



Parent Code of Conduct

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 Final

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1.0	Ted Kosicki (Principal)	Created document	17/06/19
2.0	Lynley Hay (Principal's PA)	Amended version incorporating feedback	02/07/19
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DOCUMENT APPROVAL

Approved By (name/position of approver)	Date
School Executive Team	

Document location/s: *R:\Z_ADMINISTRATION_NEW\Documents\Master Copies\Policies_Procedures_Related documents\Policies\Parent Code of Conduct.docx*

1. PURPOSE

At Georgiana Molloy Anglican School (GMAS), we aim to provide an open, welcoming, inclusive and safe environment for all. A school community contains a wide variety of individuals and groups who strive to work together to educate students to become confident, well-educated members of society and prepared to lead happy, successful lives and make contributions to local and global communities. Shared community values such as integrity and respect enable the members of the community to work together and enjoy the fellowship that arises from their collaborative efforts. This is the type of community we welcome you to.

2. SCOPE

This policy applies to all adults including parents, guardians, step-parents, grandparents, extended family, caregivers and any others while involved in activities or communication related to GMAS. For this policy, the term "parent" refers to all caregivers as listed above.

3. WHAT PARENTS CAN EXPECT FROM GMAS

GMAS takes seriously issues that are brought to its attention. If parents express their concerns to GMAS, they can expect to be treated with courtesy and respect to try and resolve the matter in a timely manner.

As long as parents appreciate and know the school listens, cares and responds and is made up of hard-working and dedicated professionals we have found over time even the most challenging of circumstances can be worked through. The following list aims to cover possible scenarios but there will always be exceptions.

- Regular communication will occur from GMAS (e.g. What's On, Fairlawn, SEQTA)
- Scheduled opportunities to meet with the teachers/management (e.g. Term One PTO meetings, three-way conferences)
- Meeting with staff by appointment
- Updates about important developments in the student's class (e.g. incursions/excursions/camps)
- Notification of ongoing issues concerning your child
- Opportunities for you to provide feedback (e.g. surveys, parent meetings)
- Parent communications acknowledged as soon as practical

4. WHAT PARENTS CANNOT EXPECT FROM GMAS

Staff are family members too and like all professional's work at their optimum when they have a quality life-work-social balance. Parents should not expect:

- School staff returning calls after work hours (don't be disappointed)
- Emails to be answered in the evenings or weekends

- Access to teachers' private phone numbers or emails (we ask staff members private details remain private and not GMAS related)

Communication that interferes with teaching and learning

- During the school day without an appointment (request this not occur)
- Visiting the classroom during the teacher's preparation time before/during school (not appropriate)
- Speaking to the teacher disrespectfully, especially in front of your child or other students (unacceptable)
- Using social media platforms inappropriately (lack of support for the school)
- Sharing 'unbalanced' biased viewpoints with other parents rather than discussing issues directly with staff members (we trust not)

Remember that you are the model of how you want your child to communicate to their community.

