



Sources of Authority

[CEWA Executive Directive: Code of Conduct](#)

Purpose

The purpose of the Parent Code of Conduct is to outline the minimum standards expected of our parents and visitors in their interactions with others in the College community, including but not limited to, our administrators, educators, support staff and students.

Adherence to the Code is essential to achieving our motto of *Strong Minds | Gentle Hearts*. It is our expectation that all members of the College community are to embody the College's value system by demonstrating their commitment to professionalism in their dealings with each other.

As a partnership, our parents and our College understand and value the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons, we welcome and encourage parents to participate fully in the life of our community.

We recognise that parents ultimately want the best for their children. However, the College also expects parents to realise that ultimately, it must balance the interests of all the College's stakeholders, including not only students and parents, but also the College's staff, and their right to a safe working environment.

Scope

Parents and guardians (collectively 'parents') with students enrolled in the College are expected to meet the expectations of behaviour contained therein.

1. Being a positive role model and supporting the College

Parents 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 can support the College and be positive role models by exhibiting appropriate behaviours, including but not limited to:

- Complying with the College's policies, procedures and directions, and ensure their children do the same.
- Respecting that the College is inclusive and welcomes students from a variety of backgrounds, and with different needs.
- Encouraging their children to actively participate in the life of the College, including in the many sporting and extracurricular activities available (noting that some will be compulsory).
- Completing forms and providing permissions in a timely manner when requested to do so by the College.
- Being responsive to concerns raised by the College about their own child, including by being cooperative, providing information and attending meetings when required.

- Keeping the College informed about a child's behavioural or educational needs, including by providing updated medical information as it becomes available.
- Keeping the College informed about a child's parenting arrangements, including any court orders that may be in place. Please note that the College will not be involved in parenting disputes and will not act as the go-between for estranged parents.
- Recognising the damage that gossip can do within a school community, and avoid unconstructive commentary, including criticism, uninformed rumour or speculation, with other Parents, including on social media.

2. Behaving respectfully towards members of our community

The College expects that parents will behave respectfully at all times towards the College's staff (including employees, contractors and volunteers), students and other parents. This applies not only to words used, but also to tone and body language.

'Respect' is intentionally a broad concept under this clause; examples are illustrative rather than being an exhaustive list.

For example, parents shall:

- Behave respectfully, whether in-person or through any other medium, by avoiding the following behaviours:
 - Bullying, intimidation, discrimination, sexual harassment, victimisation and child abuse.
 - Actual or threatened aggression 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 while communicating.
 - Age-inappropriate language when communicating with children.
- Show respect by raising issues or seeking clarification via the appropriate channels as per established College practice and procedure (see clause 7).
- Accept that it may take up to two school days to receive a response from College staff. Matters deemed to be urgent by the College will be dealt with immediately.

3. Responsible use of technology and social media

The expectations set out in this Code also apply to the way a parent uses technology and behaves online.

For example, parents shall:

- Respect a staff member's professional and personal boundaries, by only using College approved communication channels and not other online mediums to raise College matters (or otherwise engage in disrespectful behaviour).



- b. Avoid publishing photos, videos or other recordings of another student without their parent's consent, and not publish information (including personal details, contact information, images and recordings) concerning a staff member, parent, student or other member of the College community online without express consent.
- c. Avoid publishing information which may bring the College (or any of its staff, students, parents and other members of the College community) into disrepute. This includes where an image or recording shows a student in College uniform behaving inappropriately.
- d. Not communicate with other students outside of the College, including by email or on social media, without prior consent from that student's parent(s).
- e. Not discuss confidential or sensitive College matters, including in relation to grievances about a particular staff member or student, online.
- f. Not set up any online website, forum or group which features the College's name in its title, or which may suggest that it is operated or sanctioned by the College.

4. Visiting the College

Parents must respect the College's risk-management procedures when visiting the College grounds, or attending College activities and events.

- a. Parents should immediately proceed to the College Reception on arrival to sign in 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 to:
 - i. attend a pre-arranged meeting or appointment with a staff member;
 - ii. attend an activity or event which parents have been invited to; or
 - iii. drop off or collect a child from school.
- b. When visiting the College, or attending College activities and events on-site or off-site, parents shall model appropriate and respectful behaviours. This includes:
 - i. Demonstrating good sportsmanship and fair play when attending College events and competitions, including but not limited to art, drama and sporting.
 - ii. Complying with applicable occupational health and safety and risk-management procedures.
 - iii. Complying with any reasonable directions given by the College staff.
 - iv. Showing appropriate care and regard for the property of the College and others. Any damage should be promptly reported to the College.
 - v. Dressing appropriately for the occasion.
 - vi. Not being under the influence of drugs or alcohol.
 - vii. Identifying themselves when asked by the College staff or security.

5. Responsibility for the drop off/pick up of students

When dropping off and picking up students from school, Parents 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 must comply with all traffic rules and any College school traffic management system in place. This includes adhering to applicable speed limits, observing all traffic signs, limiting the use of car horns (unless indicating imminent danger), and parking appropriately and safely.

Parents must follow all reasonable directions from any cross-walk attendants.

6. Responsibility for others

Parents are expected to ensure that other individuals involved in their child's life, such as other relatives and carers, also comply with this Code of Conduct.

7. Raising concerns appropriately and productively

The College is committed to the education and wellbeing of each student. It is therefore critical that parents are able to raise genuine concerns and grievances they may have about such matters in an appropriate, constructive and respectful forum. The College will respond to those issues or concerns with courtesy and respect, with a focus on resolving the matter in a timely manner.

- a. Parents may raise issues and concerns related to the education of their child or other matters related to the College.
- b. Generally, issues of a minor nature should be raised with the child's classroom educator
- c. Parents are encouraged to discuss their preferences for their child's educational program; however, all final decisions about subject enrolment, pathways, curriculum and student wellbeing will be made by the Principal.
- d. Parents 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 should also be mindful that in general:

- a. Parents should not communicate with another student about an issue concerning their own child. Parents must not attempt to discipline a student who is not their child, and should not raise their voice or be aggressive or hostile when communicating (verbally or non-verbally) with another family's child.
- b. The College cannot discuss the education of another student who is not their child.
- c. Parents should raise their concerns with their child's teacher in the first instance. More serious concerns or grievances, including where a parent is dissatisfied with a teacher's response to a concern, may be raised with the appropriate leader at the College.



- d. Parents should arrange a face-to-face meeting to discuss more complex concerns and grievances, rather than relying on email or other written communications.
- e. Parents 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. Understand that while the College will always take into account the interests of the 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).
- f. Parents should recognise that just as the College will seek to respect each student's privacy, the School 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 when issues arise. This does not mean that the College is not taking an issue or situation seriously, or hiding information from a parent.
- g. If a Parent is not satisfied with the College's response to a concern or grievance, the College's Dispute Resolution and Complaints Policy may provide a parent with a right to request an internal review of the College's decision.
- h. The college respects a parent's right to invoke formal grievance resolution procedures. We ask that this is done by constructively engaging in processes that may resolve the grievance.

8. Breaches of the Code of Conduct by a Parent

The Principal will have absolute discretion for deciding how to best respond to concerns about a Parent's compliance with this Code of Conduct. Please note that breaches of the code of conduct will be taken with the utmost seriousness.

Further information

[CEWA Executive Directive: Dispute and Complaint Resolution](#)

[CEWA Child Safe Framework](#)

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