



Parent/Carer Code of Conduct

Rationale

The College is a diverse community of individuals and groups who work together to educate our students to reach their full potential and to be confident to live successful lives of peace, compassion, justice and tolerance. Shared community values enable all members of our community to work together and enjoy the fellowship that arises from such collegiality.

Life within the community is founded upon and formed by strong relationships and partnerships of trust, statutory and regulatory requirements, high expectations, Gospel and the Good Samaritan charism, and the concept of community as a village of neighbours.

Principles

This Code of Conduct is based on the values embedded in life at the College: justice, love, harmony, compassion, hospitality and peace. Our motto, Pax, is lived out through adherence to these values, alongside the Gospel values of truth and forgiveness. Integrity of process and partnership, high expectations of legal and ethical compliance, and respect for the inalienable dignity of all, enable strong, positive relationships across the community.

Aim

The aim of this document is to provide an outline of the standards of behaviour expected of all parents/carers involved with the College, verbally, in writing, in physical contact or electronically.

We seek to build a collaborative partnership between parents/carers, staff and students by:

- Providing clear expectations of conduct for all members of the College community
- Recognising the role of parents/carers as primary caregivers
- Putting the needs and interests of students at the centre of all communication
- Listening to and discussing concerns with courtesy and respect
- Maintaining appropriate confidentiality
- Resolving issues in a timely manner.

Scope

This Code of Conduct applies to all adults including parents, guardians, step-parents, grandparents, extended family, caregivers and others while involved in activities or communication related to the College. For the purpose of this document, the term 'parent' refers to all listed above.

Ethical Conduct

Parents are students' most significant role models. As such, the College expects parents conduct themselves in a manner which exemplifies this by:

- Refraining from engaging in malicious or judgemental gossip, (directly or electronically) that reflects negatively on the College and members of the College community.

- Not engaging in behaviour that constitutes bullying, harassment, discrimination or vilification.
- Using language which is not offensive, insulting or derogatory.
- Supporting your daughter (s) in all endeavours through appropriate levels of interest and encouragement
- Supporting the College in its efforts to maintain a positive teaching and learning environment by encouraging your daughter (s) to achieve their personal best.
- Addressing conflict and differences with respect, civility and dignity, and working towards a resolution in partnership.
- Following the Preferred Parent Communication Structure (found in Student Diary) to discuss issues or concerns.
- Respecting the rights of staff members and other individuals, including other parents.
- Being aware that there are many facets to issues and, therefore, being prepared to listen and verify facts.
- Not approaching another student to chastise them because of actions or conflict which involves your own daughter.
- Supporting school policies and procedures.

Communication and Interaction with Staff, other Parents and Students

Parents are expected to interact civilly with staff, students and other parents at all times. Both written and spoken communication should be courteous and respectful. Abusive language, raising your voice, and insulting or violent behaviour is not appropriate at any time.

It is not appropriate to discipline another parents' child whilst on College grounds, unless there is a reasonable health and safety concern.

In certain circumstances, parents are required by law to advise the College of areas of potential conflict, such as family court orders. The College expects parents to behave lawfully on College grounds and to observe the terms of any order, obligation or undertaking to which they may be subject.

Child safe conduct is expected at all times.

What Parents Can Expect from a Staff Member if Communication Becomes Inappropriate

When a parent does not interact civilly with staff, either in person in or outside of the College grounds, during a phone call, or via email, the staff member may take one of the following actions:

- Request the parent cease their inappropriate communication in order to allow the communication to proceed.
- Inform the parent that unless the inappropriate communication stops, they 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.
- Lodge a complaint against the offending parent.

If the conduct continues, the staff member may cease the communication and call for assistance. In extreme cases, the police may be called.

Use of Social Media

Social Media is the collective of online communication channels dedicated to community-based input, interaction, content sharing and collaboration. There is a range of ethical and legal rights and responsibilities associated with the use of social media that apply to all members of the College community, particularly pertaining to reputational damage and defamation.

Parents can ensure they abide by the law and the College's expectations of its parents, by complying with the following:

- The College, its staff and members of its community should not be mentioned or discussed in a negative or defamatory way.
- Photographs of students in school uniform represent the College community, and should not be posted if they have the potential to bring negative connotations towards the College, its staff or students.
- Photographs containing other students should not be posted without the express consent of the other student's(s') parents.
- Email addresses or any personal contact details of parents, staff and students should not be given to other people without their express consent.
- There is not to be filming or recording without the knowledge and consent of the other party.

Please note that the College may seek legal advice related to any shared, potentially damaging comments.

What Parents Can Expect from the College

The College takes seriously any concerns which are brought to its attention. If parents express their concerns to the College, they can expect to be treated with courtesy and respect in efforts to resolve the matter.

Please refer to the Preferred Parent Communication Structure in the College Diary. Cases of serious inappropriate conduct, or misconduct, should be directed to the Principal for assigning through the appropriate response channels.

The College will act in accordance with its Complaints Handling Policy.

Breaches of this Code of Conduct

It is hoped these guidelines will assist parents to appropriately direct their concerns, to work in partnership with the College, and to contribute to the harmonious nature of our community, reflecting the values and charism of the community and meeting the legal and ethical responsibilities shared by us all.

The consequences for breaches of this Parent/Carer Code of Conduct will be determined by the Principal and may include one or more of the following:

- Banning a parent from entry to the College grounds, College events and from attending co-curricular activities.
- Directing that a parent only communicate with members of staff through a nominated College representative.
- Involving other authorities where appropriate or required by law.
- Termination of enrolment. This may result from a serious breach or repeated breaches of the Code.