



Approaching the School – A Guide for Parents ***A Parent and Community guide for seeking information and expressing concerns***

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

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

It is therefore necessary to have a framework 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 teachers, parents and community members working together.

These guidelines aim to:

- provide a guide in order that concerns are dealt with in an open and fair manner
- ensure that the rights of students, staff and parents are respected and upheld
- support sensitivity and confidentiality
- help reach an agreed solution

The following table outlines the appropriate action parents or caregivers should take if they wish to express a concern.

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, by phone or in person, 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 office. State nature of concern and arrange a suitable time to talk with class teacher or appropriate staff member▪ To convey information about change of address, telephone number, emergency contact, custody details, health issues etc., please contact the office.
Actions of other students	<ul style="list-style-type: none">▪ Contact the class teacher for a classroom problem

	<ul style="list-style-type: none"> ▪ Contact the class teacher or the stage supervisor or principal for playground problems <p style="text-align: center;">AT NO TIME SHOULD A PARENT APPROACH ANOTHER CHILD OTHER THAN THEIR OWN CHILD TO ADDRESS AN ISSUE AT SCHOOL</p>
School policy or practice	<ul style="list-style-type: none"> ▪ Contact office. State nature of concern and make an appointment to see the principal and/or appropriate member of staff

On occasions, 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. Trying to talk to teachers when they are preparing for their teaching day, managing children (including playground duty) or engaged in another conversation is not fair on you or your child. We do want to give every parent our full attention at the appropriate time.

Code of Conduct for Parents /Visitors

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 and to ensure that students, staff, parents and other visitors are not subjected to aggressive, hostile or violent behaviours.

Parents and visitors are expected to:

- Treat all persons associated with the school with respect and courtesy
- Ensure their child/children are punctual to class
- Make appointments in advance of expecting to obtain an interview
- Allow staff to supervise, investigate and manage students without interference
- Discuss issues or concerns about the school, staff or students through the correct procedures
- Follow school procedures governing entry and behaviour on school grounds, including any restrictions that may be imposed.
- **Adults are prohibited from entering the children's toilets. Please see school staff for adult toilets.**

Any person contravening this Code of Conduct is advised that the provisions of the *Inclosed Lands Protections Act (1901) and its Amendments* will be followed if any of the following occur:

- Actual physical assaults or threatening 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 to the school that causes alarm or concern to the students, staff, parents or other visitors;
- Use of offensive language (ie. swearing) in the presence of students, staff or other visitors to the school;
- Any interruption to the learning environment of the school such as entering classrooms without permission.

Procedures for Volunteers, Classroom and School Helpers

Throughout the school year, teachers may request volunteers to assist in classrooms and for school activities including sporting, extra-curricula activities and during P&C organized events.

Parents and other volunteers assisting with activities do so on the understanding that:

- Teachers are responsible for the programs operating within the classroom and/or school
- Teachers, under their duty of care, have the ultimate responsibility for the safety, welfare and care of students and their instructions must always be followed
- Conduct, language and manners should at all times be acceptable and an appropriate model for students
- The school is a designated non-smoking area
- No alcohol should be consumed prior to and/or during working with students
- They should sign in and out in the school's volunteer book, located in the front office
- A visitor's badge should be worn at all times as identification while working with students
- A Working With Children Check – Declaration for Volunteers and Contractors should be completed prior to commencing support in the classroom and around the school. Once completed, this declaration and 100 point check must be presented to the front office for registration
- All safety concerns, injuries or emergencies must be reported to a member of staff
- Disruption to classes must be minimized

Confidentially is of prime importance. All parents, carers and volunteers are not to discuss any information they obtain at school with any person other than classroom teachers or the principal. Any parent, carer or volunteer not fulfilling this requirement may be excluded from the school.

As schools are mandatory reporters to Family and Community Services, any disclosures by students made to parents and volunteers must be reported to the principal or delegated staff member.