



# PARENT CODE OF CONDUCT POLICY CREEKSIDE K-9 COLLEGE

Last Ratified by School Council	Review Date	Responsible for Review
June 2022	June 2025	School Council

## Purpose

To ensure that members of our community understand Creekside K-9 College's expectations for appropriate interactions with school staff, students, other parents and members of the broader school community.

## Policy

Staff at Creekside K-9 College, including teachers, education support staff, office staff, the Assistant Principal/s and Principal are committed to providing a positive and supportive learning environment for all our students. Our staff take their work very seriously and feel privileged to be able to play an important role in each child's education.

Parents/carers and visitors to our school also have an important role to play in fostering a safe and inclusive environment for the entire school community.

## Respectful behaviours within the school community

All staff at Creekside K-9 College have a right to a safe and supportive work environment, and we expect that parents/carers and visitors behave in an appropriate and respectful manner at all times.

The Department of Education and Training has outlined expectations on parent/carer behaviour within Victorian government school communities in the [Respectful Behaviours within the School Community Policy](#).

## Building a positive relationship with your school

Parents/carers and school staff have a relationship that can last many years. This is an opportunity to work together to create a positive relationship in the best interests of the child.

When this relationship is built on respect and trust, students learn better and feel like they belong in the school. The foundation of a good collaborative relationship is based on:

- open and honest communication
- trust and respect
- working together
- fair and reasonable expectations by all.

To understand more about how to build a positive connection to your school, access the [Family Engagement in Learning](#) resource.

## **Shared responsibility of members of the school community to behave respectfully**

Positive school environments are important because everyone has the right to be safe and play a shared role in being respectful. Everyone at school, particularly staff and parents/carers, play a role in making school a better place for learning and work.

Respectful behaviours are important in building strong, healthy and thriving school communities.

School staff in Victorian Government schools have to follow the [Respectful Workplaces Policy](#) to build and maintain a respectful workplace, including:

- treating each other with respect and consideration
- being inclusive, valuing others and accepting their differences
- recognising the efforts and achievements of others
- considering our impact on others
- calling out and addressing behaviour that can lead to bullying, harassment and discrimination.

Parents/carers can create a positive environment for learning and work by:

- modelling positive behaviour to their child/children and to the school community
- communicating politely and respectfully with all members of the school community
- working with the school to achieve the best outcomes for their child/children
- communicating constructively with the school
- making use of the expected processes and protocols when raising concerns
- following the school's processes for communication with staff and making complaints
- treating all school staff, students, and other members of the school community with respect.

By treating everyone with respect, parents/carers and schools can make sure students feel supported and cared for.

## Respectfully raising complaints at your school

The Department supports your right to make a complaint and provides a [Parent Complaints Policy](#) to help you do this. Complaints from parents and carers help the school community by providing feedback to improve how a school operates.

Schools welcome complaints from parents and carers if they are communicated in a respectful and constructive way. They may ask that concerns be communicated in writing.

The [Family Engagement in Learning](#) page shows parents and carers how they can best talk to schools to provide feedback or complaints. Each school is different in how they prefer to talk to you— please refer to your school's guidance.

You can have a support person to help you at any time, who can talk to the school on your behalf or help you understand school policies. They can be a family member, a friend, a community member or a person from a support service.

You can also ask your school for an interpreter or translator to help communicate with the school, as per the [Interpreting and Translation Services Policy](#).

For more information, refer to your school's own complaints policy or the Department's Parent Complaints Policy.

## Unacceptable Behaviours and Consequences

Schools are positive places of learning where everyone has a right to a safe and healthy learning environment. Schools are also workplaces, and school staff deserve to work in an environment where they don't feel threatened or unsafe.

When a small number of parents and carers behave unacceptably towards a staff member or another member of the school community, this can affect their health, safety and wellbeing. The impact can also be felt by the wider school community.

If a parent or carer behaves in an unacceptable way, the school principal may contact them to talk about this further and there may be consequences.

When parents and carers engage in unacceptable behaviours against a staff member of another member of the school community, this can affect their health, safety and wellbeing.

Unacceptable behaviours include, but are not limited to:

- being violent or threatening violence of any kind, including physically intimidating behaviour such as aggressive hand gestures or invading another person's personal space

- speaking or behaving in a rude, aggressive or threatening way, either in person, via email, social media, or over the telephone
- sending demanding, rude, confronting or threatening letters, emails or text messages
- discriminatory or derogatory comments
- the use of social media or public forums to make inappropriate or threatening remarks about the school, staff or students.

At the Principal's discretion, unacceptable behaviour may be managed by:

- requesting that the parties attend a mediation or counselling sessions
- implementing specific communication protocols
- written warnings
- conditions of entry to school grounds or school activities
- exclusion from school grounds or attendance at school activities
- reports to Victoria Police
- legal action

The Principal may also seek support from Department of Education and Training staff when managing unacceptable parent or carer behaviour.

Unacceptable or unreasonable behaviour may be escalated to the Department, where it will be assessed and managed by:

- requesting that the parties attend a mediation or counselling sessions
- requesting all communications be in writing
- written warnings
- conditions of entry to school grounds or school activities
- exclusion from school grounds or attendance at school activities
- reports to Victoria Police
- legal action.

## Respectfully raising complaints

We welcome complaints from parents and carers if they are communicated in a respectful and constructive way. Complaints and concerns raised with us can help our school community by providing feedback to improve how our school operates.

When raising a complaint or concern with us, Creekside K-9 College expects all members of our community to act consistently with this policy, our [School Philosophy](#) and the Department's [Respectful Behaviours within the School Community Policy](#).

For information on how to raise a complaint or concern with our school, refer to our [Creekside K-9 College Parent Complaints Policy](#).

The [Family Engagement in Learning](#) is also a useful Department resource outlining how parents and carers can best engage with schools to provide feedback, suggestions and complaints.

## COMMUNICATION

This policy will be communicated to our school community in the following ways:

- Available publicly on our school's website (or insert other online parent/carer/student communication method)
- Reminders in our school newsletter
- Included in staff induction processes
- Included in staff handbook/manual
- Signage will be displayed at the front office
- Included in transition and enrolment packs
- Discussed at parent information nights/sessions
- Hard copy available from school administration upon request

## RELATED POLICIES and resources

Department of Education and Training policies and resources:

- [Work-Related Violence in Schools Policy](#)
- [Respectful Behaviours within the School Community Policy](#)
- [Family engagement in learning](#)

Creekside K-9 College Policies:

- [Parent Complaints Policy](#)
- [Statement of Values and School Philosophy](#)

## POLICY REVIEW AND APPROVAL

Policy last reviewed	[June 2022]
Approved by	Principal

Next scheduled review date	[insert date – noting that the recommended minimum review cycle for this policy is 3 to 4 years]
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