



## School Community Code of Conduct

At Erina Heights Public School, we endorse the NSW Government School Community Charter, outlining responsibilities for stakeholders to create collaborative, supportive, cohesive, and respectful learning environments. To cultivate this culture, a clear School Community Code of Conduct defines boundaries, prevents misunderstandings, and maintains a respectful environment. It ensures harassment-free and positive interactions for all members, outlining expected behaviour for adults visiting, working, or volunteering. The Code of Conduct promotes respectful, honest, courteous, sensitive, tactful, and considerate interactions with students and adults.

### Communication Guidelines

What is OK	What is not OK
Having a concern and contacting the school to discuss the problem with the class teacher	Coming to the school office or the classroom and demanding to talk to someone straight away
Making a time to talk through an issue with a staff member when you are calm and in effective control	Yelling at or abusing any staff member, either over the phone or in person
Understanding the importance of a healthy parent/teacher/child triangle and communicate in a constructive manner	To criticise the school or staff member in front of children
Use social media to contact the school respectfully	Making public negative or defamatory comments on social media
Making a mutually convenient time to meet with your child's teacher by contacting the school office	Expecting to talk to the class teacher in the morning while students are entering the classroom
Visiting the classroom at an agreed time to view your child's learning environment	Entering the classroom when the teacher is not present
Contacting a staff member of the school via the school contact number or email	Contacting staff members regarding a school issue directly through either their personal mobile number or direct email unless you have been specifically invited to
Making an appointment with the Principal or Assistant Principal to discuss an issue and reporting to the front office prior to entering office areas	Coming to the school and bypassing the office to enter one of the office areas
Be aware that events have many sides, be prepared to listen to them and seek to verify facts before stating a concern	Stating a concern that you know to be untrue
Following the appropriate communication flow chart and not going above the relevant person's head	Going directly to the principal before addressing any concerns with the appropriate Classroom Teacher

### Attending the School or School Events Guidelines

What is OK	What is not OK
To walk your child into school and wait with them until the bell goes	To approach another person's child
Talking calmly and using respectful language towards all staff and other members of the community	Aggressive language or swearing in any situation, at any school event
Maintain a positive and cooperative attitude towards all students, staff and community members	To make inappropriate gestures towards students, staff and community members
To volunteer within the school and classrooms to support and enhance student learning. Ensuring confidentiality of any information you are privy to during this time	To discuss the behaviours of students within the classrooms that you are helping or any other information that you are privy to during this time
To uphold the school values of Care, Courtesy and Respect in promoting a culture of collaboration	To be uncaring, discourteous and/or disrespectful towards any member of the school community and focus on a culture of competition.



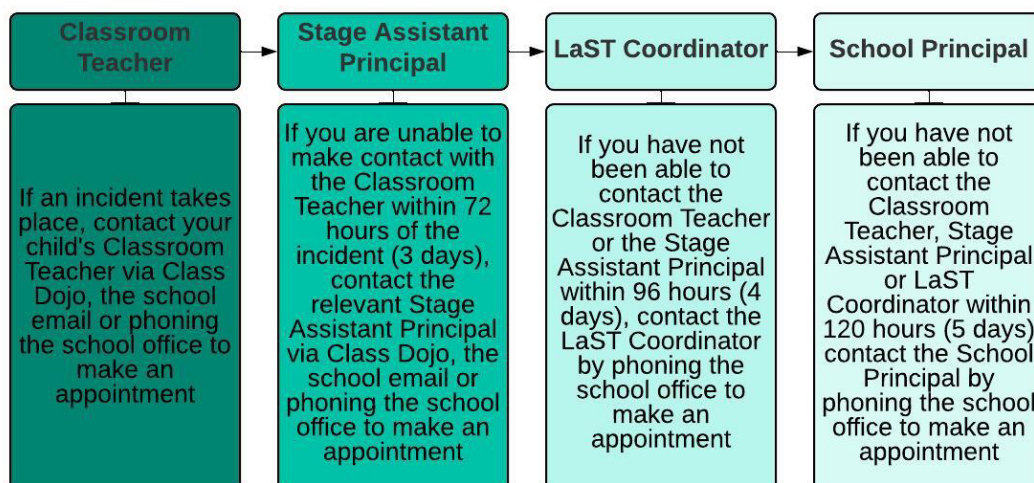
Staff adhere to an annually revised Code of Conduct. While imperfections are inevitable, we're united in achieving the best outcomes for your children. Clear boundaries and respectful communication facilitate this. When issues arise, these boundaries help reflection, learning, and better future interactions. We set an example for children by following these principles. Thanks to everyone for their contributions.

### Consequences

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

- Physical assaults or threats towards students, staff, parents, or community members at school or during school activities, including travel to and from school.
- Actions around students, staff, parents, or visitors that raise alarm or concern among them.
- 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.
- Under no circumstances are parents to approach another student or parent on school grounds regarding any incidents or issues.

### Communication Flowchart



# School Community Charter

 **Collaborative. Respectful. Communication.**

The following School Community Charter outlines the responsibilities of parents, carers, educators and school staff in NSW public schools to ensure our learning environments are collaborative, supportive and cohesive.

## What our schools provide

NSW public schools work to create positive environments for students, staff and the entire school community that support student learning. We strive to ensure that every student is known, valued and cared for.

The best education happens when parents and schools work together.

The School Community Charter aligns with the NSW Department of Education Strategic Plan 2018 - 2022.



## Positive environments

It is important that our NSW public schools are positive environments and that parents and carers are kept informed of students' progress and school announcements.

Parents and carers can expect:

- to be welcomed into our schools to work in partnership to promote student learning.
- communication from school staff will be timely, polite and informative.
- professional relationships with school staff are based on transparency, honesty and mutual respect.
- to be treated fairly. Tolerance and understanding are promoted as we respect diversity.

We treat each other with respect

We prioritise the wellbeing of all students and staff

Unsafe behaviour is not acceptable in our schools

We work together with the school

**Ensuring respectful learning environments for all members of NSW Public Schools communities.**



We create  
**collaborative**  
learning  
environments

We  
all play  
**a part**

We work  
**in partnership**  
to promote  
student  
learning

### Communicating with our schools

Our staff will find a time to talk to you when they can give you their full attention. Please remember that while our staff are in class or dealing with other matters, they may not be available to answer your questions immediately.

Our schools and communities will make sure that written communication is appropriate, fair and easy to read. We encourage you to use email and social media appropriately to connect with your school and stay up-to-date with up-coming events in the school community.

Our guide for parents, carers and students provides useful information about the complaints process: [education.nsw.gov.au/about-us/rights-and-accountability/complaints-compliments-and-suggestions/guide-for-parents-carers-and-students](https://education.nsw.gov.au/about-us/rights-and-accountability/complaints-compliments-and-suggestions/guide-for-parents-carers-and-students).

### Respectful communication is a right

In all workplaces people have the right to feel respected. Unacceptable and offensive behaviour has no place in our school communities.

To ensure the wellbeing of students, staff and the community in our schools, steps will be taken to address unacceptable behaviour. This may include restricting contact with the school community or, in more serious cases, referral to NSW Police.



### Unacceptable behaviour may include but is not limited to:

- Aggressive or intimidating actions, such as violence, threatening gestures or physical proximity.
- Aggressive or intimidating language, including the use of obscenities, making sexist, racist or derogatory comments or using a rude tone.
- Treating members of the school community differently due to aspects such as their religion or disability.
- Inappropriate and time wasting communication.



**Collaborative.**  
**Respectful.**  
**Communication.**

**School Community Charter**

[education.nsw.gov.au](https://education.nsw.gov.au)