

## Approaching Collector Public School

From time to time parents, carers 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.
- Express concern about actions of staff.

Collector Public School has in place procedures that are based on mutual respect, have a restorative focus and aim to solve problems as soon as possible so that a safe, inclusive and harmonious school environment is maintained.

The procedures aim to:

- Provide a guide in order that concerns are dealt with in a calm and fair manner.
- Ensure that the rights of students, staff, parents, carers, volunteers and visitors are respected and upheld.
- Support sensitivity and confidentiality.
- Help reach an agreed solution.

To facilitate productive communication and resolve situations always organise a time to talk with school staff.

Door stopping staff or trying to engage teachers when they are trying to organise students, an assembly, teach, manage children or activities or are engaged in another conversation or activity to discuss issues or concerns is not appropriate. Use the opportunity to make an appointment instead. Refer to the "Parents and the School" document for appropriate ways to approach staff.

To enable a full and informed conversation, arrange an appropriate time and place to talk. For best results give yourself and the staff member time to consider and prepare appropriate responses. It may take a series of coordinated meetings to resolve or clarify an outcome.

On occasion, concerns may cause anxiety, feelings of anger or frustration. It is never appropriate to confront a staff member under any circumstances when your behaviour in the presence of students, staff, parents, carers, volunteers or other visitors to the school that causes alarm or concern to the students, staff, parents, carers, volunteers or other visitors. In these instances, the principal (or nominee) has the legal authority under the 'Inclosed Lands Act' to:

- Direct the person to immediately leave the grounds
- Call the police to remove the person should he/she refuse.
- Withdraw future permission (by letter) for the person to enter the grounds without permission of the principal.
- Seek further legal avenues.

Collector Public School is a small school that prides itself on its initiatives and procedures to combat bullying. The successful execution of these policies and procedures requires the unconditional support and endorsement by the school community and for the community to be resolute in setting an example for students to model their behaviours on.