

POLICY

Work, Health and Safety:

CODE OF CONDUCT FOR PARENTS AND VISITORS



This policy addresses issues in relation to: Safe and Supportive Environment – Student Welfare 3.6.2

The College's policies, which are made from time to time, are made pursuant to the registration requirements set out in section 47 of the NSW Education Act and the NSW Education Standards Authority requirements.

PURPOSE

A code of conduct for parents and visitors ensures that everyone who visits the College site is able to do so in a safe and harmonious manner and to ensure that students, staff, parents and other visitors are not subjected to aggressive, hostile or violent behaviours. Parents and visitors should be guided by the school values of:

Excellence - Respect - Integrity - Courage

Requirements for Parents and Visitors to the College

Parents and visitors are expected to:

Report to the Front Office of the College to sign the "visitors" register and be issued with a visitor's identification lanyard.

- Follow College procedures governing entry and behaviour on College grounds, including any restrictions that may be imposed.
- Treat all persons associated with the College with respect and courtesy
- Ensure their child/children is punctual to class
- Make appointments in advance of expecting to obtain a meeting
- Allow staff to supervise, investigate and manage students without interference
- Discuss issues or concerns about the College, staff or students through the correct procedures in a non-confrontational/aggressive manner
It is also important to note that aggressive behaviour towards a member of staff via email, or on the phone will be addressed by Management.
- These steps also need to be followed when parents or visitors are attending to watch sports games.



CCSC Visitor Lanyard

Requirements for Staff

Staff members are requested to be vigilant about strangers on the premises. Any visitor on the site without a visitor's lanyard or clear identification should be asked to report to the Front Office AND their presence should be notified to the Principal or their direct report.

Any staff member who has a doubt about an individual on the College premises should contact their direct report. If their direct report is unavailable, the Principal should be notified.

PROCEDURE

Any person contravening this Code of Conduct is advised that the provisions of the "Enclosed Lands Act" Protection Act (1901) and its Amendments will be followed if any of the following occur:

- Actual physical assaults or threatened physical assaults on students, staff, parents or community members at the College or during the course of College activities;
- Behaviour in the presence of students, staff, parents or other visitors to the College that causes alarm or concern to the students, staff, parents or other visitors;
- Use of offensive language (i.e. swearing) in the presence of students, staff or other visitors to the College;
- Any interruption to the learning environment of the College such as entering classrooms without permission.

1. Approaching the College

From time to time parents or other members of the College community may need to approach the College in order to:

- Discuss the progress or welfare of their own child.
- Express concern about the actions of other students.
- Enquire about College policy or practice.
- Express concern about the actions of staff.

It is therefore necessary to have procedures that will help solve problems as soon as possible so that a safe and harmonious College environment is maintained.

The best results usually flow from working together.

These guidelines aim to:

- Provide a guide in order that concerns are dealt with in an open and fair manner.
- Ensure that the rights of students, staff and parents are respected and upheld.
- Support sensitivity and confidentiality.
- Help reach an agreed solution.

2. Communication Action for Parents/Carers

2.1. Academic or Sporting Progress

- Directly contact the child's home room teacher or sport coach either by email, by phone or at an appropriately agreed time, to discuss any issues.

2.2. Welfare and Care

- For minor issues directly contact your child's home room teacher to clarify information.
- For more serious concerns, contact the College office, state the nature of the concern and arrange a suitable time to talk with the teacher or appropriate staff member.
- To convey information about change of address, telephone number, emergency contact, custody details, health issues etc. Please contact the office by phone or email.

2.3. Actions of other students

- Contact the Home Room Teacher for a classroom problem or the Coach for a training problem.
- Contact the Head of Junior/Senior School or Principal for playground problems.

2.4. College Policy or Practice

- Contact the office. ***State the nature of the concern and make an appointment to see the Principal and/or appropriate member of staff.***

2.5. Actions of a staff member

- Contact the teacher directly in the first instance.

On occasion, concerns may cause frustration and anxiety. At such times it is always important to organise a time to talk with College staff in an unhurried and confidential atmosphere.

Please Note. No parent should directly approach another person's child. The College will deal with issues between students as part of the College's Behaviour Policy.

In very rare cases, where people wishing to express concerns, do so in an aggressive, threatening or violent manner, the Principal (or nominee) has the legal authority under the 'Enclosed Lands Act' to:

- Direct the person to immediately leave the grounds.
- Call the police to remove the person should he/she refuse.
- Withdraw future permission (by letter) for the person to enter the grounds without permission of the Principal.
- Seek further legal avenues.

3. Visitor and Volunteer Helpers

Throughout the College year teachers need volunteers to assist in classrooms, the cafe and around the College in many facets of education.

Parents and other volunteers assisting with activities do so on the understanding that a **Working With Children Check** (Check) is a prerequisite for anyone in child-related work.

Teachers are responsible for the programs operating within the classroom and/or College. The Teachers in charge have ultimate responsibility for the safety, welfare and care of the students. However, Visitors and Volunteers must;

- Accept joint responsibility for children under their care for the duration of the time at the College
- Have conduct and manners that are acceptable at all times and be an appropriate model for students.
- Refrain from smoking in the presence or sight of students – the College site is a Government non-smoking area.
- Not consume or have consumed alcohol prior to working with children.
- Cooperate with teachers to ensure the safety and welfare of students.
- Sign themselves in and out in the electronic register in the front office.
- Wear a volunteer badge as identification whilst assisting with students.

Confidentiality is of prime concern. Parents and volunteers are not to discuss any information they obtain at the College with anybody, other than the classroom teacher or the Principal.

Any visitor or volunteer helper not fulfilling these requirements may be excluded from the volunteer program.

Parents cooperation is sought and appreciated in maintaining a safe and happy College.

4. Interactions with the Public and Other Businesses that share/use this site

4.1	A detailed map identifying each business is displayed in each space.
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4.2	Every business on site is aware that a school is present. The College shares this site with NAISDA, a preschool, Sunnyfields and Options. There is the awareness of the presence of children and people with special needs.
4.3	The buildings that the College occupies are in direct vision of each other. Allowing for cross supervision throughout the College day.
4.4	Persons not known to the College community are to be questioned by members of staff as to their business on the site.
4.5	Children are regularly advised not to interact with adults that are not part of the College community. If children are concerned, they need to report directly to an adult.
4.6	All visitors to the College must sign in at the front office.
4.7	K-4 students are not allowed out of class unless being actively supervised or with a buddy.
4.8	If a junior student (K-4) must leave class/training for any reason, they are to be accompanied by a buddy seeking permission and checking in with the member of staff upon their return.

Clear communication between the College and HCCDC when maintenance staff is on-site is imperative. This includes NAISDA with whom we are located in close proximity to.

RELATED DOCUMENTS

*Child Protection
Duty of Care
Supervision
Privacy
Risk Management
Work Health and Safety*

Staff Member/Parent or Volunteer Sign Off

By signing this document you are confirming that you have read and understood your obligations as described in the above policy, guidelines or procedure. If you have any questions or feedback please discuss with your direct report (or a member of CCSC staff) prior to signing.

Full Name	Signature	Date Signed

Date of Next Review: August 2021 or earlier where amendments in legislation require immediate policy reviews

Version #	Date Approved	Author	Purpose/Changes
2.3	October 2019	C.Thomson	Updating and formatting
3.0	July 2020	P. Chapman	Annual review and updates to sign offs.
3.1	August 2020	P. Chapman	Formatting Updates
4	June 2022	M.Brown	Added values