



Parent Code of Conduct

1. Introduction

At Heathdale Christian College (the College) we aim to provide an open, welcoming, inclusive and safe environment for all. We believe that parents and/or guardians are valuable contributors in our community and we aim to work in partnership with parents and/or guardians in the care and growth of each student.

This Parent Code of Conduct outlines the way in which the College requires all parents and/or guardians to conduct themselves when visiting the College campuses, participating in College activities and communicating with members of our community (including students, staff and other parents).

2. When visiting the College

Parents and/or guardians must:

- (a) comply with all safety policies and procedures in place at the College;
- (b) only enter a classroom with permission from a staff member;
- (c) listen respectfully, in the same manner required by students and staff, when attending any kind of College assembly, presentation, class event, or public meeting;

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(d) treat all parents, staff, contractors, volunteers, students, and visitors to the College with courtesy and respect; and

(e) accept the authority of the teacher (or teachers) when visiting a classroom and comply with any reasonable direction.

Parents and/or guardians must not:

(f) interrupt or disrupt a teacher whilst classroom instructions or learning activities are taking place;

(g) discipline or reprimand a child about their behaviour if that child is not their own child;

(h) bully or harass parents, staff, contractors, volunteers, students, and visitors to the College; or

(i) take a photo or video recording of a 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;

(j) attend the College whilst intoxicated on drugs or alcohol.

3. When communicating with staff, contractors and volunteers

All staff, contractors and volunteers are entitled to a safe and enjoyable work environment.

If a parent and/or guardian contacts a staff member, contractor, or volunteer in relation to a query or concern, the recipient will respond within a reasonable period of time.

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

Parents and/or guardians must:

(a) speak to staff, contractors, and volunteers with courtesy and respect;

(b) communicate with staff, contractors, and volunteers in a clear, friendly and open manner; and

(c) respect the privacy of staff, contractors, and volunteers.

Parents and/or guardians must not:

(d) raise their voice or interrupt whilst a staff member, contractor, or volunteer is trying to speak;

(e) speak to staff, contractors, or volunteers in a derogatory or offensive manner;

(f) take a photo, video recording, or audio recording of a staff member, contractor or volunteer without prior consent;

(g) post a photo, video recording, or audio recording of a staff member, contractor or volunteer on social media without prior consent;

(h) assault (sexually or physically) a staff member, contractor or volunteer; or

(i) intimidate, undermine, threaten, bully or harass staff, contractors, or volunteers.

4. When communicating with other parents

Parents and/or guardians must:

(a) speak to other parents with courtesy and respect;

(b) contribute to a positive and friendly culture within the College community;

(c) support and encourage the values, activities and ethos of the College; and

(d) respect the privacy of other parents.

Parents and/or guardians must not:

(e) raise their voice when speaking to other parents;

(f) deliberately exclude a parent and/or guardian or treat a parent and/or guardian differently to other parents and/or guardians;

(g) speak to other parents in a derogatory or offensive manner;

(h) take a photo or video recording of another parent without their consent;

(i) post a photo or video recording of another parent on social media without consent;

(j) post a photo or video recording of a child that is not their own on social media without obtaining consent from the child's parent or legal guardian beforehand;

(k) intimidate, undermine, threaten, bully or harass other parents; or

(l) disclose the personal details of a parent and/or guardian to another person without consent.

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5. When using social media

Parents and/or guardians 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 and/or guardian of the College.

When using social media, parents and/or guardians must:

- (a) respect a person's professional and personal environment and must not harass other people online;
- (b) act with integrity;
- (c) be respectful to staff, contractors, volunteers, other parents, and/or students; and
- (d) never reveal confidential information relating to the College, staff members, contractors, volunteers, other parents, and/or students at the College.

Parents and/or guardians must not post on social media: defamatory, offensive, sexually inappropriate, or other material that may damage the reputation of the College.

6. When making a complaint

Parents and/or guardians have the right to raise issues and concerns related to the education of their child or other matters relating to the College.

Parents and/or guardians should ensure that they raise their issues and concerns with the right person and follow the correct communication channels according to our policies and procedures.

When making a complaint to the College, parents and/or guardians are required to act in a manner consistent to the Parent Code of Conduct.

7. Consequences of a breach

Any parent and/or guardian, student, staff member, contractor or volunteer may notify the Principal of a possible breach of the Parent Code of Conduct. The Principal or their representative will investigate the complaint to determine whether there has been a breach of the Parent Code of Conduct.

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