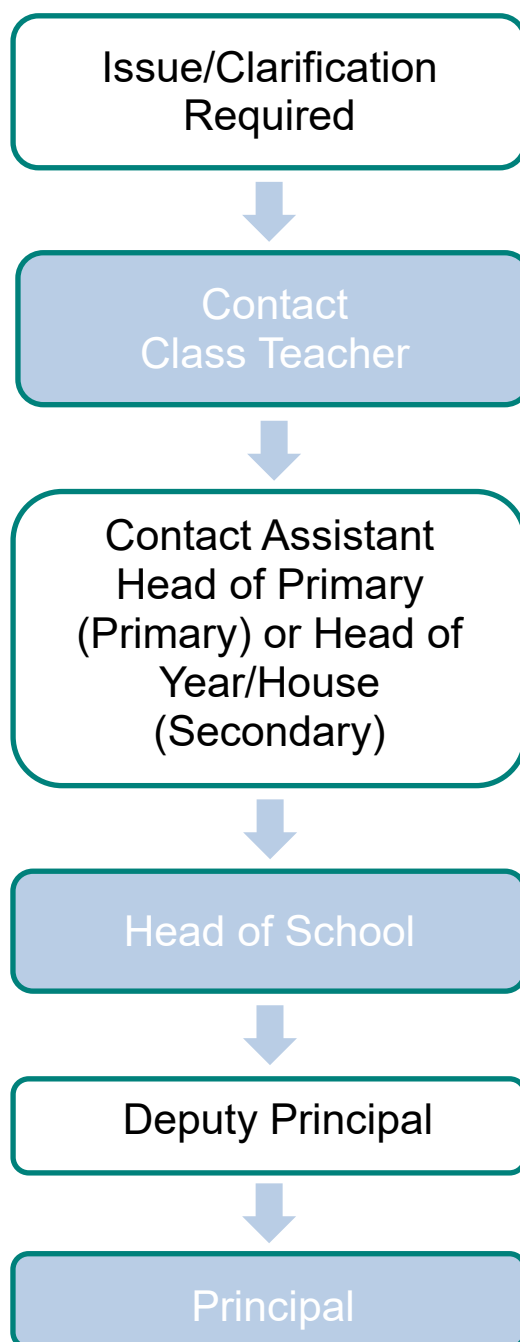
When should you contact the school, and who to contact

- Changes in family circumstances, (Student Services)
- Medical issues that change or arise, (Student Services)
- Safety issues or changes in behaviour at home, (Teacher/Home Room Teacher)
- If you have concerns about your child's academic or social progress, (Teacher/Head of Department/Head of Year/House).
- When you can't keep a scheduled appointment, (Reception).
- When homework takes much more time than expected, or your child is unable to do most of the homework independently, (Teacher), or
- If your child has head lice or a contagious disease, (Teacher/Home Room Teacher)

When is a staff member/parent face-to-face meeting appropriate?

Electronic communication, such as email, is highly convenient and can be used for short, non-urgent and routine forms of communication. However, electronic communication is not appropriate for more complex or emotional situations. In these cases, we ask that parents should request a face-to-face interview with a staff member so that your issue can be given the time and attention that it/they deserve. If in doubt about an issue, we recommend to schedule a face-to-face meeting.

5. PROCEDURES



(editable chart located R:\ADMINISTRATION\Documents\Master Copies\Policies_Procedures_Related documents\Related Docs_Appendices_Forms_Letters\When to contact school flowchart_chart)

If the issue still seems to be unresolved we ask that the issue now follows the [Complaint Resolution Procedures](#), located on the school's website.

For almost all correspondence, the classroom teacher is the parents' first point of contact. However, where conversations involve reservedness issues, other families or dissatisfaction, members of the school management team may become involved. Either a staff member or a parent may request the involvement of the school management team at any time. They will then review the concern before a course to resolve any matter is identified.

As a general guide, minor issues should be raised with your child's teacher. Cases of more serious inappropriate conduct or misconduct ought to be directed to the Head of School/Deputy Principal. (Please refer to the Complaint Resolution Policy and Procedures). The school will act in accordance with its Complaint Resolution Policy and Procedures when dealing with complaints.

In the first instance, parents should telephone administration or contact the classroom/subject teacher directly, if it is a classroom issue. If the matter is urgent, the Assistant Heads of Primary or Head of Primary may be contacted through the administration office or directly via email and SEQTA.

In the Middle School (Years 7-9), parents should telephone the administration or contact the classroom teacher directly, if it is a classroom issue. If the matter is urgent, the Head of Year or the Head of Middle School may be contacted through the administration office or directly via email and SEQTA.

In the Senior School (Years 10 -12), parents should telephone the administration or contact the classroom teacher directly. If it is a classroom issue, if the matter is urgent, the Head of Year or the Head of Senior School may be contacted through the administration office or directly via email and SEQTA.

6. BREACHES OF THIS CODE OF CONDUCT BY PARENTS

Having these guidelines in place assists parents in appropriately directing your concerns and contributes to a harmonious GMAS community that reflects and builds on the school's values and your expectations.

