

# PARENT & VISITOR CODE OF CONDUCT POLICY



## HOLY SPIRIT CATHOLIC SCHOOL NICHOLLS ACT

Holy Spirit Primary School Nicholls adheres to the Catholic Education Archdiocese of Canberra and Goulburn's Policy. This Policy can be accessed via the following links:

[Catholic Education Archdiocese of Canberra and Goulburn's Workplace Health and Safety Policy](#)

[Catholic Education Archdiocese of Canberra and Goulburn's Complaints Policy](#)

Holy Spirit Primary School implements this policy through the following procedures:

### PURPOSE

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).

### POLICY PRINCIPLES

At Holy Spirit 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.

Guiding principles include:

#### **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.

#### **Ethical Conduct**

Parents will act in the best interests of students, their families and staff members. They will not engage in malicious or judgmental gossip, and should ensure that anything they say about others is fair and truthful.

#### **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.

### DEFINITIONS

This Code applies to all adults including parents, guardians, step-parents, grandparents, extended family, babysitters and any others while involved in activities or communication related to Holy Spirit School. For convenience, the term "parents" will be used throughout the document.

### PROCEDURES

In the interest of promoting positive school profiles and healthy relations with the wider community, Holy Spirit Primary School welcomes legitimate visitors. Visits to Holy Spirit must be managed with care to



ensure the rights and safety of students, staff and the visitors are protected and that maximum benefit for all concerned is derived from the experience.

When visiting Holy Spirit School:

- All visitors to the school during school hours must sign a visitors' register located at the Front Office, so that their presence in the school is recorded in the event of an emergency.
- People who are regular visitors to the school and wish to volunteer in the school should hold Working With Vulnerable People Card (WWVP). A copy of these cards will be kept on file at the front office.
- All visitors to our school must complete the Visitor's Sign in Register located at the Front Office. Visitors will be asked to show their WWVP card and a copy may be taken for school records. These visitors will be accompanied to their destination where practical and they must wear a "Visitor" sticker on their clothing. A staff member who observes a visitor on the school premises is encouraged to offer assistance if required and will report any unauthorised visitors to the Front Office.
- Visitors are not allowed to have unsupervised access to students.
- Approval for the visit must have been given by the School Executive and all those to be 'visited' must have been fully informed and have given their assent. As far as possible, visits should not disrupt normal school programs and should be planned in advance.
- The school is not the appropriate place for parents (and relatives) who share custody of their children to have access visits. These visits should be arranged outside of school hours and negotiated between parents and if necessary their legal advisors.
- Safety and duty of care regulations are to be observed at all times.
- 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 they will follow the instructions given by any member of school staff.
- 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.
- Parents will treat all other visitors to our school, including Members of Parliament and representatives of the Department of Education and Catholic Education, Canberra & Goulburn, with courtesy and respect.
- A parent may not interrupt or distract a teacher while classroom instruction or learning activities are underway.

A parent may not discipline a child who is not theirs or speak to a child who is not theirs 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).

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 a classroom or class activity for any reason, but not limited to:

- parental assistance not being required at the time;
- parental presence in the classroom or at the activity is disturbing or distracting to any student or teacher;
- the parent is not in control of their emotions.



When communicating with school staff:

- 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 interactions with staff do not create unnecessary stress and anxiety.
- The priority for school staff is the welfare and education of all children in the school. School staff are therefore not required to respond to emails and telephone calls instantaneously. Normal service standards suggest that an acceptable response time for emails is 2 working days. Responses are not expected outside normal working hours or during school holidays unless it is an emergency.
- 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 other parents:

- Parents will respect the privacy of other parents' email addresses and will not send unsolicited emails or "spam" to school parents or forward unsolicited emails or spam that they receive to other parents. Parents will not forward other parents' email addresses without their permission. Parents provide their email address 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 class representatives in order to receive communications about class activities, get together for their child's class, and to establish rosters for classroom help, fundraising activities and so on. Class representatives will not pass on parent email addresses to other parents without permission.
- Parents who act as Class Contacts, Fundraising Coordinators, 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 driving and parking around the school grounds, parents are asked to:

- Please consider suitable car park etiquette to ensure the steady flow of traffic and the safety of our children;
- Not park in NO PARKING ZONES;
- Follow road rules;
- Remember that the Bottom Carpark Drive Thru is for a quick drop off or pick up ONLY. Parents should not be getting out of their car;
- Be patient and understanding;
- Use Park & Pick Up if that suits you;
- Stagger your arrival times to ease traffic congestion.

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:

- The School Complaints Policy, which is available on the School Website;
- The Catholic Education Complaints Policy
- 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 Complaints Policy, especially when the complaint is about a teacher or member of school staff. 11. 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:

- 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;
- 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;
- 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 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.

---

## REFERENCES

Working with Children Act Privacy Act

---

## RELATED SCHOOL POLICIES

Anti-Discrimination & Anti-Harassment

Parent Code of Conduct Policy

Complaints

Evacuation

Lockout & Lockdown

Workplace Health & Safety

---

## APPROVED BY:

Issuing Group: Holy Spirit Primary School Nicholls

Implementation Date: 2013

Policy last Updated: 2017

Revision Date: 2020

