



Code of Conduct: Visitors

Lambert School will be most successful where we respect each other (including our students, parents and colleagues) and the communities in which we operate. Our learning environment is dependent on a culture where every one of us acts with the highest level of integrity, honesty and takes responsibility for their actions.

Lambert School's Visitor Code of Conduct sets out the ethical behaviour expected by all. It will assist everyone in solving ethical dilemmas. The school Code of Conduct outlines our key values and our expectations of you in the school environment. We expect every person within our school community to uphold the key values and expectations of this Code of Conduct when acting on behalf of or representing Lambert School.

When attending the School or any School-related event, Visitors should:

- Refrain from engaging in malicious or judgmental gossip (either directly or online) and ensuring that anything they say about others is fair and truthful
- Refrain from actions and behaviour that constitutes bullying, harassment, discrimination or vilification
- Refrain from offensive, insulting or derogatory language or conduct. This includes wearing clothing with offensive words or insignias
- Dress appropriately according to the occasion
- Not smoke on school grounds or within ten metres of any entrance (Tasmanian Law)
- Not possess alcohol on school grounds
- Not possess illicit drugs on school grounds
- Not attend school events if affected by alcohol or other intoxicants
- Show proper care and regard for School property, the property of others and work health and safety concerns

Communication with the school

Written and spoken communication to anyone in the school community should be courteous and respectful. When communicating, Visitors should:

- Interact civilly with staff, students, and other parents at all times
- Not use abusive language or expletives, raise their voice, insult, or engage in violent behaviour to anyone on school grounds or at any school-related events

- Ensure that relationships with students are strictly in accordance with appropriate roles and that favouritism, special treatments and deliberate exclusion are avoided
- Ensure that physical contact with students is appropriate given the age of and relationship with the student such that questions of impropriety do not arise
- Not discipline or raise their voice or get involved in verbal altercations with a parent or child under any circumstances
- Respect the privacy of other students, parents, staff, contractors and volunteers in the school community
- Always behave lawfully on school grounds and observe the terms of any order, obligation or undertaking they may be subject to
- Not contact staff outside normal school hours unless requested or authorized
- Not intimidate, undermine, threaten, bully or harass other students, staff members or parents
- Not disclose the personal details of a student, staff member or parent to another person without consent

Visitors and social media

Visitors should ensure they abide by the laws and the school's expectations of Visitors. When using social media, Visitors should:

- Not discuss or mention the school, its staff, or any members of the school community in a negative or defamatory way
- Be respectful to staff, contractors, volunteers, parents, and/or students
- Not use it as a means to voice grievances about the school
- Not take a photo or video recording of a student, staff member or parent without the school and the individual's consent
- Not post a photo or video recording of a student, staff member or parent on social media without consent
- Not disclose any confidential information of parents, staff, contractors, volunteers, and/or students to third parties without the individual's express consent
- Not make contact with students using any form of social media without the express consent of the student's parents
- Not post sexually inappropriate or other material that may damage the reputation of the school or create potential harm to others

Breaches of the Code of Conduct

In cases where a visitor does not act in accordance with this Visitor Code of Conduct towards a staff member in person or outside of the school grounds, during a phone call or via email, the staff member may take one of the following actions:

- Inform the Visitor that unless the inappropriate communication ceases, the staff member may put an end to the phone call, meeting or discussion
- Request another staff member be present for the remainder of the meeting, if deemed necessary to proceed with such
- Lodge a complaint against the offending Visitor in accordance with the School's Complaints Policy

The consequences for breaches of this Visitor Code of Conduct will be determined by the Principal and may include the following:

- The school may ban a visitor from entry to school grounds or from attending School-related co-curricular activities or other events
- The school may direct that a visitor may only communicate with members of staff through a nominated School representative
- In cases of extreme or prolonged breach of this Visitor Code of Conduct by a visitor, the school may refuse entry
- The school, where appropriate, may involve other authorities
- The school may take such other steps as it deems appropriate according to the nature of the breach

The school has a Complaints Management Policy and Flowchart that is outlined on the school website, including a Complaints reporting form. The school takes seriously any issues that are brought to its attention. If visitors express their concerns to the school, they can expect to be treated with courtesy and respect to try to resolve the matter. Each situation will be considered as it arises and based on the issues.

Visitors have the right to raise issues and concerns of matters relating to the school.