

Parent Code of Conduct

1. POLICY STATEMENT

- 1.1 This Parent Code of Conduct (the Code) has been developed so that parents and those with parental responsibilities are aware of and meet the School's expectations regarding their interaction with the School, its staff, other parents, students, and other members of the school community. Adherence to this Code is important to promote positive and productive relationships within the school community.
- 1.2 The Code applies to all parents and those with parental responsibilities (referred to as 'parents' in this Code). The Code applies to behaviour or conduct:
- at the School;
 - while engaging in school-related activities or representing the School, both at the School and at other venues, such as sporting grounds; and
 - in communications with staff, other parents, students, and other members of the school community including on social media, online forums, or other digital platforms.

2. CONTEXT

- 2.1 The School aims to establish and promote an environment that welcomes and encourages all parents and carers to raise questions, participate in school activities and volunteer their assistance or service in a variety of ways.
- 2.2 The School is responsible for establishing and administering the policies, procedures and rules which govern the day-to-day operations of the School. By extension, parents are expected to comply with all relevant policies, procedures, and guidelines, including the directions of the Principal, when they are welcomed onto school grounds or in attendance at School related functions.

3. GUIDING PRINCIPLES

- 3.1 At all times, the School, staff, parents, and any other person working or engaged with students must always place the safety, welfare and wellbeing of students and children as a priority in decisions made or action taken.
- 3.2 The following three values sustain the school community and are the key guiding principles of the Code:
- Truth
 - Courage
 - Service

4. DISCIPLINE

- 4.1 Students of all ages grow and learn more successfully in all areas of school life when the significant adults in their lives - parents, teachers, and other family and community members - work together to encourage and support them. This applies when the student is identified for taking positive action, and the same support is required when a student's behaviour becomes a matter of concern.
- 4.2 The School expects all students will comply with its policies including our Student Discipline Policy available on the School website and not engage in behaviour, which is harmful to others, harmful to themselves or is contrary to the ethos and philosophy of the School. Parents are expected to support the School in relation to steps or action taken by the School where a student has not complied with the School's expectations.
- 4.3 In the case of minor disciplinary matters, the School will determine what took place and will determine, where relevant, appropriate consequences. Generally, the School does not engage in debate about the details of the conduct or the appropriateness of the disciplinary outcome with parents.

- 4.4 In relation to more serious disciplinary matters which may result in suspension or expulsion, the School will generally deal with these matters in accordance with our Student Discipline Policy, which will include parents being advised of the matter.

5. INTERACTION WITH STAFF

- 5.1 Strong cooperation between staff and parents both in and outside of the classroom promotes significant benefits for students. With this in mind, it is important that parents show courtesy and respect to staff. Parents should role model respect for staff and not criticise them in front of students or seek to undermine their authority. This does not mean that a parent cannot raise a concern about a staff member's conduct (see below) but should use appropriate avenues and observe the general rules of conduct in this Code when doing so.
- 5.2 The School conducts regular meetings between staff and parents at which a student's progress can be discussed. There may be other times when a parent or staff member requests a meeting to discuss issues that may arise during the course of a student's schooling. If a parent wishes to meet with a staff member, they should make an appointment so that a mutually convenient time can be arranged.
- 5.3 If a parent has a particular concern about a member of staff, they can raise it with the staff member concerned if they feel comfortable doing so, or, alternatively, follow our Complaints Handling Policy available on the School website.
- 5.4 Parents should only contact staff members through official school channels and never attempt to contact a staff member at their home, on their personal phone, private email, social media or as they conduct their personal lives.
- 5.5 The School has obligations regarding the health, safety, and welfare of staff and, for this reason, aggressive, abusive, threatening, or

intimidating behaviour towards staff will not be tolerated. Such behaviour may include:

- persistent or unreasonable phone calls to staff members;
- repeated or unreasonable emails to staff members;
- pressuring staff to immediately respond to communications or to make a decision about a School matter;
- insisting on meeting with a member of staff without having a prior appointment;
- using raised voices or offensive language towards a staff member; and/or
- threatening a staff member physically or verbally.

