

Policy

1. About this Code of Conduct

St Peter's Girls' School values the cooperation and support of a child's family to provide the best education and to help equip the child with the skills required for a fulfilling adult life. To facilitate such cooperation, this Code of Conduct outlines the School's expectations for a student's parent(s), step-parents, guardians, significant others, grandparents, extended family members and carers (collectively referred to as parents, volunteers and visitors).

The School expects parents to recognise the balance of the interests of each of the School's stakeholders, including students, parents, and the School's staff members, who have a right to a safe working environment. The Code of Conduct helps to maintain a culture of respect throughout the School. All members of the School community have a right to an environment free from harassment, with the ability to communicate comfortably in a positive and cooperative manner.

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

2. Summary

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

1 Support the educational ethos and values of the School

Parents are expected to support the educational ethos and values of the School, and role model responsible and safe behaviours for their children and others in the community.

2 Behave respectfully towards members of our community

Parents should behave respectfully at all times towards the School's staff (including employees, contractors, coaches, umpires and volunteers), students and other parents, and those members of other school communities.

3 Use technology and social media appropriately

Parents are expected to be respectful in their communication with others, be mindful of privacy and safety in publishing information online, and ensure confidential information is not shared without permission.

4 Be a responsible visitor and participant

Parents must respect the School's risk-management procedures when visiting the School and attending school activities and events off-campus.

5 **Raising grievances respectfully**

Parents should address any grievances in a constructive and respectful manner, using the appropriate channels as outlined in this policy #7 Raise grievances respectfully

3. **Support the educational ethos and values of the school**

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

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

- 1 Comply with the School's codes of conduct, directions policies, procedures, rules and regulations, and ensure their children do the same.
- 2 Respect (and demonstrate to their children that they respect) that the School is inclusive and welcomes students and families from a variety of backgrounds.
- 3 Respond to School communications (e.g. by completing forms and providing permissions in a timely manner) when requested to do so by the School.
- 4 Encourage their child to actively participate in the life of the School, including in the classroom and the many sporting and co-curricular activities available (noting that some co-curricular activities are compulsory).
- 5 Support the School's commitment to developing the student's initiative, independence and sense of responsibility for their own lives and actions.
- 6 Support the School's approach to student behavioral concerns, which can include a range of outcomes including those which are educational, pastoral or disciplinary in nature.
- 7 Be responsive to concerns raised by the School about their own child, including by being cooperative, providing information, and attending meetings when required.
- 8 Raise grievances directly with the School, through the appropriate channels and in a timely manner.
- 9 Keep the School 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. Parents should also understand that while the School takes into account any new information and complies with its legal obligations, the School will assess requests at its discretion and may not necessarily accommodate every request.
- 10 Keep the School informed about a child's parenting arrangements, including any court orders that may be in place. However, parents should not involve the School in parenting disputes or expect the School to mediate between estranged parents.
- 11 Recognise the damage that gossip can do within a school community, and avoid unconstructive commentary (including criticism, uninformed rumour or speculation) with other parents or students, including on social media.

Parents are expected to be a positive role model for responsible and safe behaviours. This includes ensuring the health and safety of all members of our school community (including staff, students, parents and alumni) and the wider community. 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.

4. Behave respectfully towards members of our community

The School expects that parents will behave respectfully at all times towards members of the school community. This applies not only to words used, but also to tone and body language. Similar expectations are reflected in the School's codes of conduct for staff and students.

"Respect" is intentionally a broad concept. The following is a non-exhaustive list of behaviours that are disrespectful:

- 1 Rude or insulting behaviour, including passive-aggressive, intimidating or derogatory language.
- 2 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.
- 3 Actual or threatened violence or aggression (whether verbal or non-verbal).
- 4 Behaviour that causes a risk to a person's health and wellbeing.
- 5 Defamatory or disrespectful comments.
- 6 Gossip, rumour, and innuendo.
- 7 Raising one's voice or using offensive language or actions.
- 8 Age-inappropriate language when communicating with or about children.
- 9 Vexatious complaints.

5. Use technology and social media appropriately

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

For example, parents should:

- 1 Respect a staff member's professional and personal boundaries, by not using their personal online presence to raise School matters (or otherwise engage in disrespectful behaviour).
- 2 We strongly request that photos, videos or other recordings of a staff member or parent are not taken without their consent, or of a student without their parent's consent. We request that content (including personal details, contact information, images and recordings) concerning a staff member, parent, student or other member of the school community is not published online without expressed consent. If a member of the community asks you to remove content published online, you should comply with their request.
- 3 Avoid publishing information which may bring the School (or any of its staff, students, parents and other members of the school community) into disrepute. This may include an image or recording which shows a student in School uniform, or a member of the school community at the School or at a school activity or event, behaving inappropriately.
- 4 Please seek consent from a child's parent/guardian if you wish to communicate with that student via email or social media, or if you wish to publish photography or video of other students on your private social media platforms.

- 5 Not discuss confidential or sensitive School matters, including in relation to grievances about a particular staff member or student, online.
- 6 Obtain permission to use the School's name or insignia in the title of any online website, forum or group, merchandise, or printed or online publication. In addition, no suggestion should be made that any such platform or material is operated or endorsed by the School.

