



Parent/Carer Code of Conduct Errington Special Education Centre

Teaching and learning is our core business. This has been developed and endorsed by Errington School Council to support positive working relationships within our school community. Working together as a school community will ensure the best educational outcomes for our students at Errington Special Education Centre.

Following our Code of Conduct looks like:

- **Being friendly and courteous**
- **Working together in a civilized and respectful manner**
- **Valuing confidentiality and privacy of students, staff and families**
- **Having positive communication with staff**
- **Valuing and respecting the expertise of staff**
- **Dealing with issues constructively and with a positive outcome**
- **Using social media positively**
- **Using the schools communication channels to communicate**
- **Supporting school decision making and adhering to procedures**
- **Taking ownership for ones decisions and actions**
- **Adhering to speed limits within the school grounds**

Not following our code of Conduct looks like:

- **Being aggressive, rude, intimidating or violent**
- **Not supporting school and classroom policy procedures**
- **Gossiping in the community and/or on social media**
- **Not following "Procedures for Dealing with Issues" document**
- **Approaching other parents/carers to discuss an issue to reflect negatively on the school**
- **Not obeying driveway rules (speeding and making u-turns not in designated area)**

Procedures for Dealing with Issues at Errington Special Education Centre

1. Identify the issue that needs to be raised and with who. Write the issue down and ensure you are clear, calm and concise.
2. In the first instance, always contact the staff member concerned and arrange a time to meet. Please do not bring up the issue during the busy afternoon and morning routines. If you do, the staff member may ask you to make a suitable time to meet.
3. During the meeting be calm and non-threatening with a view of working together to resolve the issue. Present clear, factual information about your issue and what you hope to achieve. Minor issues maybe resolved quickly but more detailed issues may take longer.
4. If after a meeting with the staff member, you believe the issue hasn't been resolved, please contact either the Principal or Deputy Principal. You should only go to them if you do not feel comfortable talking with the staff member.
5. The Principal or Deputy Principal will meet with you, listen and document the issue and then may convene a meeting with the staff member to work through it.
6. If, after a reasonable amount of time, the issue remains unresolved, you may refer back to the Principal or Deputy Principal or contact the DECD Complaints Unit.

We thank all families for adhering to these guidelines to ensure a safe, happy and caring environment which ensures positive learning and educational outcomes for our students.

Parent/Carer Code of Conduct endorsed by School Council on 12/9/17