

Parent Standards of Conduct

1. INTRODUCTION

- 1.1 At Concordia College (the School) we aim to provide an open, welcoming, inclusive and safe environment for all.
- 1.2 All parents, guardians, step-parents, family members, and friends of students enrolled at the School must support and encourage the values, activities and ethos of the School, and are encouraged to read and understand the policies of the School (including this Parent Standards of Conduct).
- 1.3 This Parent Standards of Conduct applies to all Parents and/or Guardian/s listed in an Enrolment Agreement in connection to a student enrolled at the School, herein after referred to as “Parents”.
- 1.4 We believe that Parents are valuable contributors in our community and we aim to work in partnership with Parents in the care and growth of each student. We have a zero tolerance policy regarding threatened or actual violence of any kind.
- 1.5 This Parent Standards of Conduct outlines the way in which the School requires Parents to conduct themselves when visiting the School campus, participating in School activities and communicating with members of our community (including students, staff and other parents).

2. WHEN VISITING THE SCHOOL

- 2.1 Parents are required to:
 - (a) comply with all safety policies and procedures in place at the School;
 - (b) comply with relevant legal obligations under the legislation and any court order;
 - (c) only enter a classroom or attend a school related activity with permission from a staff member authorised to make such a decision;
 - (d) listen respectfully, in the same manner required by students and staff, when attending any kind of School assembly, activity, presentation, class event, or public meeting;
 - (e) treat all parents, staff, contractors, volunteers, students (including their own), and visitors to the School with courtesy and respect; and
 - (f) when attending a school event in a voluntary capacity, accept the authority of the staff member (or staff members) when visiting a school activity and comply with any reasonable direction.
- 2.2 Parents and/or guardians must not:
 - (a) disparage the School’s Christian teaching or act otherwise in a manner which is disrespectful or contradictory to the School’s Christian ethos;
 - (b) interrupt or disrupt a teacher whilst classroom instructions or learning activities are taking place;
 - (c) discipline or reprimand a child other than for the protection of the student or another person;
 - (d) bully or harass parents, staff, contractors, volunteers, students, and visitors to the School;
 - (e) except for at public events such as school concerts and/or sporting events 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; or
 - (f) attend the School whilst intoxicated on drugs or alcohol.

3. WHEN COMMUNICATING WITH STAFF, CONTRACTORS AND VOLUNTEERS

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

Parent Standards of Conduct

- 3.2 If a Parent contacts a staff member, contractor, or volunteer in relation to a query or concern, the recipient or their delegate will respond within a reasonable period of time.
- 3.3 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) must make an appointment in advance.
- 3.4 Prior to escalating an issue to a staff member or making a complaint, parents should communicate with their child to ensure that they have all the information and have determined that the student is unable to resolve the issue with staff after making reasonable attempts to do so.
- 3.5 Parents are required to:
- (a) speak to staff, contractors, and volunteers with courtesy and respect;
 - (b) have reasonable expectations of staff time;
 - (c) communicate with staff, contractors, and volunteers in a clear, friendly and open manner; and
 - (d) respect the privacy of staff, contractors, and volunteers.
- 3.6 Parents must not:
- (a) Inappropriately raise their voice or interrupt whilst a staff member, contractor, or volunteer is trying to speak;
 - (b) speak to staff, contractors, or volunteers in a derogatory or offensive manner;
 - (c) take a photo, video recording, or audio recording of a staff member, contractor or volunteer without prior consent;
 - (d) post a photo, video recording, or audio recording of a staff member, contractor or volunteer on social media without prior consent;
 - (e) assault (sexually or physically) a staff member, contractor or volunteer; or
 - (f) intimidate, undermine, threaten, bully or harass staff, contractors, or volunteers.

4. WHEN COMMUNICATING WITH OTHER STUDENTS (NOT THEIR OWN) AND PARENTS

- 4.1 Parents are required to:
- (a) speak to other students and parents with courtesy and respect;
 - (b) contribute to a positive and friendly culture within the School community;
 - (c) support and encourage the values, activities and ethos of the School; and
 - (d) respect the privacy of other students and parents.
- 4.2 Parents must not:
- (a) raise their voice when speaking to other students and parents except where appropriate, ie for safety;
 - (b) deliberately exclude a student or parent or treat a student or parent differently to other students or parents;
 - (c) speak to other students or parents in a derogatory or offensive manner;
 - (d) take a photo or video recording of another student or parent without consent from the parent or a parent of the student;
 - (e) post a photo or video recording of another student or parent on social media without consent;
 - (f) 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 beforehand;
 - (g) intimidate, undermine, threaten, bully or harass other students or parents; or
 - (h) disclose the personal details of a student or parent to another person without consent.

Parent Standards of Conduct

5. WHEN USING SOCIAL MEDIA

- 5.1 Parents recognise the potential for damage to be caused, directly or indirectly, to the School 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 School.
- 5.2 When using social media, Parents must:
- (a) respect a person's professional and personal environment and must not harass other people online;
 - (b) act with integrity;
 - (c) not use social media to voice grievances about the School;
 - (d) make reasonable efforts to ensure that their children comply with the School's Social Media Policy;
 - (e) be respectful to staff, contractors, volunteers, other parents, and/or students; and
 - (f) never reveal confidential information relating to the School, staff members, contractors, volunteers, other parents, and/or students at the School.
 - (g) not post on social media defamatory, offensive, sexually inappropriate, or other material that may damage the reputation of the School. This includes not disparaging the School's Christian teaching or acting otherwise in a manner which is disrespectful or contradictory to the School's Christian ethos.

6. WHEN MAKING A COMPLAINT

- 6.1 Parents have the right to raise issues and concerns related to the education of their child or other matters relating to the School.
- 6.2 Parents 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 including the School's Grievance Procedure.
- 6.3 When making a complaint to the School, Parents are required to act in a manner consistent to the Parent Standards of Conduct.

7. CONSEQUENCES OF A BREACH

- 7.1 Any person may notify the Principal of a possible breach of the Parent Standards of Conduct.
- 7.2 The Principal or their representative will investigate the complaint to determine whether there has been a breach of the Parent Standards of Conduct or other policy.
- 7.3 If satisfied that a breach has occurred, the Principal or their representative may address the breach against the respondent by issuing a warning, direction to provide an apology, direction not to enter School grounds for a period of time, or termination of enrolment.

8. RELATED POLICIES AND PROCEDURES

- 8.1 Privacy Policy;
- 8.2 Enrolment Agreement;
- 8.3 Grievance Procedure.

If you have any questions in relation to these standards, please contact the Director of Community Relations.