

Port Augusta Secondary School - Parent Code of Conduct Policy

AIM

This policy is intended to:

1. provide a set of principles to guide parents in their interaction with staff, students and school community;
2. explain how parents can direct their concerns.

SCOPE

This policy applies to all adults including parents, guardians, step-parents, grandparents, extended family, care-givers and any adults while involved in activities or communication related to Port Augusta Secondary School. For the purpose of this policy, the term 'parent' refers to all caregivers as listed above.

ETHICAL CONDUCT

Parents play a key role in the education of their children and should act in the best interests of students, their families, staff and the school community. Parents are students' most significant role models.

The school values its diverse community and respects the rights, beliefs and practices of individuals and their families.

The school expects a high standard of personal behaviour from parents when they are on school grounds, attending events or communicating with staff or students.

Communication and interaction with staff, other parents and students

Parents are expected to interact civilly with staff, students and other parents at all times. Written and spoken communication should be courteous and respectful. Abusive language, raised voices, insulting or violent behaviour to **anyone** on school grounds or at any school-related event is not appropriate.

In some circumstances parents are required by law to advise the school of areas of potential conflict, such as parenting and family court orders. The school expects parents to behave lawfully on school grounds and observe the terms of any order, obligation or undertaking they may be subject to.

It is not appropriate to approach staff pertaining to school business or issues at non-school related community events. Issues of concern can be dealt with by school staff at school and should be raised by telephoning or emailing the school or making an appointment by contacting the front office to speak to a relevant staff member.

Actions taken by the school when communication becomes inappropriate

In cases where a parent does not interact civilly with staff in person, during a phone call, or via email, the staff member may take one of the following actions:

- request that the parent cease their inappropriate communication in order to allow the conversation to proceed;
- inform the parent that unless the inappropriate communication ceases, the staff member may put an end to the phone call, meeting or discussion;
- request another staff member be present if deemed necessary to proceed;
- lodge a complaint against the offending parent with the Department for Education;
- Police involvement.

Use of Social Media

Social media can be defined as how we use technology to communicate and connect with others. Despite the range of positive uses for social media, there are also a number of ethical and legal issues associated with its use. Parents should be aware that there are a number of potential legal liabilities that may arise, particularly in relation to issues pertaining to reputational damage, and defamation.

Parents can ensure they abide by the laws and the school's expectations of its parents, by complying with the points listed below:

- the school, its staff and members of its community should not be mentioned or discussed in a negative or defamatory way;
- photographs or short film containing other students should not be posted without the express consent of the other child/student's parents and should not bring negative connotations towards the school or school community;
- email addresses of parents, staff and students should not be given to other people without their express consent.

What parents can expect from the school

The school takes seriously any issues that are brought to its attention. If parents express their concerns to the school, they can expect to be treated with courtesy and respect in order to try and resolve the matter.

As a general guide, minor issues may be raised with your child's teacher or Year Level Assistant Principal. Issues of a more serious nature should be directed to the Deputy Principal or Principal.

When contacting the school, staff will refer you to the most appropriate person to deal with your issue

Further information about raising concerns at the school is available on our school website by reading the 'Parent guide to raising a concern or complaint' brochure - http://www.pass.sa.edu.au/docs/complaint_resolution_brochure.pdf; or contact the Education Complaint Unit hotline on 1800 677 435, for information, advice and support.

Breaches of this Code of Conduct

The consequences for breaches of the Code of Conduct will be determined by the Principal and may include one of the following:

- the school may ban a parent from entry to school grounds or from attending school related activities or events;
- the school may direct that a parent may only communicate with members of the staff through a nominated school representative;
- the school may, where appropriate, involve other authorities.