Beverly Hills Public School

Approaching Your School

A parent and community guide for expressing a concern or seeking information

Rationale

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

- discuss the progress or welfare of their child
- express concern about actions of other students
- enquire about school policy or practice.

It is therefore necessary to have procedures that will help solve problems as soon as possible so that a safe and harmonious school environment is maintained. The best results usually occur from working together.

These guidelines aim to:

- provide a guide so that concerns are dealt with in an open and fair manner
- ensure that the rights of students, teachers and parents are respected and upheld
- support sensitivity and confidentiality
- help reach an agreed solution.

On occasion, concerns may cause frustration and anxiety. At such times it is always important to organise a time to talk with school staff in a confidential environment. Trying to talk to teachers while they are organising students on assembly, during class time or if they are engaged in another conversation is inappropriate.
Welfare System Structure

When student welfare/discipline issues arise the Assistant Principals supervising the grade or stage the children involved come from will address them. If you are unsure whom to see, please contact the school office and they will direct you to the relevant Assistant Principal.

If a student has a problem at school we ask them to immediately tell a teacher so it can be dealt with as soon as possible. It is often difficult to gain accurate information from children some time after an incident has occurred.

If a parent has an issue with a child at school, other than their own, they should speak privately to the class teacher, the welfare coordinator, or the principal.

<table>
<thead>
<tr>
<th>CONCERN</th>
<th>APPROPRIATE ACTION</th>
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<tr>
<td>The academic progress of one’s child</td>
<td>• Directly contact the child’s teacher either by note, phone or in person to arrange a suitable time to discuss your issues.</td>
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| The welfare of one’s child                   | • For minor issues directly contact your child’s teacher.  
  • For more serious concerns, contact the school office. State the nature of your concern and arrange a suitable time to talk with the class teacher, Assistant Principal or in very serious cases, the Principal  
  • To convey information about any change of address, telephone number, emergency contact, custody details, health issues etc please contact the office. |
| Actions of other students                    | • Contact the class teacher for a classroom problem.  
  • Contact the stage supervisor or principal for playground problems.  
  **AT NO TIME SHOULD A PARENT APPROACH ANOTHER CHILD OTHER THAN THEIR CHILD TO ADDRESS AN ISSUE AT SCHOOL.** |
| School policy or practice                    | • Contact the school office. State the nature of your concern and make an appointment to see the principal and/or appropriate member of staff.        |
Code of Conduct for Parents and Visitors

A code of conduct for parents and visitors ensures that everyone who visits the school 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 are expected to:
1. Treat all persons associated with the school with respect and courtesy
2. Ensure their child/children are punctual to class
3. Make appointments in advance in order to organise an interview
4. Allow staff to supervise, investigate and manage students without interference
5. Discuss issues or concerns about the school, staff or students through the correct procedures
6. Follow school procedures governing entry and behavior on school grounds, including any restrictions that may be imposed.

Any person contravening this Code of Conduct is advised that the provisions of the *Inclosed Lands 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 school or during the course of school activities
- Behaviour in the presence of students, staff, parents or other visitors to the school 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 school
- Any interruption to the learning environment of the school such as entering classrooms without permission.

Volunteers are also expected:
- To be outstanding role models for all students
- To work under the professional direction of staff, following school policies
- To speak in a kind and friendly way to all students and staff
- To maintain confidentiality
- To report any issues of concern to teachers (and not directly intervene)
- To keep a safe and professional distance from all students
Visitor Policy

Workers performing duties on school site must sign in at the School Office in accordance with departmental policy and contracts. All workers must adhere to the Department of Education and Communities WH&S guidelines when working in the presence of students, staff or community members.

Parents are always welcome at our school to assist in some of the many programs that operate on a daily basis. This can include Home Reading, Being Excited About Reading (BEAR) or as classroom assistants.

1. All parent and community visitors must sign in at the school office and obtain a visitor badge.
2. After the visit all visitors must sign out at the front office and return the badge.

Note that school functions that involve a large numbers of visitors, such as presentation days, school concerts, breakfasts, walkathons, and open days are excluded from signing in procedures.

Teachers, parents and community working together for successful schooling

Danny Squires
Principal
December 2013

Ratified by P&C
September 2011