Parents should note that the consequences for breaches of this Code of Conduct will be determined by the Principal and/or Chair of School Council and may include one of the following. The Principal can deem these to be "non-negotiable":

- The school may bar a parent from entry to school grounds or from attending school based activities or other events as deemed appropriate by the school
- The school may direct that a parent may only communicate with members of staff through a nominated School representative
- In cases of an extreme or prolonged breach of this Code of Conduct by a parent, the school may terminate the enrolment of the child of that parent
- The school may, where appropriate, involve other authorities to assist in closure to the Breach of Conduct
- The school may take other such steps as it deems appropriate according to the nature of the breach, as directed by the School Council or Principal

7. INAPPROPRIATE COMMUNICATION WITH A STAFF MEMBER

When a parent's communication with a staff member becomes inappropriate – what actions may GMAS take?

In cases where a parent does not interact civilly with staff, either in person in or outside of the school grounds, during a call, or via email or social media, the staff member or school may take one of the following actions:

- request that the parent cease their inappropriate communication to allow for "civil" communication to proceed
- inform the parent that unless the inappropriate communication ceases, the staff member may end the communication
- request another staff member be present at a meeting if deemed necessary
- lodge a complaint against the offending parent
- in extreme cases, there may be instruction issued by the school for the parent/guardian to refrain from attending the school site without prior permission from the school

8. COMMUNICATION AND INTERACTION WITH STAFF, OTHER PARENTS AND STUDENTS

Parents are expected to interact civilly with staff, students and other parents at all times at school or at school functions and respect their individual/family privacy. Written and spoken communication should be courteous and respectful. Abusive language, raising your voice, insulting or violent behaviour to anyone on school grounds or at any school-related event, is totally inappropriate and will lead to action by the school.

Whilst interaction between students can be random it is not appropriate for parents to discipline another parent's child whilst on school grounds or functions/events/excursions unless there arises a reasonable health and safety concern. Physical contact should be avoided unless there is a reasonable health and safety concern.

In some circumstances parents are required by law to advise the school of areas of potential conflicts, such as parenting and Family Court orders. The school expects parents to behave lawfully on School grounds and observe the terms of any order, obligation or undertaking they may be subject to.

9. USE OF SOCIAL MEDIA

Social media can be defined as how we use technology to communicate and connect with others. Despite the range of positive uses for social media, there are also several ethical and legal issues associated with its use. Many people may hold the mistaken belief that anything published online will be without legal consequence. However, parents should be aware that several potential legal liabilities may arise, particularly concerning issues about reputational damage, defamation and privacy.

Parents can ensure they abide by the law and the school's expectations by complying with the following:

- The school, 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 representing the school should not be posted if they have the potential to bring negative connotations towards the school or its staff and students
- Photographs containing other students should not be posted without the express consent of the other child/children's parents
- Contact information of parents, staff and students should not be given to people without their express consent
- Parents are not permitted to make contact with other students via any form of social media without the express consent of the student's parents

10. ETHICAL CONDUCT

Parents play a key role in the education of their children and should always act in the best interests of students, their families, staff and the GMAS community.

The school values its diverse community and respects the rights, beliefs and practices of many individuals and their variety in families.

Parents are students' most significant role models in the educational process.

Accordingly, the school expects a high standard of personal behaviour from parents when they are on school grounds, attending events or communicating with staff or other students.

For example:

- ensuring that physical contact with students is appropriate given the age of and relationship with the student such that questions of impropriety do not arise
- refraining from engaging in malicious or judgmental gossip (either directly or online) and ensuring that anything they say about others is fair, truthful and unbiased
- refraining from actions and behaviour that constitutes bullying, harassment, discrimination or vilification
- refraining from offensive, insulting or derogatory language or conduct. This includes wearing clothing with offensive language or insignia and dressing appropriately according to the occasion
- the school is a cigarette and e-cigarette free zone
- not possessing alcohol on school grounds, unless the event has been sanctioned by the school

- not attending school events if affected by alcohol or any other intoxicant/chemical/illicit drug
- regard for school property, the property of others and Occupational Health and Safety considerations

Above all

At GMAS we all need to be:

Caring

Kind

Inclusive

Respectful

Honest

Supportive

And...more.

Thank you.