



Parent/Carer and Visitor Code of Conduct

Introduction

At Mulga Street Primary we believe in promoting a positive school culture, based on positive behaviours and values, that seeks to increase student's wellbeing and learning. We understand wellbeing is everyone's responsibility and that social and emotional wellbeing underpin effective student learning and positive behaviour. Mulga Street Primary also recognises that parents have a significant role as educators as educators of their children thus collaboration between parents and school is necessary within the school community. It acknowledges the role parents play in their children's learning and the contribution they make to the school.

The Code of Conduct has been developed in accordance with the SA Department for Education Guidelines and Procedures.

Purpose

This Code of Conduct is intended to provide community school members with protocols and guidelines for appropriate conduct within and around the school to aid in the development of positive mutually respectful relationships within the school community.

The code applies to all adults including parents, guardians, grandparents, extended family members, caregivers and volunteers. In the context of this document, the word "parents" includes all the aforementioned people.

Being a positive role model and supporting the School

Parents are expected to support the educational ethos and values of the School, model appropriate behaviours for their children to learn from, and work with the School as it educates and provides wellbeing support to all students. Parents can support the School and be positive role models by doing, for example, the following:

1. Comply with the School's policies, procedures and directions, and ensure their children do the same.
2. Respect (and show to their children they respect) that the School is inclusive and welcomes students from a variety of backgrounds, and with different needs.
3. Complete forms and provide permissions in a timely manner when requested to do so by the School.
4. Encourage their children to actively participate in the life of the School.
5. Be responsive to concerns raised by the School about their own child, including by being cooperative, providing information and attending meetings when required.
6. Keep the School informed about a child's behavioural or educational needs, including by providing updated medical information as it becomes available. However, Parents need to also appreciate that while the School will consider any new information, the School cannot accommodate every need.
7. Keep the School informed about a child's parenting arrangements, including any court orders that may be in place. However, Parents should not involve the School in parenting disputes, or expect the School to act as the go-between for estranged Parents.

Mulga Street Primary School



8. Recognise the damage that gossip can do within a school community, and avoid unconstructive commentary (including criticism, uninformed rumour or speculation) with other Parents, including on social media

Behaving respectfully towards members of our community

Mulga Street Primary expects that Parents will behave respectfully at all times towards the School's staff (including employees, contractors and volunteers), students and other Parents. This applies not only to words used, but also to tone and body language.

"Respect" is intentionally a broad concept. The following is a non-exhaustive list of behaviours that are not respectful:

1. Bullying, intimidation, discrimination, sexual harassment, victimisation and child abuse.
2. Actual or threatened aggression or violence.
3. Behaviour that causes a risk to a person's health and wellbeing.
4. Defamatory or disrespectful comments, including wearing clothing with offensive words or signs/symbols.
5. Gossip, rumour, and innuendo.
6. Raising one's voice, or using offensive language, while communicating.
7. Being under the influence of drugs or alcohol, or be in possession of drugs or alcohol, including smoking (inclusive of e-cigarettes or vapes).

Use of technology and social media

The expectations set out in this Code of Conduct can also apply to the way a Parent uses technology and behaves online. For example, Parents should:

1. Respect a staff member's professional and personal boundaries, by not using their personal online presence to raise School matters (or otherwise engage in disrespectful behaviour).
2. Not take photos, videos or other recordings of another student without their Parent's consent, and not publish information (including personal details, contact information, images and recordings) concerning a staff member, Parent, student or other member of the School community online without express consent.
3. Avoid publishing information which may bring the School (or any of its staff, students, Parents and other members of the School community) into disrepute. This includes where an image or recording shows a student in School uniform behaving inappropriately.
4. Not communicate with other students outside of the School, including by email or on social media, without prior consent from that student's Parent(s).
5. Not discuss confidential or sensitive School matters, including in relation to grievances about a particular staff member or student, online.
6. Not set up any online website, forum or group which features the School's name in its title, or which may suggest that it is operated or sanctioned by the School. This includes class online forums/messaging groups.



Mulga Street Primary School



When visiting School grounds, or attending School activities and events

Parents/carers should immediately proceed to the office upon arrival to sign in, and should only enter a classroom or other student environment when invited to do so by a staff member.

When visiting the School, or attending School activities and events, Parents/carers should model appropriate and respectful behaviours. This includes:

1. Demonstrating good sporting conduct and fair play when attending the School's art, drama and sporting events.
2. Complying with applicable occupational health and safety and risk-management procedures.
3. Complying with any reasonable directions given by the School's staff.
4. Showing appropriate care and regard for the property of the School and others. Any damage should be promptly reported to the School.
5. Dressing appropriately for the occasion.
6. Not being under the influence of drugs or alcohol.

Drop off / pick up

When dropping off and picking up students from the School, Parents are expected to ensure the health and safety of all members of our School community, as well as the wider community, at all times.

