



# Nedlands Primary School

Parent, Guardians and Volunteers

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Engagement Guidelines

*Policy Date: November 2021*

*Review Date: November 2023*

# PURPOSE

At Nedlands our students are the heart of our school and our goal is to support them to achieve their full potential. We demonstrate respect and concern for others and their rights. Students are encouraged to be caring and respectful of the rights of others. Students are also encouraged to develop initiatives, be responsible for their own actions, behave ethically, be open to learning and develop a sense of personal identity. At Nedlands we value diversity and inclusion, promote social justice and develop commitment to exploring and promoting the common good.

Nedlands values the meaningful partnerships with parents, guardians and the wider community to support student achievement. We provide an open, welcoming environment and believe parents and guardians are valuable contributors in the life of our school. From time to time parents, guardians or other members of the school community may wish to engage with the school in order to:

- discuss the progress or welfare of their own child;
- express concern about the conduct of other students;
- enquire about school policy or practice; or
- raise a query or concern about the teaching or leadership at the school.

We welcome these interactions as a means of providing us with constructive feedback and enabling all of us to work together to establish and maintain positive relationships within the school community. However, just as Nedlands staff and students follow Engagement Guidelines, interactions between parents, guardians and volunteers with the school must be conducted in an appropriate and lawful manner. The purpose of this document is to explain to school community members the protocols and procedures that apply at Nedlands. By adhering to these protocols and procedures we should be able to resolve issues promptly and collaboratively so that a safe and harmonious school environment maintained for everyone.

# RIGHTS AND RESPONSIBILITIES

## **Parents/Guardians have the right to:**

- participate in a safe and secure environment
- have access to staff at convenient, mutually agreed times
- be informed about your child's educational progress and behaviour
- report instances of concerns/issues/incidents involving your child
- be heard and treated with respect by all members of the school community

## **The school will:**

- take seriously any concerns brought to its attention and respond promptly to achieve resolution
- deal with concerns in an open, fair and sensitive manner
- treat parents/carers with courtesy and respect
- preserve confidentiality when dealing with queries and concerns

- act in accordance with the policies or procedures of the school and those prescribed by the Department of Education of Western Australia

**Teachers/Staff have the right to:**

- work in a safe and secure workplace
- schedule meetings with parents/carers at prearranged times taking into account the limited amount of time staff may have during the school week to attend such meetings and the importance of avoiding any disruption to the classroom
- teach in an environment where the teaching/learning process is respected and valued by all

**Parents/Guardians are expected to:**

- treat all persons associated with the school with respect and courtesy
- raise any queries or concerns in a courteous, respectful and reasonable manner
- make appointments with the relevant staff member in advance in order to discuss their queries/concerns
- maintain confidentiality when dealing with queries and concerns by not discussing the matter with other school staff, students or parents/carers
- not speak to or discipline a child that is not their child about that child's behaviour
- work in partnership with the school to enhance learning outcomes for all students
- allow staff to supervise, investigate and manage students in accordance with Departmental policy and best practice without interference

## **VISITORS & VOLUNTEERS**

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

***All volunteers, including parents and carers, assist with activities on the understanding that:***

- Teachers are responsible for the programs operating within the classroom and/or school.
- Teachers have ultimate responsibility for the safety, welfare and care of students.
- Volunteers' conduct and manners must at all times be appropriate and respectful.
- Volunteers must cooperate with teachers in charge to ensure the safety and welfare of students.
- Volunteers must sign themselves in and out on the iPad at the front office and wear the given name sticker.

- Volunteers must wear a visitor badge as identification whilst assisting students.
- Prior to volunteering, volunteers must sign the Prohibited Persons Declaration (available from the front office). □ Under the *Child Protection Act of 1997* it may be necessary for the school to require volunteers to undergo a Criminal Record Check.

**Confidentiality is of prime concern.** Parents and volunteers are not to discuss any information they obtain at school with anybody, other than the classroom teacher or the Principal. As schools are mandatory reporters with Department of Child and Protection and Family Support (DCPFS), any disclosures by students made to parents and volunteers must be reported to the Principal.

**Aggressive, abusive or bullying behaviour** by parents, guardians, visitors and volunteers (whether towards other parents/guardians, staff or students) will not be tolerated at Nedlands Primary School under any circumstances. Should a person engage in behaviour which, in the reasonable opinion of the Principal amounts to a breach of the Engagement Guidelines, the Principal may direct that person to immediately leave the school grounds and, in serious cases, may also contact police and/or seek legal advice.

### **Drop off and Pick up**

Your child's personal safety is of paramount importance. Drop off and pick up arrangements are to be followed by both parents and students. If arrangements change throughout the course of the day, please phone the office and a message will be given to child's teacher. When driving around the school, waiting in the pick-up queue or parking your vehicle, parents/guardians are expected to adhere to the speed limits, parking allocations and the directions of the Principal or Associate Principals directing the traffic flow.

### **Social Media**

Social media websites are being used increasingly to fuel campaigns and complaints against schools, Principals, school staff, and in some cases other parents/pupils. Nedlands Primary School considers the use of social media websites being used in this way as unacceptable and not in the best interests of the children or the whole school community. Any concerns you may have must be made through the appropriate channels by speaking to the Class Teacher, Associate Principal or the Principal so they can be dealt with fairly, appropriately and effectively for all concerned.

In serious cases the school will also consider its legal options to deal with any such misuse of social networking and other sites. Additionally, and perhaps more importantly, is the issue of cyber bullying and the use by any member of the school community to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of school bullying.

## COMMUNICATING WITH THE SCHOOL

QUERIES/CONCERNS	APPROPRIATE ACTION
<p><b>Query regarding the academic or behavioural progress of your own child</b></p>	<p>Contact the class teacher</p> <p>Continuing concerns can be directed to the Associate Principal or Principal</p>
<p><b>Concerns regarding the welfare of your own child</b></p>	<p>Minor issues - contact the class teacher</p> <p>Serious issues – contact the Associate Principal or Principal</p>
<p><b>Concerns regarding the welfare of a child that is not your own child</b></p>	<p>Contact the Principal</p>
<p><b>Concerns regarding the conduct of other students</b></p>	<p>Minor issues - contact the class teacher</p> <p>Serious issues – contact the Associate Principal or Principal</p>
<p><b>Concerns regarding the actions of a school staff member.</b></p>	<p>Contact the Principal</p>
<p><b>Concerns regarding the actions of a parent, carer or volunteer at the school.</b></p>	<p>Contact the Principal</p>
<p><b>Query regarding a school policy or practice.</b></p>	<p>Contact the Associate Principal or Principal</p> <p>Ongoing concerns can be directed to a member of the School Board.</p>