



SORRENTO PRIMARY SCHOOL

Code of Conduct Parents, Carers and Volunteers

INTRODUCTION

This Code of Conduct outlines the expectations for all parents, carers, and volunteers involved with Sorrento Primary School. Its purpose is to help maintain a safe, respectful and supportive environment where all students can thrive.

STATEMENT OF INTENT

At Sorrento Primary School, we value diversity, inclusion and mutual respect. We are committed to supporting one another with care and consideration and believe in open, honest communication. We aim to foster meaningful partnerships with parents and the wider community to enhance student achievement and wellbeing.

Parents and carers play a vital role in supporting student learning and in building positive, respectful connections between home and school. By modelling respectful and constructive behaviour, they help reinforce our school's core values—mutual respect, empathy and open communication.

GUIDELINES AND PROCEDURES- RIGHTS AND RESPONSIBILITIES

Parents/carers have the right to:

- Participate in a safe and secure school environment.
- Access staff at mutually convenient times.
- Be informed about their child's educational progress and behaviour.
- Report issues, concerns or incidents involving their child.
- Be heard and treated with respect by all members of the school community.
- Receive a timely response to concerns raised.
- Access relevant school policies and procedures.

Teachers/Staff have the right to:

- Treat everyone in the school community with respect and courtesy.
- Raise queries or concerns in a courteous, respectful and reasonable manner.
- Make appointments in advance with relevant staff to discuss any queries or concerns.
- Maintain confidentiality when dealing with queries and concerns by exercising discretion when discussing the matter with other school staff, students or parents/ carers.
- Raise any concerns regarding the behaviour of other children with the appropriate staff member or parent/ carer.
- Work in partnership with the school to support student learning and wellbeing.
- Understand that their child's perspective on a particular issue may be subjective.
- Show good sportsmanship at school events.
- Allow staff to manage student behaviour in line with school and Department policy.
- Follow all school signage regarding parking, kiss and drive, and staff-only areas.
- Adhere to the "no dogs on school grounds" policy.

- Remain respectful of the school and all members of the school community in social media contributions
- Send messages to students via the school office, not directly when using digital technologies.
- Communicate respectfully in both verbal and written forms.
- Refrain from taking photos or video of other children on school grounds.
- Refrain from disciplining or confronting a student that is not their own on school grounds.
- Understand that staff may not respond to messages outside of school hours or during teaching time.

The school will:

- Deal with concerns in an open, fair and sensitive manner.
- Take seriously any concern brought to its attention and respond promptly to achieve resolution.
- Treat parents and carers with courtesy and respect.
- Maintain respectful standards of communication.
- Preserve confidentiality when dealing with queries and concerns.
- Act in accordance with school and Department of WA Education policies.
- Clearly communicate any changes to policies or procedures.

Visitor & volunteers:

We welcome volunteers and visitors who support classroom and school activities. All volunteers assist on the understanding that:

- Teachers are responsible for classroom programs and student welfare.
- Volunteers must co-operate and follow the direction of teachers to ensure the safety and care of students.
- Volunteer conduct must always be respectful and appropriate
- Smoking is not permitted in sight of students or anywhere on school grounds.
- Volunteers must not be under the influence of alcohol or other substances.
- Volunteers must sign in and out through the front office.
- Volunteers must wear a visitor sticker (obtained from the front office) while on site.
- Volunteers must complete and sign a Prohibited Persons Declaration (available from the front office).
- Volunteers may be asked to complete a Criminal Record Check as required under the Child Protection Act 1997.

Confidentiality is of prime concern.

Confidentiality is critical. Parents and volunteers must not share or discuss any information about students or incidents they become aware of at school, with the exclusion of the classroom teacher and/ or Principal.

As schools are mandatory reporters with the 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, carers, visitors and volunteers:

Aggressive, abusive or violent behaviour towards staff, students, or other parents — will not be tolerated under any circumstances. Any behaviour deemed a breach of this Code of Conduct, as determined by the Principal, may result in:

- The person being asked to immediately leave school grounds.
- Police involvement and/or seeking legal advice, if necessary in serious cases.

Communicating with the school

We are committed to maintaining effective, respectful and timely communication with families.

Approved communication channels include:

- Face-to-face meetings (by appointment)
- School email addresses
- School apps or communication platforms (e.g. Connect)
- Phone calls via the front office

Staff are not expected to respond during teaching hours or outside of work hours.

REVIEW

This Code of Conduct will be reviewed annually and updated as needed in consultation with the school community.