Please remember that drop off and pick up times provide only very brief and non-confidential opportunities for information sharing. Educators are extremely busy at these times, managing several communication exchanges, duty of care responsibilities, teacher meetings and preparation for learning activities.

If you need to share information/concerns with your child's teacher please contact the teacher via appropriate communication forums or make an appointment time for a longer discussion.

Procedures for Volunteer Helpers

Throughout the school year, teachers need volunteers to assist in classrooms, school programs, performance arts, Parents and Friends Group initiatives, sports programs and other initiatives.

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

1. Teachers are responsible for the programs operating within the classroom and/or school.
2. Teachers have the ultimate responsibility for students under their care for the duration of their time at school.
3. They support the sensitivity and confidentiality of all students.

They accept responsibility and supervision for pre-school age children under their care for the duration of their time at school

- 4 Their conduct and manners at all time be acceptable and an appropriate model for all students.
- 5 Smoking is not permitted on school grounds, near the perimeter of the school or at camps and excursions.
- 6 They should not have consumed alcohol or illicit substances prior to working with students



Mulga Street Primary School



7. They should sign themselves in and out through the front office
8. They have completed the “Working with Children’s Check” (this can be arranged via the front office and is free), before undertaking any volunteer/student assistance at the school
9. They report safety concerns, injuries or emergencies to a member of staff
10. They minimise noise or disruption to classes whilst on school grounds

Confidentiality is of primary importance. All parents/carers or volunteers are not to discuss any information they obtain at school with anybody, other than the educators or the Principal.

Any parent/carer or volunteer not fulfilling these requirements may be excluded from the volunteer program.

Responsibility for others

Parents are expected to ensure that other individuals involved in their child’s life, such as other relatives and carers, also comply with this Code of Conduct.

Raising concerns appropriately and productively

The School is committed to the education and wellbeing of each student. It is therefore critical that Parents are able to raise genuine concerns and grievances they may have about such matters in an appropriate, constructive and respectful forum.

The School’s grievance-management procedures are set out in the Mulga Street Primary Grievance Procedure. This policy sets out how concerns and grievances may be raised with the School; who they should be raised with; and how the School will deal with these in a respectful and timely manner.

Parents with concerns and grievances should consult the policy. However, in general:

1. Parents should not communicate with another student about an issue concerning their own child. Parents must not attempt to discipline a student who is not their child, and should not raise their voice or be aggressive or hostile when communicating (verbally or non-verbally) with another family’s child.
2. Parents should raise their concerns with their child’s teacher in the first instance. More serious concerns or grievances, including where a Parent is dissatisfied with a teacher’s response to a concern, may be raised with the appropriate member of the School leadership (as set out in the policy).
3. Parents should either arrange a face-to-face meeting or email to discuss their concerns and grievances.
4. Parents should clearly set out their concerns and grievances, and what they would practically like to see happen.
5. Parents should appreciate that while the School is committed to dealing with their concerns and grievances in a timely manner, it will not always be practicable for staff to provide an immediate acknowledgement or response. Please allow 24 hours for a response.
6. Parents should respect that the School employs experienced educators and other professionals who are well-trained in making academic, disciplinary, extracurricular, pastoral and wellbeing decisions every day. Understand that while the School will always consider the interests of the Parent’s child, the School must ultimately make decisions that consider the interests of all students (and others who may be affected by the School’s decisions).



Mulga Street Primary School



7. Parents should recognise that just as the School will seek to respect each student's privacy, the School will also respect the privacy of other members of the School community. This means there are limits to what information the School will share with a Parent when issues arise. This does not mean that the School is not taking an issue or situation seriously, or hiding information from a Parent.

8. The School respects a Parent's rights to invoke formal grievance-resolution procedures. However, Parents who refuse to engage in constructive processes that may resolve their grievances, or who choose to publicly air their grievances about the School (and in particular about staff or students) on social media, will be considered in breach of this policy.

Consequences for breaching this Code of Conduct

With these guidelines in place it is hoped that parents can appropriately engage with the school that ensures success for all members of our school community.

Where the Principal considers that a Parent has breached this Code of Conduct, the Principal may implement one or more of the following (and not necessarily in any particular order) and not limited to:

- 1 Direct that person to leave the site, and that person must not remain on premises or return within 48 hours.
- 2 Issue a written warning, including a warning letter for inappropriate use of social media
- 3 Issue a barring notice
- 4 May refer the breach to external authorities, including The Department for Education and/or SAPOL

Staff and volunteers are empowered to take steps to protect their own health and wellbeing. If they feel that a Parent is being inappropriate, they are encouraged to indicate this and ask that it stop. If it does not, or if a staff member feels that a Parent's actions are posing a risk to their or someone else's health and wellbeing, they are empowered to remove themselves from the situation. This may include by immediately concluding a meeting or phone call, or by demanding that a Parent immediately leave the School grounds (or a School activity or event).

Approved by: Mulga Street Primary Governing Council