6. RAISING CONCERNS

6.1 It is normal in any relationship that, from time to time, misunderstandings or grievances will arise. When this happens, it is the manner in which they are addressed, as opposed to the nature of the issue, that is critical in maintaining the relationship and promoting a positive outcome. The School takes concerns raised by the school community seriously. However, the School also has a duty of care to protect all staff. In those circumstances any aggressive or abusive behaviour when raising concerns will not be tolerated.

6.2 If a parent wishes to raise a concern about an issue, they should do so respectfully and courteously. Concerns should be raised as outlined in our Complaints Handling Policy.

6.3 If a parent wishes to raise a concern, they should not use rude or abusive language. This is not productive and makes it harder to resolve issues in a cooperative manner.

7. INTERACTIONS GENERALLY WITH THE SCHOOL COMMUNITY

7.1 The School values the importance of open interpersonal communication with parents to create and maintain meaningful relationships. The School will seek to respectfully communicate to ensure a parent is able to communicate their potential concerns

clearly. The School expects that parents or carers will respond in kind and that all parties are courteous and demonstrate care through active listening.

7.2 Communication, whether verbal or in writing with other members of the School Community including other parents or students should:

- show respect, courtesy, and consideration;
- not harass or bully another person;
- not use intemperate language; and
- not be confrontational.

7.3 Parents should not approach students (or the parents of other students) in relation to concerns or disputes about actions toward their child at School. School matters should be raised with the School at the first instance. An appointment should be made with the relevant staff member to discuss before contact is made with other parents or students.

7.4 If an exchange escalates to the extent that good communication is not occurring, a party feels attacked or overwhelmed, the conversation should be ceased and occur at another time when less emotionally charged.

8. **ONLINE CONDUCT**

8.1 The expected behaviour of parents as outlined in this Code is applicable to interactions online.

8.2 It is expected that social media will be used to build community and contribute to a positive dynamic amongst parents and not be used to criticise or denigrate others in the School community or the School.

8.3 Parents should not:

- take or post photographs or recordings of other students in School settings without the express consent of the other student and the student's parents;
- initiate online communication with students (other than their own child);
- post comments or speak about students publicly;
- encourage their child to exclude or criticise other students on social media; and
- share email addresses and social media contact details of parents or other members of the School community without their express consent.

9. SPORT & CO-CURRICULAR ACTIVITIES

- 9.1 The School operates an extensive sporting and co-curricular program which offers students the opportunity to excel in pursuits outside of the classroom. In participating in these activities, the School and parents will aim to operate in partnership to foster student effort, respect, and fair play rather than the overall outcome of any event with the aim of enhancing enjoyment of the activity and personal growth through skills development.
- 9.2 Parents are welcome and encouraged to attend sporting events. Parents should behave appropriately and respectfully while attending co-curricular and sporting events. In particular, parents should not abuse, threaten, criticise or otherwise seek to intimidate an umpire, referee, a player, or any School representatives or member of the School community.
- 9.3 Parents should encourage students to give their best effort and applaud good play and performance regardless of which team, group or child produces it.

9.4 Complaints concerning the conduct of games or other activities should not be made during or after the game/activity, and especially not in front of students, but should be referred to the Deputy Principal and any action will be left to their discretion.

9.5 Under no circumstances should a parent approach or contact the opposition's coaches, parents, students, or School directly with a complaint. If a parent or participant wishes to bring a complaint or express a concern about any aspect of a sporting or co-curricular event, they may do so by contacting the Deputy Principal.

9.6 For serious complaints, parents or participants should follow our Complaints Handling Policy.

10. FAILURE TO OBSERVE THIS CODE

- 10.1 In the unlikely event that a parent fails to observe this Code, depending on the seriousness of the breach, the School may consider:
- limiting access to a teacher or teachers;
 - limiting access to the school premises or sporting or other school events; or
 - termination of the enrolment of the parent's children at the School.

11. SUPPORTING PROCEDURES AND RELATED POLICY

- Student Discipline Policy
- Child Protection Policy
- Complaints Handling Policy
- Privacy Policy
- Staff Code of Professional Conduct and Practice