance standards.
- Reviews:** We review our complaints handling process annually.





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