



April 9th, 2018

Dear Parents/Carers,

Following some disappointing situations that have occurred I request that you please read and familiarise yourself with the following information regarding Parent and Visitor Behaviour and Conduct in and around the school grounds.

It is often necessary for parents/carers or other members of the school community to approach the school in order to:

- Discuss the progress or welfare of your own child.
- Express concern about the actions of another student or community member.
- Enquire about school procedures or practices.

On some occasions, concerns may cause frustration, anxiety or anger. At these times it is always important to organise a time to talk with the appropriate school staff member in an unhurried and confidential manner. This is why making an appointment is so important, you can see the appropriate person and will have uninterrupted time to discuss the issue. Please understand that without an appointment we cannot guarantee that you will be able to speak to the appropriate person. Your child's class teacher is usually the first point of contact.

NO PARENT WILL APPROACH ANOTHER PERSON'S CHILD.

We would ask that you extend this to not approaching another person's child directly outside the school grounds, on social media or by commenting on them on social media.

Please allow the school to deal with issues between students as part of the school's Student Discipline Procedures and within the Student Behaviour Code. If you are aware of an issue or incident that may not have been reported to school staff please let the appropriate staff know and allow them to deal with it.

Please **do not** take matters into your own hands.

Please read the attached Code of Conduct for Parents/Carers and Visitors.

It is necessary to have procedures that will help solve problems as soon as possible so that a safe, happy and harmonious school environment is maintained. This will result from the whole school community working together and interacting with one another in a respectful manner.

Nords Wharf PS Procedures for Addressing Concerns

These procedures aim to:

- Provide a guide to ensure that concerns are dealt with in an open and fair manner.
- Ensure that the rights of students, staff and parents/carers are respected and upheld.
- Support sensitivity and confidentiality.
- Help reach an agreed solution in a timely manner.



Concern/Issue	Appropriate Action
The academic progress of your own child, a classroom issue or concern.	<ul style="list-style-type: none"> • Directly contact your child’s teacher either by note, by phone or make an appointment for an appropriate time to discuss the issue.
The welfare of your own child.	<ul style="list-style-type: none"> • For minor issues directly contact your child’s teacher to clarify information, by using the above process. • For more serious concerns contact the office, briefly state the nature of the concern and arrange a suitable time to talk with the class teacher, Assistant Principal or Principal.
Change of details.	<ul style="list-style-type: none"> • To convey information about change of address, telephone number, emergency contact, custody arrangements, health care plans etc please contact the school office.
Actions of other students.	<ul style="list-style-type: none"> • Contact the playground duty teacher who responded to the issue or stage supervisor for playground problems. The supervisor for K-2 is Trinity Hook and for 3-6 is Renee Richards.
School processes or practice.	<ul style="list-style-type: none"> • Contact the office, briefly state the nature of the concern and make an appointment to see the Principal or Assistant Principal, whoever is appropriate to the area of concern.

Aggressive, abusive, threatening or violent behaviour towards staff will not be tolerated. This includes being verbally aggressive.

In cases, where people wishing to express concerns, do so in an aggressive, abusive, threatening or violent manner, the Principal (or their nominee) has the legal authority under the “Inclosed Lands Act” to:

- Direct the person to immediately leave the school grounds.
- Call the police to remove the person should they refuse.
- Withdraw future permission (by letter) for the person to enter the grounds without permission of the Principal.
- See further legal avenues.

Your cooperation, and support, is appreciated to ensure that we maintain a safe, happy school environment.

Kind Regards,

Jodie Corrigan
 Principal



Code of Conduct for Parents/Carers and Visitors

A code of conduct for parents/carers and visitors ensures that students, staff and everyone who visits the school site is able to do so in a safe and harmonious manner and to ensure that students, staff, parents/carers and other visitors are not subjected to aggressive, hostile or violent behaviour.

Parents/carers 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 a meeting or 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 to, and behaviour, or school grounds, including any restrictions that may be imposed.

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

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

Visitor and Volunteer Helpers Procedures

Throughout the school year we welcome volunteers to assist in classrooms, the canteen and around the school and at school events. Parents and other volunteers assisting with activities do so on the understanding that:

- They should sign themselves in and out at the front office.
- Prior to volunteering provided 100 points of identification and complete Appendix 5 at the front office.
- Teachers are responsible for the programs operating within the classroom and/or school
- Teachers are in charge and have ultimate responsibility for the safety, welfare and care of the students.
- They accept joint responsibility for children under their care for the duration of the time at school.
- Their conduct and manners should at all times be acceptable and an appropriate model for students.
- They should cooperated with teacher sin charge to ensure the safety and welfare of students.
- They should refrain from smoking in the presence or sight of students – the school is a government non-smoking area and they should not consume alcohol prior to working with children.

Confidentiality is of prime concern. Parents/careers and volunteers are not to discuss any information they obtain at school with anybody, other than the classroom teacher, Assistant Principal or the Principal.

Any parent/carer or volunteer not fulfilling these requirements may be excluded from volunteering or helping in the school.

