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# HACKHAM EAST PRIMARY SCHOOL



Government of South Australia  
Department for Education



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## Parent/Carer Code of Conduct

Teaching and learning are our core business. This document has been developed as a guideline to support positive relationships within the school community. Our School Values are fundamental in how parents/carers and school staff work together to ensure the best outcomes for students at HEPS. We thank all families for following these guidelines to ensure a safe and respectful environment for all.

### Following our Code of Conduct looks like:

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| <ul style="list-style-type: none"> <li>• Being friendly and courteous; working together in a mutually trusting civilised and respectful manner</li> <li>• Listening to others; maintaining non-aggressive behaviour</li> <li>• Valuing the privacy of students, families and staff</li> <li>• Communicating and responding positively to teacher communications</li> <li>• Valuing and respecting the expertise and experience of staff</li> <li>• Being open to new ideas and the viewpoints of others</li> <li>• Listening to your child with an understanding that theirs is one perspective</li> </ul> | <ul style="list-style-type: none"> <li>• Supporting and following the school Mobile phone/ICT policies</li> <li>• Talking to a staff member if you have a concern about a student who is not your child</li> <li>• Accessing school apps, emails and reading newsletters</li> <li>• Making appointments and adhering to time constraints</li> <li>• Supporting school decision making, adhering to procedures and supporting the school dress code</li> <li>• Encouraging children to be self-managers</li> <li>• Using social media positively</li> <li>• Dealing with issues constructively using the 'Guidelines for Addressing Issues' document</li> </ul> |
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### Not Following our Code of Conduct looks like:

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| <ul style="list-style-type: none"> <li>• Being aggressive, rude, intimidating or violent to staff, students, parents</li> <li>• Being aggressive, rude, intimidating or violent to volunteers, coaches, officials and opposition at school sports events</li> <li>• Messaging/texting students during school time</li> <li>• Being closed to the perspective of others</li> <li>• Not supporting school policies and procedures</li> </ul> | <ul style="list-style-type: none"> <li>• Gossiping in the community and/ or on social media and not following the 'Guidelines for Addressing Issues' document (see over)</li> <li>• Approaching other people's children to discuss an issue</li> <li>• Not being proactive in the education of your child</li> <li>• Not following individual classroom and whole school communication protocols</li> </ul> |
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Not following this Code of Conduct could result in restricted access to the classroom, school grounds and school events.

If the above Code of Conduct guidelines are in breach parents/carers will receive a verbal reminder from the Principal. If inappropriate behaviours continue parents/carers may be asked to leave the school grounds and not return for a period of 24 hours or commencing the process to issue a Prohibition Notice barring access to the school for a period not exceeding three months.

This is in line with Department for Education policy and procedures. (6(3) of *Education Regulations 2012* (SA))

# Guidelines for addressing issues at Hackham East PS

1. Identify and clarify what the issue is. Write the issue down and ensure that you are clear, concise and factual. This will help you remain rational, calm and keep focus on the issue/s.
2. In the first instance you should always contact the staff member concerned and arrange a time for a meeting. Please do not bring up the issue during the busy morning and afternoon routines. If you do bring up the issue at this time the staff member will ask you to make a more suitable time to meet where you can both give the meeting the attention it deserves.
3. Be calm and non-threatening with a view to working together to resolve the issue. Present clear, factual and detailed information about your issue and what you hope to achieve. Minor issues may be resolved quickly and easily. More complex issues may require time to resolve.
4. If, after meeting with the staff member, you believe the issue remains unresolved please contact a member of the Leadership Team. You should only go to the Leadership Team first if you do not feel comfortable approaching the staff member.
5. A member of the Leadership Team will meet with you, listen to and document the issue and may then convene a meeting between you and the staff member to work through the issue/s. A plan of action may be developed.
6. If, after a reasonable period of time, the issue is still unresolved, you may refer it back to the Leadership Team again, or contact the Department for Education Customer Feedback Unit on 8207 2054.

When issues or concerns arise, there are usually explainable, reasonable and understandable reasons behind them. With due respect for the dignity of all people involved, issues should be resolved through open, honest, factual and respectful communication with concerned parties. 'Car park gossip' damages the good name of staff, other parents/carers and children.

Parents/Carers are not to directly approach other students with issues or concerns.

**We thank all families for following these guidelines to ensure a safe and respectful environment for all.**

*This policy was ratified by the Governing Council on: 26/6/20 and will be reviewed as part of the Hackham East Primary School review cycle and in the event of any incident which may prompt a review of the policy*