

# Support staff network at conference

THE business of running schools was under close examination last month when delegates from Tasmania, Victoria and South Australia joined more than 300 administrative support staff from across WA for the annual convention of the WA State Schools Registrars' Association (WASSRA).

WASSRA president Carol Birch reports that workshop presenters over the two days included a number of school and Department staff.

Lesmurdie SHS principal Keith Svendsen discussed effective team leadership for registrars and business managers and gave an insight into his experiences as a principal.

Edd Black, principal of Huntingdale PS, spoke about customer service in schools in his usual oddball but extremely interesting manner.

Professional Learning Institute presentations from Fiona Winfield, Carol Scott, Melinda Webb, Liz Healy and Jo Gow covered public speaking, people management skills and coaching for support staff.

As always, one of the big benefits of the convention was networking, said Carol.

WASSRA will host the national convention next year.

## 2009 WASSRA/DET awards

See pages 12 and 13 for profiles of registrar Siti Chongkin of Cocos (Keeling) Islands DHS and school officer Christine Petrides of Connolly PS, winners of the 2009 WASSRA/DET awards.

Finalists in the registrar/business manager category of the awards were Janeen Knuckey, Applecross SHS and Michelle McGovern, Little Grove PS; and in the school officer category: Shiefley Fitzgerald, Mindarie SC, and Donna Ditterich, Millars Well PS.