



St Andrew's  
Anglican College  
with Vision and Spirit

## Parent / Carer Code of Conduct

### 1. Introduction and purpose

They say it takes a village to raise a child. Similarly, St Andrew's Anglican College (the **College**) cannot provide the best education for a child or help equip that child with the skills required for a fulfilling adult life, without cooperation and support from that child's family.

To ensure such cooperation and support, this Code of Conduct (the Code) outlines the College's expectations for a student's parents, step-parents, guardians, grandparents, extended family members and carers (collectively, parents / carers).

In developing this Code, the College recognises that parents / carers ultimately want the best for their children. However, the College also expects parents / carers to recognise that it must ultimately balance the interests of all the College's stakeholders (including not only students and parents / carers, but also the College's staff and their right to a safe working environment).

In this regard, it is important to emphasise that the College's commitment to a positive, respectful and safe learning environment applies to staff and students alike; and the College's duty of care to staff extends to managing the risk of psychosocial hazards in the workplace.

This Code does not attempt to provide a detailed and exhaustive list of what to do in every aspect of a parent's / carer's interactions with the College and the college community. Instead, it sets out general expectations. As such, this Code is intended to be practical, non-adversarial and non-legal.

### 2. Summary

In summary, the expectations of parents / carers expanded on in the following pages are as follows:

- Support the educational ethos and values of the College

Parents / carers are expected to visibly support the educational ethos and values of the College, and role model responsible and safe behaviours for their children and others in the community to learn from.

- Behave respectfully towards members of our community

Parents / carers should always behave respectfully towards the College's staff (including employees, contractors, and volunteers), students and other parents / carers.

- Use technology and social media appropriately

Parents / carers are expected to be respectful in their communication with others, be mindful of privacy and safety considerations when publishing information online or on social media, and ensure confidential information is not shared without permission.

- Be a responsible visitor and participant

Parents / carers must respect the College's risk-management procedures when visiting the College and attending college activities and events off-campus.



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- Raise grievances appropriately and productively

Parents / carers should raise genuine grievances in an appropriate, constructive, and respectful forum.

### 3. **Support the educational ethos and values of the College**

Parents / carers are expected to support the educational ethos and values of the College, model appropriate behaviours for their children to learn from, and work with the College as it educates and provides pastoral support to all students.

Parents / carers can support the College and be positive role models by doing for example, the following:

- Comply with the College's codes of conduct, directions, policies, procedures, rules and regulations, and ensure their children do the same.
- Uphold the College's values of [insert values].
- Respect (and show to their children that they respect) that the College is inclusive and welcomes students from a variety of backgrounds, and with different needs.
- Respond to College communications (e.g., by completing forms and providing permissions in a timely manner) when requested to do so by the College.
- Support the College's approach to student behavioral concerns, which can include a range of outcomes (including those which are educational, pastoral, or disciplinary in nature).
- Encourage their children to actively participate in the life of the College, including in the classroom and the many sporting and extracurricular activities available (noting that some extracurricular activities will be compulsory).
- Participate respectfully in the total life of the College through college events such as [Insert e.g. Parent/Teacher nights, College and Parent Forum activities].
- Support the College's commitment to developing a student's initiative, independence, and sense of responsibility for their own lives and actions.
- Be responsive to concerns raised by the College about their own child, including by being cooperative, providing information, and attending meetings when required.
- Raise grievances directly with the College, and in a timely manner.
- Keep the College informed about a child's needs (including but not limited to their behavioural, educational, personal, and physical or mental health needs). This includes providing updated medical information, family developments and other like information as it becomes available. However, parents / carers need to also appreciate that while the College will take into account any new information, and comply with its legal obligations, the College cannot necessarily accommodate every need.
- Keep the College informed about a child's parenting arrangements, including any court orders



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that may be in place. However, parents / carers should not involve the College in parenting disputes, or expect the College to act as the go-between for estranged parents.

- Recognise the damage that gossip can do within a college community, and avoid unconstructive commentary (including criticism, uninformed rumour or speculation) with other parents or students, including on social media.

Parents / carers are expected to be a role model for responsible and safe behaviours. This includes ensuring the health and safety of all members of our college community (including staff, students, parents, and alumni) and the wider community. Parents / carers are expected to ensure that other individuals involved in their child's life, such as other relatives and carers, also comply with this Code.

#### 4. **Behave respectfully towards members of our community**

The College expects that parents / carers will always behave respectfully towards other members of the college community. This applies not only to words used, but also to tone and body language, and similar expectations are embedded in the College's code of conduct for staff and students.

"Respect" is intentionally a broad concept. The following is a non-exhaustive list of behaviours that are not respectful:

- Rude or insulting behaviour, including passive-aggressive, intimidating, or derogatory language.
- Bullying, intimidation, discrimination, sexual harassment, victimisation and child abuse. Please note that in addition to being a breach of this Code, such behaviour may also be unlawful.
- Actual or threatened aggression (verbal or non-verbal) or violence.
- Behaviour that causes a risk to a person's health and wellbeing.
- Defamatory or disrespectful comments.
- Gossip, rumour, and innuendo.
- Raising one's voice, or using offensive language or actions, while communicating.
- Age-inappropriate language when communicating with or about children.
- Disrupting the learning environment or College operations.
- Vexatious complaints.
- Publicly criticising or undermining the authority of staff.

#### 5. **Use technology and social media appropriately**

The expectations set out in this Code can also apply to the way a parent / carer uses technology, behaves online, and communicates on social media.

