SCOTS ALL SAINTS COLLEGE



PARENT AND CARER CODE OF CONDUCT

1. PURPOSE

Scots All Saints College (the College) aims to provide a welcoming and safe environment for all. The College believes that parents and carers are valuable contributors to the College. Staff aim to work in partnership with parents and carers in the care and growth of each student.

This Parent and Carer Code of Conduct (the Code) outlines the way in which the College requires parents and carers to conduct themselves when visiting the College campuses, participating in College activities and communicating with members of the College community including staff, students, other parents and carers, volunteers, contractors and Visitors to the College or College related activities.

The Code has been developed so that parents and carers are aware of and meet the College's expectations with regard to their interaction with the College community. Adherence to this Code is important to promote positive and productive relationships within the College community. This Code is also part of the Enrolment Conditions and by having your child enrolled at the College you agree to abide by it. This Code applies to persons, over the age of 18 years, who are either:

- a person named in the Enrolment Conditions as the parent or guardian of a student currently enrolled at the College; and
- a family member, carer or friend of a student enrolled at the College and participating in the activities of the College.

For simplicity, all persons covered by the Parent and Carer Code of Conduct will be referred to as "Parents". This Code applies to behaviour or conduct:

- At the College;
- While engaging in College related activities or representing the College, both at the College and at other venues, such as sports venues, theatres, show grounds, etc.; and
- In private communications with College staff, other parents, students and other members of the College community. It includes how you conduct yourself on social media, in online forums and on other digital platforms.

2. A WELCOMING, SAFE AND CONSTRUCTIVE ENVIRONMENT

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3. PARENTS' AND CARER'S RESPONSIBILITIES WHEN VISITING THE COLLEGE OR ATTENDING COLLEGE ACTIVITIES

Parents are obliged to:

- comply with all safety policies and procedures in place at the College including the Child Safe Code of Conduct;
- sign in at Reception;
- only enter a classroom or attend a College related activity with permission from a Staff member;
- listen respectfully when attending any kind of College assembly, activity, presentation, class

event, or public meeting;

- treat all other parents, staff, contractors, volunteers, students and visitors to the College with courtesy and respect; and
- accept the authority of the teacher (or teachers) when visiting a classroom and comply with all reasonable direction.

Parents must not:

- use verbal or physical violence of any kind at any time;
- disparage the College's teaching or activities or act in a manner which is disrespectful or contradictory to the ethos of the College;
- interrupt or disrupt a teacher whilst classroom instructions or learning activities are taking place;
- bully or harass other parents, staff, contractors, volunteers, students and visitors to the College;
- take a photo or video recording of any child if that child is not their own child, unless the parent of the child is present at the time and consents to the photo or video recording being taken.; or
- attend the College whilst intoxicated or affected by illicit drugs or alcohol.

4. DISCIPLINE OF STUDENTS

The College expects students to comply with its rules, codes, policies and procedures and not engage in behaviour which is harmful to others or is contrary to the Ethos of the College. Parents are expected to support the College in relation to its Student Discipline Policy and not do anything which undermines the College's authority to do so.

In the case of minor disciplinary matters, the College will determine what took place and will determine, where relevant, what is a fair outcome for the student. Generally, the College does not engage in debate about the details of the conduct or the appropriateness of the disciplinary outcome with parents. It will share information as appropriate with parents.

In relation to disciplinary matters which may result in suspension or expulsion, the College will inform parents of the matter and will address these matters in accordance with the College's disciplinary and other relevant policies

5. PARENT AND CARER INTERACTION WITH STAFF

The College conducts regular meetings between staff and parents at which the student's progress can be discussed. There may be other times when a parent or staff member requests a meeting to discuss particular 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. This can be done by calling the College office on either campus or emailing connect@scotsallsaints.nsw.edu.au.

Parents also can make an appointment to see the Head of College, Deputy Head of College, Head of Senior School or Head of Junior School about any particular concerns they may have relating to their child.

It is important that parents show respect for staff and not publicly criticise them in front of students or seek to undermine a staff member's professionalism or authority. If a parent has a particular concern about a member of staff, they can raise it with the staff member concerned, the Head of Junior School, the Head of Senior School, the Deputy Head of College or with the Head of College. However, when doing so they should use appropriate avenues and observe the general rules of conduct set out in this Code.

If a parent has a complaint, then they should observe the College's Procedures for Complaints

available on the College website.

If a parent wishes to make a complaint, they should not use rude or abusive language. This is not productive and can make it harder to resolve concerns.

Parents should only contact staff members through official College channels and never attempt to contact a staff member at their home, on their personal phone, private email or via social media.

The College has obligations regarding the health, safety and welfare of staff and for this reason, aggressive, abusive, threatening or intimidating behaviour will not be tolerated. Such behaviours may include:

- persistent or unreasonable phone calls or emails to staff members;
- pressuring staff to immediately respond to communications or to make a decision about a College 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 APPROPRIATELY

It is normal in any relationship that, from time to time, misunderstandings or concerns 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 College takes concerns raised by the College community seriously. However, the College 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.

