

FAMILY-SCHOOL RELATIONSHIPS CODE OF CONDUCT

PURPOSE OF THIS CODE

At St Lawrence Primary School we are committed to nurturing respectful relationships and active partnerships with families. We believe that our students' learning journeys are enriched through positive and reciprocal home and school relationships.

Families act as one of the most influential role models in a child's life. We therefore seek family support in promoting and upholding the core values of the school community and its culture of respectful relationships.

This Code of Conduct is intended to guide families in dealings with staff, other families, students and the wider school community. It articulates the school's key expectations of both staff and families with regard to respectful relationships and behaviours. It also specifies the school's position with regard to unacceptable behaviours that breach our culture of respect.

This Code of Conduct is to be read in conjunction with the school's:

- Vision Statement
- Complaints Policy

OUR CULTURE OF RESPECTFUL RELATIONSHIPS

Among students, staff and families we strive to develop the following:

- a respect for the innate dignity and worth of every person
- an ability to understand the situation of others
- a cooperative attitude in working with others
- open, positive and honest communication
- the ability to work respectfully with other people
- trusting relationships
- responsible actions.

In promoting and upholding this culture, we expect that families will:

- support the school's Catholic ethos, traditions and practices
- support the school in its efforts to maintain a positive teaching and learning environment
- understand the importance of healthy family/teacher/child relationships and strive to build the relationships
- adhere to the school's policies
- treat staff and other parents with respect and courtesy.

In promoting and upholding this culture, we expect that staff will:

- communicate with families regularly regarding their child's learning, development and wellbeing
- provide opportunities for family involvement/engagement in their child's learning
- maintain confidentiality over sensitive issues
- relate with and respond to families in a respectful and professional manner
- ensure a timely response to any concerns raised by families.

RAISING CONCERNS AND RESOLVING CONFLICT

(Refer also to our Complaints Policy)

In raising concerns on behalf of their child, or making a complaint about the school's practices or treatment of their child, we expect that families will:

- listen to their child, but remember that a different perception may be possible;
- observe the school's stated procedures for raising and resolving a grievance/complaint;
- follow specified protocol for communication with staff members, including making appointments at a mutually convenient time and communicating concerns in a constructive manner;
- under no circumstances approach another child while in the care of the school to discuss or chastise them because of actions towards their child. Refer the matter directly to their child's teacher for follow-up and investigation by the school.

In responding to your concerns or a complaint, we expect that staff will:

- observe confidentiality and a respect for sensitive issues
- ensure families' views and opinions are heard and understood
- communicate and respond in ways that are constructive, fair and respectful
- ensure a timely response to concerns/complaint
- strive for resolutions and outcomes that are satisfactory to all parties.

STAFF SAFETY AND WELLBEING

The school places high value and priority on maintaining a safe and respectful working environment for our staff. We regard certain behaviours as harmful and unacceptable insofar as they compromise the safety and professional wellbeing of our staff. These behaviours include, but are not limited to:

- shouting or swearing, either in person or on the phone
- physical or verbal intimidation
- aggressive gestures
- writing rude, defamatory, aggressive or abusive comments to/about a staff member
- racist or sexist comments
- damage or violation of possessions/property.

When a family member behaves in such unacceptable ways, the principal or a senior staff member will seek to resolve the situation and repair relationships through discussion and/or mediation.

Where a family member's behaviour is deemed likely to cause ongoing harm, distress or danger to the staff member and/or others, we may exercise our legal right to impose a temporary or permanent ban from the parent entering the school premises. In an extreme act of violence that causes physical harm to the staff member and his/her property, the matter may be reported to the police for investigation.

Evaluation:

This policy will be reviewed as part of the School Review cycle.

References:

CECV "Safe and Sound Practice Guidelines (Occupational Violence)"