

Flemington Primary School

Parent and Carer Code of Conduct Policy



Help for non-English speakers

If you need help to understand the information in this policy please contact Flemington Primary School on 9376 7137 or email flemington.ps@education.vic.gov.au

PURPOSE AND RATIONALE

At Flemington Primary School we aim to provide an open, welcoming, inclusive and safe environment for all. We believe that Parents and Carers are valuable contributors and participants in the life of our school.

Consistent with our School Values, we want all members of our community to recognise and appreciate diversity, to value the contributions of others and to cooperate with and care for others. We want our community to be friendly, good natured and considerate to others and themselves.

This policy outlines the way in which we expect Parents and Carers 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/Carers, and visitors to our school).

POLICY STATEMENT

General Principles

- Parents and Carers will use courteous and acceptable written and spoken language in all communications with students, staff and other Parents and Carers and members of the School community. Profane, insulting, harassing, aggressive, or otherwise offensive language and behaviours will not be accepted.
- Parents and Carers will act in the best interests of students, their families, and staff members.
- We value our diverse community and respect the rights, religious beliefs and practices of individuals and their families. We expect Parents and Carers to respect points of view that are different from their own and all other members of our community.

DEFINITIONS

- **Parents and Carers** – the person(s) who provides parental care for a child. Recognised guardians of a child.

ACTION GUIDELINES

1.1 At School

- When attending any kind of school assembly or public meeting Parents and Carers will listen respectfully, in the same manner required of students and staff.
- Parents and Carers will treat everyone at the School, including all other visitors to the School, with courtesy and respect.
- Parents and Carers may not interrupt or distract a teacher while classroom instruction or learning activities are underway.
- When visiting a classroom Parents and Carers must:
 - > Make arrangements in advance
 - > Wear a visible visitor pass
 - > Accept the authority of the teacher (or teachers), and;
 - > Accept that they are in attendance on the teachers' terms.
- Parents and Carers may not discipline a child who is not theirs or speak to a child who is not theirs about their behaviour. Parents and Carers should 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 and Carer is supervising a small group of students on an excursion).

1.2 Communication with School Staff

All school staff are entitled to a safe and happy work environment. The priority for school staff is the welfare and education of all children in the school. It follows that:

- School staff will respond to emails, messages, and telephone calls within a reasonable period in the relevant circumstances. School staff are not required to respond to emails and telephone calls instantaneously and Parents and Carers should not expect a response outside normal working hours or during school holidays unless it is an emergency.
- The time available for Parents and Carers to meet with staff is limited and must be scheduled at a time that does not disrupt the classroom. Parents and Carers should be mindful of the teacher's time, and to the extent possible, communicate the reason for the meeting to allow the teacher time to prepare.

1.3 Communicating with Other Parents and Carers

- Parents/Carers will respect the privacy of other Parents and Carers' email addresses or contact details. They will not send unsolicited emails or messages to other Parents and Carers' without their permission.
- Parents and Carers who act in volunteer roles are valued contributors who play a critical role in our community and commit a great deal of time for the benefit of all. These volunteers are subject to

obligations of confidentiality, so Parents and Carers should be particularly sensitive about the manner in which they provide feedback and ask questions of volunteers.

- Teachers and Parent and Carers should be mindful of the right to privacy of others and demonstrate respectful behaviours when communicating about the School community using Personal Devices (e.g. on social media). Refer to **Social Media and Your School Guide** in the references below.

For more information on privacy refer to the School's **Privacy Policy**.

1.4 Making a Complaint

Parents and Carers have the right to raise issues and concerns related to the education of their child or school matters. Parents and Carers should ensure that they raise their issues and concerns with their child's teacher or Collaborative Team Leader(s). When making a complaint Parents and Carers should refer to the school's **Issues Resolution Policy** and the **Department of Education Complaints Policy**, which is available on the Department's website (see References below).

1.5 Consequences

Any parent, carer or member of school staff or student may notify the Principal or Assistant Principal of a possible breach of this policy. They will investigate the complaint and, if satisfied that a breach has occurred, they may:

- a) Issue a warning that a breach of the Parent and Carer Code of Conduct has occurred and that a further breach will not be tolerated;
- b) Recommend that the Parent and Carer make a private or public apology, depending on the circumstances, to an individual or group of individuals; and/or
- c) Where the breach concerned particularly unacceptable behaviour on a visit to the School, issue a trespass warning to the Parent and Carer, which, if the behaviour continues, may accelerate to a formal 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 policy, because of the language and expression used or the manner in which it is sent or delivered, may 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.

1.6 Communicating with School Council

This document has been developed and approved by the School Council. Noting that School Council does not generally deal with day-to-day School operational matters, it nonetheless values school community feedback. Relevant correspondence may be submitted via the School's email address or to the School Council President email address provided on the School's website. The correspondence will be circulated to all School Council members prior to the next School Council meeting and discussed at that meeting. A response should be sent within 2 working days of the School Council meeting.

School Council members are volunteers and are engaged in their own work and activities during business hours. While School Council members welcome feedback, Parents and Carers should ensure that they communicate with School Council members at a convenient time, or ask to speak to them at a convenient time.

Parents and Carers are welcome to attend School Council meetings. Parents and Carers should refer to the **School Council Standing Orders** and **School Council Code of Conduct** available from the School website that apply to their attendance at the meeting. As a courtesy, School Council requests all visitors to notify the office of their intention to attend School Council meetings prior to the commencement of the meeting.

MONITORING, REPORTING AND REVIEW

Matters in breach of this policy should be confidentially recorded by the Principal or Vice Principal.

Any noted deficiencies in this policy document will be brought to School Council for review and update as appropriate.

RELATED POLICIES AND DOCUMENTS

- [Bullying and Harassment Policy](#)
- Issues Resolution Policy
- [Privacy Policy](#)
- [Working With Children Check Policy](#)
- School Council Standing Orders
- School Council Code of Conduct

REFERENCES

- Working with Children Act 2005
- Victorian Department of Education and Training – School’s Privacy Policy
<https://www.education.vic.gov.au/Pages/schoolsprivacypolicy.aspx>
- Victorian Department of Education and Training – Parent Complaints Policy
<http://www.education.vic.gov.au/school/parents/complaints/Pages/default.aspx>
- Social Media and Your School Guide
<https://www.education.vic.gov.au/Documents/about/programs/bullystoppers/parentsocialmedia/schoolcommunity.pdf>

POLICY REVIEW AND APPROVAL

Policy last reviewed	December 2023
Approved by	Principal
Consultation	School Council November 2023
Next scheduled review date	December 2026