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 the College's Procedures for Complaints which can be found on the College's website.

In order to most effectively discuss a particular query or concern, parents wishing to speak to a staff member, contractor, or volunteer (either in person or over the phone) are encouraged to make an appointment in advance.

7. INTERACTIONS AND ATTENDANCE AT COLLEGE EVENTS

When communicating with other members of the College community (including staff, contractors, other parents, students, volunteers or visitors) parents are obliged to:

- show respect, courtesy and consideration;
- not harass or bully another person;
- not use offensive language;
- not be confrontational;
- spectate and participate in an encouraging manner;
- support and encourage the activities of the College and the College values; and
- respect the privacy of others. Parents must not:
- use verbal or physical violence of any kind at any time;
- raise their voice when speaking to others;
- speak to others in a derogatory or offensive manner;
- take a photo, video or audio recording of others without their consent;
- post a photo, video or audio recording of others on social media without prior consent;
- intimidate, undermine, threaten, bully or harass others;

- assault (sexually or physically) others;
- intimidate, undermine, threaten, bully or harass staff, contractors, or volunteers;
- disclose the personal details of others to another person without consent; or
- use social media to criticise or denigrate others in the College community.

Any parent who fails to adhere to this Code may be prohibited from entering the College and, in certain circumstances, may have the enrolment of their child terminated.

8. ONLINE CONDUCT

Parents recognise the potential for damage to be caused, directly or indirectly, to the College and others as a result of their personal use of social media especially in circumstances when they can be identified as a parent of the College.

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

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 College community.

When using online environments including social media, forums and chat groups, Parents must:

- respect a person's professional and personal environment and must not harass other people online;
- not use social media to voice grievances about the College;
- make reasonable efforts to ensure that their children comply with the College's Acceptable Use of Technology Policy in the Student Diary;
- be respectful to staff, contractors, volunteers, other parents, and students; and
- never reveal confidential information relating to the College, staff, contractors, volunteers, other parents, and/or students at the College.

When using online environments including social media, forums and chat groups, parents must not:

- take or post photographs or recordings of other students without the express consent of the other students parents.
- initiate online communication with students (other than their own child);
- post comments or speak about any other students publicly;
- encourage or affirm their child to exclude or critique other students or the College on social media; and
- share email addresses and social media contact details of parents or other members of the College community without their express consent.
- Post on social media defamatory, extremist, offensive, sexually inappropriate, or other material that may damage the reputation of the College.
- Disparage the College, it's staff or acting in a manner which is disrespectful or contradictory to the Ethos of the College.
- Communicate with staff about your child and College related matters.

9. CO-CURRICULAR AND SPORT ACTIVITIES

The College operates a co-curricular and sport program which offers students the opportunity to engage in additional pursuits inside and outside of the classroom. In participating in these activities, the College and parents aim to operate in partnership to foster student effort, fair play, the College Values and skill development.

Parents are welcome 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, College representative, member of the College community or member of an opposition team or school.

Parents should encourage students to give their best effort and applaud good play and performance regardless of which team, group or child produces it.

When a College activity is held in conjunction with another organisation (e.g. Independent Sporting Association, Football Australia, Netball Australia etc.), parents are expected to follow the guidelines for spectators, codes of behaviour or the like for both the College and the other relevant organisation.

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. Any complaints should be referred to the Director of Sport and Activities or relevant Head of School in accordance with the Procedures for Complaints.

Under no circumstances should parents approach or make contact with the opposition's coaches, parents, students players, or school directly with a complaint.

The sports coaches at the College select teams based on their view of the most appropriate selection at the relevant time and the College Values.

Complaints against a sports association, team, umpire, parent or player should firstly be discussed in the first instance with the Director of Sport and Activities. For serious complaints, Parents or participants should follow the College's Procedures for Complaints.

10. SEPARATED PARENTS

Where a student's parents are separated or divorced, parents should not attempt to involve the College in any parental dispute that may arise. The College is not able to make judgments on the merits of claims made by one parent against another and should not be asked to do so. The College cannot and will not take any action which would or is designed to disadvantage one party, unless the College is of the view that a student or person's safety is in jeopardy. The College will seek to act consistently with any orders made by a Court in relation to a student.

11. FAILURE TO OBSERVE THIS CODE

Any parent, student, staff member, contractor or volunteer may notify the Head of College, Deputy Head of College, Head of Senior School, Head of Junior School or Chief Operating Officer of a possible breach of the Code.

The Head of College or their representative will investigate the reported breach to determine whether there has been a breach of the Code or other policy, according procedural fairness to all involved.

If satisfied that a breach has occurred, the Head of College or their representative may implement disciplinary action against the respondent such as a warning, direction to provide an apology, limit access to staff, a direction not to enter College grounds or College events for a period of time or termination of enrolment.

Related Policies: Enrolment Terms and Conditions

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