

Terrey Hills Public School

Code of Conduct for Parents and Visitors

2013

Schools should be places where students, staff, parents and visitors feel safe and happy. Ensuring that our school remains a pleasant and safe place for all is the responsibility of all who enter the grounds.

A Code of Conduct for parents and visitors ensures that everyone who visits the school site is able to do so in a safe and harmonious manner.

Parents and visitors to the school are expected to:

1. Treat all persons associated with the school with respect and courtesy
2. Keep clear of all entrances and classroom areas
3. Make appointments in advance of expecting to have an interview
4. Leave the grounds when requested
5. Allow staff to supervise, investigate and manage students without interference
6. Make complaints or discuss issues and concerns about the school, staff or students through the correct procedures
7. Follow school procedures governing entry and behaviour on school grounds, including any restrictions that may be imposed
8. These expectations are extended to excursions and sporting matches in the name of the school.

Failure to abide by this Code of Conduct may lead to the provisions of the Inclosed Lands Protection Act being followed when any of the following occur:

- Actual physical assaults or threatened physical assaults on students, staff, parents or community members at the school or during the course of school activities
- Behaviour in the presence of students, staff, parents or other visitors that causes alarm or concern
- Use of offensive language in the presence of students, staff or parents and other visitors
- Any interruptions to the learning environment of the school, such as entering classrooms without permission

Communicating with School about Concerns

From time to time parents or other members of the school community may wish to approach the school in order to:

- Discuss the progress or welfare of their child
- Express concern about the actions of other students
- Enquire about school policy or practice
- Express concern about actions of members of staff

It is therefore necessary to have procedures that are based on mutual respect, and aim to solve problems/ address concerns as soon as possible so that a safe and harmonious school environment is maintained.

These guidelines aim to

- Provide a guide in order that concerns are dealt with in a calm and fair manner
- Ensure that the rights of students, teachers and parents are respected and upheld
- Support sensitivity and confidentiality
- Help reach an agreed solution

On occasion, concerns may cause frustration and anxiety. At such times it is always important to organise a time to talk with school staff in an unhurried and confidential atmosphere.

NOTE: No parent should directly approach another parent's child. The school will deal with issues between students as part of the school's Discipline and Welfare Policy.

CONCERN	APPROPRIATE ACTION
The academic progress of own child	Contact class teacher by note, phone or in person to arrange a suitable time to discuss any issues
The welfare of own child	For minor issues, contact class teacher to clarify information For more serious concerns, arrange a suitable time to talk with class teacher To convey information about the change of address, telephone, emergency contacts, custody, health, please contact the office
Actions of other students	Contact class teacher for a classroom problem Contact an Assistant Principal for playground problems
School policy or practice	Contact the office. State the nature of the concern and make an appointment to see the principal
Actions of a staff member	Contact the office. State the nature of the concern and make an appointment to see the principal

If a matter remains unresolved despite every effort by the school it may need to be referred to the School Director, who will determine whether the issue or problem needs to be referred to any other authority.

In very rare cases, where people wishing to express concerns, do so in an aggressive, threatening or violent manner, the principal (or nominee) has the legal authority under the Inclosed Lands Act to:

- Direct the person to immediately leave the grounds
- Call the police to remove the person should he/ she refuse

- Withdraw future permission (by letter) for the person to enter the grounds without permission of the principal
- Seek further legal avenues

Your co-operation is sought in maintaining a safe and happy school.

COMMUNICATING WITH THE SCHOOL

If parents have a matter to raise with the school the following guidelines will assist:

In many situations, where a matter has arisen a quick note or word with the staff member concerned may be enough

However, if you have an idea or problem you wish to discuss it is appropriate to

Make an appointment to talk to your
child's teacher

Most problems can be solved at this level.

If necessary the issue may also need to be referred to the

Assistant Principal

If the matter is unresolved or other support agencies such as the school counsellor need to be involved, the matter may need to be referred to the

School Principal

If a matter remains unresolved despite every effort by the school it may need to be referred to the

School Director

who will determine whether the issue or problem needs to be referred to any other authority.