6. Be a responsible visitor and participant

Parents must respect the School's risk-management procedures when visiting the School. Parents should immediately proceed to the Front Office upon arrival to sign in and should only enter a classroom or other student environment when invited to do so by a staff member.

Parents are not required to sign in at the Front Office if:

- 1 Attending an activity or event to which all members of the school community have been invited.
- 2 Visiting the School uniform shop.
- 3 Drop-off or collecting a child from School.

Parents should model appropriate and respectful behaviours and uphold the School's values. This includes:

- 1 Demonstrating good sporting conduct and fair play when attending School sporting events, including appropriate behaviours towards coaches and umpires, regardless of their age.
- 2 Complying with applicable occupation, student and workplace health and safety, and risk-management procedures.
- 3 Complying with reasonable directions given by the School's staff.
- 4 Showing appropriate care and regard for the property of the School and others. Any damage should be promptly reported to the School.
- 5 Dressing appropriately for the occasion.
- 6 Not being under the influence of drugs or alcohol (and otherwise not engaging in the possession, sale or supply of the same at the School).
- 7 Behaving lawfully on School grounds whether at events hosted by or connected to the School, conducted on site or otherwise.
- 8 Ensuring that physical contact with students is appropriate given the age of and relationship with the student.
- 9 Respecting the School's property and the property of other members of the school community (including staff, students and parents).

When dropping off and collecting students from the School, parents are expected to ensure the health and safety of all members of our school community, as well as the wider community, at all times.

Parents must comply with all traffic rules and any School traffic management system in place. This includes adhering to applicable speed limits, observing all traffic signs, being respectful to staff traffic wardens, limiting the use of car horns (unless indicating imminent danger), and parking appropriately and safely.

Parents must also comply with any government issued health orders or directions in response to the COVID-19 pandemic. This includes adhering to vaccination, social distancing and face mask requirements.

7. Raise grievances respectfully

The School is committed to the education and wellbeing of each student. It is therefore critical that parents are able to raise grievances they may have about such matters appropriately, constructively and respectfully.

The School's grievance-management procedures are set out in the CARE 005 Grievance Policy. This policy sets out how concerns and grievances may be raised with the School; who they should be raised with; and how the School will deal with these in a respectful and timely manner.

Parents with grievances should consult the CARE 005 Grievance Policy. In general:

- 1 Parents should take care with volume, tone and vocabulary when communicating with another family's child.
- 2 Parents should not communicate with a student about an issue concerning their own child. In particular, parents should refrain from any attempt to discipline a student who is not their child, unless they are attempting to restrain a student from causing a risk to themselves or others.
- 3 Parents should raise their grievance 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 grievance, may be raised with the appropriate member of the School (as set out in the policy).
- 4 Parents should arrange a face-to-face meeting to discuss their grievance, rather than relying on email or other written communications.
- 5 Parents should clearly identify their grievance, and what they would practically like to see happen. If there is more than one issue or problem, parents should write a list so that they are adequately prepared and then decide which issue or problem matters most.
- 6 Parents should understand that the School is dedicated to addressing grievances promptly. It may provide an immediate acknowledgment of response; however the issue may not always be resolved within two business days.
- 7 Parents should respect that the School employs experienced educators and other professionals who are well-trained in making academic, disciplinary, co-curricular, pastoral and wellbeing decisions every day. Please understand that while the School will always take into account the interests of the parent's child, the School must ultimately make decisions that take into account the interests of all students (and others who may be affected by the School's decisions).
- 8 Parents should recognise that just as the School will seek to respect each student's privacy, the School will also respect the privacy of other members of the School community. This means there are limits to what information the School will share with a parent when issues arise. This does not mean that the School is not taking an issue or situation seriously or hiding information from a parent.
- 9 If a parent is not satisfied with the School's response to a grievance, the School respects that parent's right to invoke the formal grievance procedure.

Communicating a grievance

Early Learning Centre (ELC)*

All key communication with the ELC is via the Room Teacher.

Junior School*

All key communication with the School is via your daughter's classroom teacher.

Middle and Senior School*

Communication with the School is via your daughter's:

- Home Group Teacher for all wellbeing and pastoral concerns.
- Subject Teacher for all specific subject concerns.

*Receipt of all emails will be acknowledged within two business days.

*All phone calls will be returned within two business days.

8 Consequences for breach of this Code of Conduct

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

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

- 1 A request that the relevant behaviour immediately cease.
- 2 A written warning.
- 3 A parent (or another relevant person) being excluded from School activities or events.
- 4 A requirement that a parent (or another relevant person) only communicate with a nominated School representative.
- 5 Termination of the enrolment of a parent's child.
- 6 A parent (or another relevant person) being banned from the School grounds, either for a particular period of time or permanently.

Staff and volunteers are empowered to take steps to protect their own health and wellbeing. If they feel that a parent's behaviour does not meet the expectations set out in this policy, they are encouraged to indicate this and to ask that it stop. If it does not stop, or if a staff member feels that a parent'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 requiring that a parent immediately leave the School grounds (or a School activity or event).

Policy Certification

Policy authorised by:	Principal
Responsibility of updating Policy/Procedure:	Deputy Principal/Head of Senior School
Date policy implemented:	16/01/2025
Date Introduced:	16/01/2025
Date Reviewed/Revised:	16/01/2025
Date for next Review/Revision:	16/01/2027