



Code of Conduct Parents/Visitors



1. PURPOSE

Caversham Valley Primary School values meaningful partnerships with parents and the wider community to support student achievement. We provide an open, welcoming environment and believe parents are valuable contributors in the life of our school. From time to time parents or other members of the school community may wish to engage with the school in order to:

- discuss the progress or welfare of their own child;
- express concern about the conduct of other students;
- enquire about school policy or practice; or
- raise a query or concern about the teaching or leadership at the school.

We welcome these interactions as a means of enabling all of us to work together to establish and maintain positive relationships within the school community. However, just as Caversham Valley Primary staff and students work to a Code of Conduct, interactions between parents, carers and volunteers with the school must be conducted in an appropriate and lawful manner. The purpose of this document is to explain to school community members the protocols and procedures that apply at Caversham Valley Primary School. By adhering to these protocols and procedures we should be able to resolve issues promptly and collaboratively so that a safe and harmonious school environment for all is maintained.

2. RIGHTS AND RESPONSIBILITIES

Parents/carers have the right to:

- participate in a safe and secure environment
- have access to staff at convenient, mutually agreed times
- be informed about their child's educational progress and behaviour
- report instances of concerns/issues/incidents involving their child
- be heard and treated with respect by all members of the school community.

The School will:

- take seriously any concerns brought to its attention and respond promptly to achieve resolution
- deal with concerns in an open, fair and sensitive manner
- treat parents/carers with courtesy and respect
- preserve confidentiality when dealing with queries and concerns
- act in accordance with the policies or procedures of the school and those prescribed by the Department of Education of Western Australia.

Teachers/staff have the right to:

- work in a safe, secure and non-threatening workplace
- schedule meetings with parents/carers at prearranged times taking into account the limited amount of time staff may have during the school week to attend such meetings and the importance of avoiding any disruption to the classroom
- Teach in an environment where the teaching/learning process is respected and valued by all
- Be treated in a manner that is consistent with Caversham Valley Primary's Values.

Parents/carers are expected to:

- Treat all persons associated with the school with respect and courtesy
- Raise any queries or concerns in a courteous, respectful and reasonable manner
- Make appointments with the relevant staff member in advance in order to discuss their queries/concerns
- Maintain confidentiality when dealing with queries and concerns by not discussing the matter with other school staff, students or parents/carers
- Not speak to or discipline a child that is not their child about that child's behaviour
- Work in partnership with the school to enhance learning outcomes for all students
- Allow staff to supervise, investigate and manage students in accordance with Departmental policy and best practice without interference.

3. VISITORS AND VOLUNTEERS

Throughout the school year teachers may need volunteers to assist in classrooms and around the school.

Confidentiality is of prime concern:

Parents and volunteers are not permitted to discuss any information of a confidential nature they obtain at school with anybody, other than the classroom teacher or the Principal. As schools are mandatory reporters with Department of Child and Protection and Family Support (DCPFS), any disclosures by students made to parents and volunteers must be reported to the Principal.

All volunteers, including parents and carers, assist with activities on the understanding that:

- Teachers are responsible for the programs operating within the classroom and/or school
- Teachers have ultimate responsibility for the safety, welfare and care of students
- Volunteers' conduct and manners must at all times be appropriate and respectful
- Volunteers must refrain from smoking in the presence or sight of students – the school is a non-smoking area
- Volunteers must not consume or have consumed alcohol prior to working with children
- Volunteers must cooperate with teachers in charge to ensure the safety and welfare of students
- Volunteers must sign themselves in and out at Caversham Valley Primary's front office when participating in school activities
- Volunteers must wear a visitor badge as identification whilst assisting students
- Prior to volunteering, volunteers must sign the Confidential Declaration (available from the front office)
- Under the *Child Protection Act of 1997* it may be necessary for the school to require volunteers to undergo a Criminal Record Check.

Aggressive, abusive or bullying behaviour:

Any aggressive, abusive or bullying by parents, carers, visitors and volunteers (whether towards other parents/carers, staff or students) will not be tolerated at Caversham Valley Primary under any circumstances. Should a person engage in behaviour which, in the reasonable opinion of the Principal amounts to a breach of this Code of Conduct, the Principal may direct that person to immediately leave the school grounds and, in serious cases, may also contact police and/or seek legal advice.

QUERIES/CONCERNS

APPROPRIATE ACTION

Query regarding the academic or behavioural progress of your own child

- Investigate the reasons for the child's absence.
- Organise a parent/teacher meeting and/or case conference at the earliest opportunity to identify the issues related to the non-attendance and plan for improvement.
- Document and store any/all attendance improvement plans.

Concerns regarding the welfare of your own child

Minor issues - contact the class teacher

Serious issues – contact the Deputy Principal or Principal

Concerns regarding the welfare of a child that is not your own child

Contact the Deputy Principal or Principal

Concerns regarding the conduct of other students

Minor issues - contact the class teacher

Serious issues – contact the Deputy Principal or Principal

Concerns regarding the actions of a school staff member.

Contact the Principal

Concerns regarding the actions of a parent, carer or volunteer at the school.

Contact the Principal

Query regarding a school policy or practice.

Contact the Deputy Principal or Principal

Ongoing concerns can be directed to a member of the School Board.