

Coutts Crossing Public School



Parent/Carers, Visitors and Volunteers Procedures

At Coutts Crossing Public School we are very fortunate to have supportive and friendly parents. Our parents recognise that educating children is a process that involves partnership between home and school and understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons we welcome and encourage parents/carers to participate fully in the life of our school. The purpose of this policy is to provide a reminder to all families and visitors to our school about expected conduct so that we can work together to ensure a safe and positive school environment for our children.

One of the best ways children learn appropriate behaviour is through example and so it is important that parents/caregivers, visitors and volunteers display appropriate behaviour to create a positive environment where everyone is valued. These procedures also ensure that everyone who visits the school site is able to do so in a safe and friendly manner.

Code of Conduct for Parents/Carer, Visitors and Volunteers.

As a parent/carers, visitor and volunteer, we ask that you:

- Never directly approach another person's child;
- Treat all persons associated with the school with respect and courtesy, including use of appropriate respectful language;
- Remain calm and polite when communicating with staff and other members of the school community;
- Sign in the visitor's register in the office if assisting in classrooms, attending P&C, with canteen etc.;
- Monitor all pre-school children who must stay with the accompanying adult at all times (this includes any school event such as assemblies, open days, fete and discos etc);
- Respect teachers' preparation time before or after school and to make an appointment at a mutually convenient time if you wish to speak to a teacher or staff member;
- Do not discuss any grievances in front of your child/ren regarding the school;
- Allow staff to supervise, investigate and manage students without interference. The school will deal with issues between students in line with Behaviour policies and student wellbeing procedures;
- Work in co-operation with the school to address any unacceptable behaviour shown by your child/ren;
- Support the school in its efforts to maintain a positive teaching and learning environment and avoid any interruption to the learning environment of the school such as entering classrooms without permission;
- Do not enter 'staff only areas' including administration offices, principal's office and staffroom unless invited to do so by a staff member;
- Inform the school of any issues that impact on your child's wellbeing;
- 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; and
- Follow guidelines for resolving concerns about the school, staff, other parents or students through the correct school procedures, not in public venues or on social media (including not posting photos of students, staff or parents).

Resolving Concerns

There may be occasions when concerns cause frustration and anxiety. At such times it is important to organise a time to talk with school staff in an unhurried and confidential atmosphere.

These guidelines aim to provide an appropriate procedure to deal with common concerns.

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, phone or make an appointment to discuss in person at an appropriate time
The wellbeing 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 and arrange a suitable time to talk with class teacher. • Please contact the office to convey information about change of address, telephone number, emergency contact, health issues, custody details etc.
Actions of other students	<ul style="list-style-type: none"> • Contact the class teacher for a classroom problem. • Contact the child's teacher or principal for playground problems.
School procedures or practice	<ul style="list-style-type: none"> • Contact office and make an appointment to see the principal and/or appropriate member of staff.
Actions of a staff member	<ul style="list-style-type: none"> • Contact the Principal directly for an appointment.

Any person contravening this Code of Conduct is advised that the provisions of the ***Inclosed Lands Protection Act of 1901 (Revised 31 July 2012)*** and its Amendments will be followed if any of the following occur:

- Actual physical assaults or threatened physical assaults on students, staff, parents or community members at the school or during, the course of school activities including on the way to and from school;
- Behaving in a manner in the presence of students, staff, parents or other visitors to the school that could reasonably be expected to cause alarm or concern.
- Use of offensive language (i.e. swearing) in the presence of students or staff
- As a result of abusive or offensive telephone calls, text messages, websites or emails made to or about staff, or directed towards staff or the school.

Procedures for Volunteers/Helpers.

Throughout the school year the teachers need volunteers to assist in classrooms and around the school in many facets of education, in school sporting and extra-curricular activities and during P&C organised events.

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

- They should complete ***Working with Children Check – Declaration for Volunteers and Contractors***. Once the person has completed and provided this declaration, along with Proof of Identity that meets the 100 – point check (available from the front office) they will be approved to volunteer at the school.
- Their conduct, language and manners should at all times be acceptable and an appropriate model for students.
- They should refrain from smoking in the presence or sight of students – the school is a government non-smoking area.
- They should not consume or have consumed alcohol prior to working with children.
- They should cooperate with teachers in charge to ensure safety and welfare of students.
- They should sign themselves in and out in the attendance book at Coutts Crossing Public School's front office.
- They report safety concerns, injuries or emergencies to a member of staff.
- They minimise noise or disruption to classes whilst on school grounds.
- Teachers are responsible for the programs operating within the classroom and/or school.
- They must follow the instructions and wishes of the teacher at all times
- Teachers are in charge and have ultimate responsibility for the safety, welfare and care of the students.

Confidentiality is of prime importance

All Parents/Carer volunteers are not to discuss any information they obtain at school with anybody, other than classroom teachers or the principal.

Any Parent/Carer not fulfilling these requirements may be excluded from the volunteer program.

As schools are mandatory reporters with Family and Community Services (formally DoCS), any disclosures by students made to parents and volunteers must be reported to the Principal or nominee.

Your cooperation is greatly appreciated in making our school a safe and harmonious place.

This policy was originally formed in collaboration with staff and community and will be reviewed in consultation with all staff members as part of the school's three-year review cycle, or at times that the principal forms an opinion that the school situation warrants a review.

Reviewed and ratified -December 2019



School Community Charter

 **Collaborative. Respectful. Communication.**

The following School Community Charter outlines the responsibilities of parents, carers, educators and school staff in NSW public schools to ensure our learning environments are collaborative, supportive and cohesive.

We treat each other with respect

What our schools provide

NSW public schools work to create positive environments for students, staff and the entire school community that support student learning. We strive to ensure that every student is known, valued and cared for.

The best education happens when parents and schools work together.

The School Community Charter aligns with the NSW Department of Education Strategic Plan 2018 – 2022.



Positive environments

It is important that our NSW public schools are positive environments and that parents and carers are kept informed of students' progress and school announcements.

Parents and carers can expect:

- to be welcomed into our schools to work in partnership to promote student learning.
- communication from school staff will be timely, polite and informative.
- professional relationships with school staff are based on transparency, honesty and mutual respect.
- to be treated fairly. Tolerance and understanding are promoted as we respect diversity.

We prioritise the wellbeing of all students and staff

Unsafe behaviour is not acceptable in our schools

We work together with the school

Ensuring respectful learning environments for all members of NSW Public Schools communities.