

# 72 PARENT CODE OF CONDUCT POLICY



## **RATIONALE:**

At Pascoe Vale North 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.

## **AIM:**

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

## **GUIDELINES:**

This code applies to all adults including parents, guardians, step-parents, grandparents, carers, extended family members and any others while involved in activities or communication related to the school. For convenience, the term 'parents' will be used throughout this document to refer to all adults listed above.

The conduct of the staff is regulated by:

- a) The Victorian Institute of Teaching Code of Conduct for Teachers, and/or
- b) The State Services Authority Code of Conduct for all Victorian Government Employees

Other school policies that may be relevant to parent conduct:

Complaints Policy  
Privacy Policy  
Volunteers Policy

Other legislation that may be relevant to parent conduct:

Working with Children Act

## **General principles that always apply:**

### **a) Communication**

Parents will use courteous and acceptable written and spoken language in all communications with students, staff and other parents and members of the school community. No profane, insulting, harassing, aggressive or otherwise offensive language may be used.

### **b) Ethical Conduct**

Parents will act in the best interests of 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.

### **c) 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 all members of our community must refrain from actions and behaviour that constitutes harassment, discrimination or vilification.

### **When visiting the school:**

- a) The Victorian Schools Reference Guide item 4.16.2 requires all visitors to the school during school hours to sign a visitors' register located at the school office, so that their presence in the school is recorded in the event of an emergency.
- b) Parents will comply with all safety and emergency procedures in place at our school and in the event of an emergency, while they are on school grounds, will follow the instructions given by any member of school staff.
- c) A parent may not discipline a child who is not their own or speak to a child who is not their own about their behaviour. This is the role of teaching staff. Being approached by an adult they do not know can be distressing for children. Parents should therefore raise any behavioural, bullying or peer group issues with a member of the teaching staff and it is the teacher's responsibility to deal with these issues. (Common sense would apply in an emergency where a child is at risk of harm or where a parent is supervising a small group of students on an excursion).
- d) A parent may not interrupt or distract a teacher while classroom instruction or learning activities are underway.
- e) When attending any kind of school assembly or public meeting parents will listen respectfully, in the same manner required of students and staff, and will refrain from creating any noise or disturbance during performances or speeches by students, staff or visitors. Heckling will not be tolerated and a parent who heckles may be asked to leave.
- f) Parents will treat all other visitors to our school, including Members of Parliament and representatives of the Education Department, with courtesy and respect.
- g) When visiting a classroom parents accept the authority of the teacher (or teachers) and that they are in attendance on the teacher's terms. Teachers value parental involvement and assistance, but they may ask a parent to leave the classroom or class activity for any reason, but not limited to:
  - i. Parental assistance not being required at the time;
  - ii. Parental assistance in the classroom or at the activity is disturbing or distracting to any student or teacher;
  - iii. The parent is not in control of their emotions.

### **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 actions with staff do not create unnecessary stress and anxiety.
- b) The priority for school staff is the welfare and education of all children in the school. All emails and telephone calls are to be directed to the school. School staff are not required to respond to emails and telephone calls instantaneously. All emails should be directed to the school's email address. If the matter is urgent the most efficient means of communication is a telephone call to the school so we can assess the priority and respond in a timely manner. Normal service standards suggest that an appointment should be made with the appropriate person where possible unless it is an emergency.
- 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. Parents should be mindful of the teacher's time, communicate the reason for the meeting and allow the teacher time to prepare, unless there is a genuine emergency that needs to be discussed.

### **When communicating with the school council:**

- a) School council members are volunteers who support the Principal to provide the best possible outcomes for all students. As such, when issues arise with the day to day operations of the school these queries should be directed to the school and / or the Principal not the school council representatives.
- b) School council welcomes feedback from parents. Correspondence to school council may be forwarded to the school's email address, the school council president's email address or in letter format. It will then be tabled and discussed at the next school council meeting.
- c) Parents should allow the school council members an opportunity to discuss their correspondence at a properly constituted meeting of the school council and therefore refrain from demanding an urgent response to their letter, sending the same letter multiple times, writing multiple times on the same subject or otherwise harassing school council members when they have not had an opportunity to discuss correspondence.
- d) Parents are welcome to attend school council meetings. The basis upon which parents may attend and speak at school council meetings is set out in 'Improving School Governance', and parents are expected to comply with the rulings of the chairperson at any meeting which they attend.

### **When communicating with other parents:**

- a) Parents will respect the privacy of other parents' email addresses and will not send any unsolicited emails or 'spam' to school parents or forward unsolicited emails or spam that they receive to other parents. Parents will not forward other parent's email addresses without their permission. Parents provide their email addresses 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. Parents give their email addresses to school representatives in order to receive communications about activities, to establish rosters for classroom help, fundraising activities and so on. School representatives will not pass on parent email addresses to other parents without permission.
- b) Parents who act as school representatives, fete coordinators, fundraising committee members, Mother's Day and Father's Day stall organisers and so on, are valued volunteers who play a critical role in our community and commit a great deal of time for the benefit of all. Apart from the general principles that always apply, parents should be particularly sensitive about the manner in which they provide feedback and ask questions of hardworking volunteers.

### **When making a complaint:**

Parents have the right to raise issues and concerns related to the education of their child or school matters. Parents should ensure that they raise their issues and concerns with the right person and follow the correct communication channels. When making a complaint parents should refer to:

- a) The school Concerns & Complaints Policy, which is available on the school website; and
- b) The Department of Education Complaints policy, which is available on its website.

Parents must follow the procedures outlined in a) and b) above. It is a breach of this Parent Code of Conduct to make a complaint in a way that is not consistent with the school Concerns & Complaints Policy, especially when the complaint is about a teacher or member of school staff.

### **Consequences of a Breach of Parent Code of Conduct:**

Any parent, member of school staff or student may notify the Principal or Assistant Principal of a possible breach of the Parent Code of Conduct. The Principal or Assistant Principal will investigate the complaint and if satisfied that a breach has occurred:

- a) Provide a first and final warning that a breach of the Code of Conduct has occurred and that a further breach will not be tolerated;
- b) Determine whether a breach may be rectified by the parent making a private or public apology, depending on the circumstances, to an individual or group of individuals;
- c) Where the breach concerned unacceptable behaviour on a visit to the school, issue a trespass warning to the parent, which, if the behaviour continues, may accelerate to a trespass notice requiring the parent to stay away from the school unless on the school grounds with the express permission of the Principal or Assistant Principal.

Correspondence that is in breach of this Code of Conduct, because of the language and expression used or the manner in which it is sent or delivered, will not be responded to.

Correspondence which is defined as ‘vexatious’ according to the Concerns & Complaints Policy will not be responded to.

Nothing in this policy precludes any person from exercising their individual legal rights in respect of obtaining restraining and intervention orders, reporting assault, bringing action for defamation, exercising rights under vilification or discrimination laws or in any other way.

**EVALUATION:**

This policy will be reviewed as part of the school’s three-year review cycle.

This policy was last ratified by School Council in August 2015

Name of School Council President: Nicholas Bliss

Signature of School Council President.....