

Positive Community Engagement Guide

- Good communication underpins Positive Community Engagement. Good Communication occurs when the school has clearly outlined the best ways to communicate with the school, as well as the conduct expected of parents, carers and visitors while they're on school grounds, at school activities and interacting with others in the school community.
- The [Parent and Community Code of Conduct](#) sits alongside the [Student Code of Conduct](#) and [Code of Conduct for the Queensland Public Service](#) to support schools as safe and respectful places.

Strategies

- Create a shared understanding of expected conduct within the school community. Adapt the exemplar Parent and Community Code of Conduct to your school's local context in consultation with your community.
- Ensure staff and volunteers are conversant in the Parent and Community Code of Conduct and can use shared language to guide expected behaviour with parents and community, including school complaints process.
- Regularly communicate the expected conduct for parents and visitors, including through:
 - Providing a copy to parents during the enrolment process
 - Posters around the school
 - Regular communication via the school newsletter and on social media.
 - Opening addresses at assemblies or other events
- Use the [Parent and Community Engagement Framework](#) to support positive engagement.
- Use the School Opinion Survey and trends in complaints to identify areas for improvement in strengthening community relationships.
- Consistently follow a clear [customer complaints management](#) process.

Resources

For implementing a Parent and Community Code of Conduct:

- [Code template](#) - modify the Code to suit your school community
- [Frequently asked questions](#)
- [Parent and Community Code of Conduct printable poster](#)
- [Newsletter and social media items](#)
- [Safe and respectful school communities school resources](#) (posters and newsletter items)

For developing capability and understanding of meaningful community engagement:

- [Parent Engagement](#): a range of resources to support schools in shaping their approach to communicating and collaborating with parents
- [Guide for Queensland Schools](#): Promoting respectful conduct by parents and visitors, and managing difficult and unsafe situations
- [Interpreters in Schools](#): Engage interpreters and/or translators as required

Regional Supports

The Principal Advisors Education Services (PAES) are available to support Principals with:

- Developing a Parent and Community Code of Conduct
- Implementing customer complaints management process
- Managing a person who is acting unreasonably or in a hostile manner. See also [Hostile people on school premises, wilful disturbance and trespass procedure](#)
- Topic specific frequently asked questions, for example:
 - [Family law matters affecting state schools](#)
 - [Enrolment](#)
 - Managing social media communication and online incidents. See also [Cybersafety and reputation management](#)