For example, parents / carers should:



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- Respect a staff member's professional and personal boundaries, by not using their personal online presence to raise College matters (or otherwise engage in disrespectful behaviour).
- Not take photos, videos or other recordings of a staff member or other member of the college community without their consent, or of a student without their parent's / carer's consent, and not publish information (including personal details, contact information, images, and recordings) concerning a staff member, parent / carer, student or other member of the college community online without express consent.
- Avoid publishing information which may bring the College (or any of its staff, students, parents / carers, and other members of the college community) into disrepute. This may include an image or recording which shows a student in College uniform, or a member of the college community at the College or at a college activity or event, behaving inappropriately.
- Not communicate with students from another family outside of the College, including by email or on social media, without prior consent from that student's parent(s) / carer(s).
- Not discuss confidential or sensitive College matters, including in relation to grievances about a particular staff member or student, online or on social media.
- Obtain express permission to use the College's name or insignia in the title of any online website, forum, or group, or printed or online publication. In addition, no suggestion should be made that any such platform or material is operated or sanctioned by the College.

For more information about appropriate social media usage in connection with the College, please refer to the [Social Media] Policy.

## 6. **Be a responsible visitor and participant**

Parents / carers must respect the College's risk-management procedures when visiting the College's campuses. Parents / carers should follow procedures regarding entry and behaviour on College grounds, and should only enter a classroom or other student environment when invited to do so by a staff member. This requirement does not apply when visiting the College only to:

- Attend an activity or event to which all members of the college community have been invited.
- Visit the College uniform shop.
- Drop-off or collect a child from College.

When visiting the College, or attending College activities and events, parents / carers should model appropriate and respectful behaviours, and uphold the College's values. This includes:

- Demonstrating good sporting conduct and fair play when attending sporting events and other College activities. The College encourages parents / carers to participate in such activities and also to support (but not force) their children.
- Complying with applicable occupation, student and workplace health and safety risk-management procedures.
- Complying with any reasonable directions given by the College's staff.



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- Showing appropriate care and regard for the property of the College and others. Any damage should be promptly reported to the College.
- Dressing appropriately for the occasion.
- Not smoking or vaping on college grounds.
- Not being under the influence of drugs or alcohol (and otherwise not engaging in the possession, sale, or supply of the same at the College).
- Behaving lawfully on college grounds whether at events hosted by or connected to the College, whether conducted on site or otherwise.
- Not approaching or interacting with any students in the college grounds or during a college related activity without the permission of that child's parents / carers.
- Respecting the College's property and the property of other members of the college community (including staff, students, and parents / carers).

When dropping off and picking up students from the College, parents / carers are expected to ensure the health and safety of all members of our college community, as well as the wider community, at all times.

Parents / carers must comply with all traffic rules and any College traffic management system in place, including the 'Kiss and Drop' drop-off and pick up areas. Parents / carers must adhere to applicable speed limits, observing all traffic signs, limiting the use of car horns (unless indicating imminent danger), and parking appropriately and safely.

## **7. Raise grievances appropriately and productively**

The College is committed to the education, safety and wellbeing of each student. It is therefore critical that parents / carers are able to raise genuine grievances they may have about such matters in an appropriate, constructive and respectful forum.

The Complaints Management in Anglican Schools Policy and Procedures sets out how concerns and grievances may be raised with the College; who they should be raised with; and how the College will deal with these in a respectful and timely manner.

When raising concerns or grievances:

- Parents / carers should appreciate that while the College is committed to dealing with their concerns and grievances in a timely manner, it will not always be practicable for staff to provide an immediate acknowledgement or response (particularly where a concern or grievance is sent by email).
- Parents / carers should respect that the College employs experienced educators and other professionals who are well-trained in making academic, disciplinary, extracurricular, pastoral and wellbeing decisions every day. Whilst the College will always take into account the interests of the parent's / carer's child, the College must ultimately make decisions that take into account the interests of all students (and others who may be affected by the College's decisions).



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Parents / carers should recognise that just as the College will seek to respect each student's privacy, the College will also respect the privacy of other members of the College community. This means there are limits to what information the College will share with a parent / carer when issues arise. This does not mean that the College is not taking an issue or situation seriously or hiding information from a parent / carer.

## 8. Breaches of this Code

The Principal will have absolute discretion for deciding how to best respond to concerns about a parent's / carer's compliance with the Code.

Where the Principal considers that a parent / carer has breached this Code, the Principal may implement one or more of the following consequences (and not necessarily in any particular order):

- A request that the relevant conduct immediately cease.
- A written warning.
- A parent / carer (or another relevant person) being banned from the College grounds, either for a particular period of time or permanently.
- A parent / carer (or another relevant person) being excluded from College activities or events.
- A parent / carer (or another relevant person) having limited access to College staff.
- A requirement that a parent / carer (or another relevant person) only communicate with a nominated College representative.
- Termination of the enrolment of a parent's / carer's child(ren).
- Staff are empowered to take steps to protect their own health and wellbeing. If they feel that a parent / carer is being inappropriate, they are encouraged to indicate this and ask that it stop. If it does not, or if a staff member feels that a parent's / carer's actions are posing a risk to their or someone else's health and wellbeing, they are empowered to remove themselves from the situation. This may include immediately concluding a meeting or phone call or demanding that a parent / carer immediately leave the College grounds (or a College activity or event).

## RELATED DOCUMENTS

- Our Commitment: Creating environments for children and young people to thrive Code of Conduct for Anglican Schools & Education Care Services
- Complaints Management in Anglican Schools Policy and Procedures
- Positive Behaviour Management Policy
- Enrolments Policy
- College Community Agreement