



School Policy

Parent Code of Conduct

Approved By School Board

Approval Date December 2015

Last Reviewed June 2019



The Aim of This Policy

At Harmony Primary School we aim to provide an open, welcoming, inclusive and safe environment for all. We believe that parents are valuable contributors and participants in the life of our School. Our Core Values are:

- Care
- Cooperation
- Perseverance
- Responsibility

This Parent Code of Conduct outlines the way in which our community expects all parents and family members to conduct themselves when visiting our school, participating in school activities and when communicating with members of our school community (including students, school staff, other parents and visitors to our school).

This Code is not intended to comprehensively address every situation but is a general guide only.

Scope

This Code applies to all adults including parents, guardians, step-parents, grandparents, extended family, babysitters and any others while involved in activities or communication related to Harmony Primary School. For convenience, the term “parents” will be used throughout the document.

Other School Policies That May Be Relevant to Parent Conduct

- Complaints Policy
- Volunteers Policy
- Anti-Bullying Parent Pamphlet

Other Legislation That May Be Relevant to Parent Conduct

- School Education Act and Regulations
- Working with Children Act
- Disability Discrimination Act 1992
- Disability Standards for Education 1995

General Principles

1. Communication

Parents are expected to use courteous and acceptable written and spoken language in all communications with students, staff and other parents and members of the school community.

2. Ethical Conduct

Parents are expected to act in the best interests of all students, their families and staff members. They will not engage in malicious or judgemental gossip, and should ensure that anything they say about others is fair and truthful.



Respect

We value our diverse community and respect the rights, religious beliefs and practices of individuals and their families. We respect points of view that are different from our own, and as such all members of our community must refrain from actions and behaviour that constitutes harassment, discrimination or vilification.

As a Parent and Guardian we ask that you:

- Support our students in all educational endeavours by giving praise and showing interest in school activities.
- Help your child/ren to understand that giving their best effort is important.
- Demonstrate that both parents and teachers work together for the benefit of the child/ren.
- Listen to your child/ren, but remember that a different 'reality' may possibly exist elsewhere.
- Understand the importance of a healthy parent/teacher/child triangle and communicate any concerns to your child's teacher in a constructive manner.
- Adhere to the school's policies, as outlined on the school website.
- Work in co-operation with the school to address any unacceptable behaviour shown by your child/ren.
- Support the school in its efforts to maintain a positive teaching and learning environment.
- Inform the school of any issues that impact on your child's wellbeing in a timely manner.

Parent Rights

- To be treated with respect and courtesy by other parents.
- To be treated in a polite manner.
- To be respected by staff and students.
- To have a timely response to concerns raised.
- To be treated in a professional manner by staff in all written and verbal interactions.
- To be listened to and clearly communicated with, in regard to their child's education.

Parent Responsibilities

- Parents are expected to inform the school office regarding information relating to a change of address, telephone number, emergency contact, custody details, health issues etc.
- Use respectful language when speaking about or to all staff and other members of the school community.
- Remain calm and polite when communicating with staff and other members of the school community.
- Under no circumstances approach another child whilst in the care of the school to discuss or chastise them because of actions towards their own child/ren.

- Be aware that events have many sides, be prepared to listen to them and seek to verify facts before stating a concern.
- Be mindful of what you say in order to respect the reputation of teachers and other school staff.
- Respect teachers' preparation time before or after school by making an appointment at a mutually convenient time if you wish to speak to a teacher.
- Do not discuss any grievances in front of your child/ren regarding the school.
- On excursions, helping in class or on camps, parents must follow the instructions and wishes of the teacher and be mindful of the rights of students to have their actions and needs as confidential.
- Any concerns a parent may have about the school should be made through the appropriate channels by speaking to the class teacher, a deputy principal or the principal so they can be dealt with fairly, appropriately and effectively for all concerned.
- In using social media parents are requested to follow the principles outlined in this Code of Conduct as well as these guidelines:
 - a) Photos that include any students other than their own child/ren that are taken at a school event, are not to be posted on social media;
 - b) Any concerns or issues by a parent should not be posted on social media, but rather be brought to the attention of the school through the appropriate processes referred to in this Code of Conduct.

When communicating with school staff

- a) All school staff are entitled to a safe and happy work environment. This is in the best interests of our children as well as staff themselves. Parents should therefore ensure that their interactions are in line with the Code of Conduct.
- b) The priority for school staff is the welfare and education of all children in the school. Teachers focus on teaching throughout the day and for this reason it is a reasonable expectation that school staff will acknowledge your communication within one working day. Any urgent messages for or about your child/ren should be relayed through the front office if the time frame for attention is less than this.
- c) The time available for parents to meet with staff is limited and must be scheduled at a time that does not disrupt the classroom.

When communicating with the School Board

- a) School Board members welcome feedback from parents. They are volunteers and engaged in their own work and activities during business hours. When parents communicate with the School Board members they should therefore establish that it is a convenient time, or ask to speak at a convenient time.
- b) Correspondence to School Board members may be forwarded to the School Board's email address. It will then be circulated to all School Board members. The feedback/concern will then be discussed at the next School Board meeting and a response initiated within 2 working days of the School Board meeting.
- c) Parents are welcome to attend School Board meetings, but must first notify the Chairperson or the school advising of their attendance.

When communicating with other parents

- a) Parents are requested to respect the privacy of other parents' email addresses and refrain from sending unsolicited emails or "spam" to school parents or forward unsolicited emails or spam that they receive to other parents.
- b) Parents are also requested to not forward other parents' email addresses without their permission. Parents provide their email address to the school in order to receive communications from the school about school related matters and their child. The school will not give out the email address of parents to other parents without permission.
- c) Class parent representatives will not pass on parent email addresses to other parents without permission. Parents give their email addresses to class representatives in order to receive communications about class activities, get together for their child's class, fundraising activities and so on. Further information can be found in the P&C Code of Conduct.

When communicating with the school

From time to time parents or other members of the school community may need to approach the school in order to discuss a range of issues. It is therefore necessary to have procedures that will help solve problems as soon as possible so that a safe and harmonious school environment is maintained. The best results usually flow from working together. The following outlines a number of processes to be taken according to the purpose of the communication.

CONCERN	APPROPRIATE ACTION
The academic progress of your own child	<ul style="list-style-type: none"> • Directly contact the child's teacher either by note, email or by phone at an appropriate time, to discuss any issues.
The welfare of your own child	<ul style="list-style-type: none"> • For minor issues, directly contact your child's teacher to clarify information. • For more serious concerns, contact the office. State the nature of your concern and arrange a suitable time to talk with the class teacher or appropriate staff member.
Actions of other students	<ul style="list-style-type: none"> • Contact the class teacher for a classroom problem. • Contact the class teacher or a member of the administration for playground problems.
School policy or practice	<ul style="list-style-type: none"> • Contact the office. State the nature of your concern and make an appointment to see the principal and/or appropriate member of staff.
Actions of a staff member	<ul style="list-style-type: none"> • Where appropriate, contact the teacher directly for an appointment, otherwise contact a member of the administration.