

PARENT/GUARDIAN CODE OF CONDUCT

1. Ethical Statement

John Septimus Roe Anglican Community School promotes values that are in keeping with the Christian ethos. All students, parents, teachers, support staff and volunteers have the right to be safe and feel safe in our School community. With this right comes the responsibility to comply with School policies and procedures and to be accountable for actions that put at risk the safety or wellbeing of others.

This Code provides parents and guardians with guidelines for developing positive relationships within the School community and assists in promoting our core values, underpinning our mission, vision and ethos.

2. Purpose

The School aims to provide an open, welcoming and safe environment for all. We believe that all community members play a valuable role in the life of the School.

The Parent Code of Conduct works alongside the school values. The health and welfare of all members of our school community is important. All children and school staff have the right to feel safe at school.

Parents/guardians play a formative role in the development of a child's sense of justice, equity, and the dignity and worth of all members of our school community. They act as one of the most influential role models within a child's life. The responsibility for upholding the values of the school in this matter must fall on those with the greatest capacity to reason and control their actions. As such the adult community of our school is expected to model courteous behaviour and treat all members of the school community with respect and consideration.

This Code provides guidelines (Appendix 1) to promote desirable and appropriate behaviour to ensure that all interaction between students, staff, parents and guardians is respectful, honest, courteous, sensitive, tactful and considerate. It also provides a guide for communications (Appendix 2) to support the communication between the School's staff and parents.

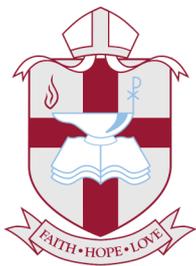
This Code also outlines the consequences for any member of the School Community who does not comply with these standards of behaviour.

3. Application

For the purpose of this Code 'School Community' comprises parents, guardians, step-parents, relatives, extended family, friends, supporters and carers, when in the school environment or when attending any school related function or activity at any other location.

It is understood that parents and guardians agree to the Code of Conduct when parents/guardians sign the Enrolment Contract with the School.

Although step-parents, relatives, extended family, friends, supporters and carers are not a party to that Enrolment Contract, this Code of Conduct is a guide for them about expected standards of behaviour.



4. General Conduct

Parents and Guardians agree to:

- Show an active but non-invasive interest in their child's school work and progress;
- Work with the teaching staff to deal promptly with areas of concern;
- Treat all members of the School community with respect and courtesy;
- Ensure that their child is appropriately dressed and prepared for school on a daily basis;
- Promptly report to the School their child's absence or late arrival;
- Work with the School in dealing with disciplinary issues involving their child;
- Observe confidentiality in respect of all information gained through participation in School activities - all information held by schools should be handled with care and individuals should not discuss nor disclose personal information about other students, staff or students' parents/guardians; and
- Not behave in ways that a reasonable person would consider to be offensive, intimidating, humiliating, aggressive, threatening or abusive.

Any parent or guardian who invites a relative, friend, supporter, carer or other person (adult or child) to be present at any school related function or activity at any location must be responsible for that person and must ensure that they act at all times in a manner consistent with this Code.

5. Complaints and Feedback

John Septimus Roe Anglican Community School has developed a complaints policy to ensure that all concerns are dealt with by the School in the appropriate manner. Should a parent or guardian be unable to resolve an issue informally, they may lodge a complaint with the School. We commit to dealing with this complaint according to our Disputes and Complaints Resolution Policy.

6. Child Protection Concerns

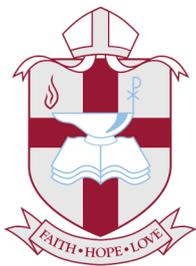
Parents and guardians are encouraged to discuss any concerns about the health, safety and wellbeing of our students with the Principal.

7. Breach of Code of Conduct

The consequences for breaching this Code of Conduct will be determined by the Principal in consultation with the Chair of Council, which may include:

- A first and final warning, meeting and subsequent letter being issued to inform the relevant person/s of the outcome and that another breach of the Code of Conduct will not be tolerated.
- A banning from being on School grounds or attending any School related activity.
- A direction, in the case of a parent/guardian, that he/she may only communicate with members of staff through a specified School representative.
- A restraining order being sought against the relevant person through the legal system.
- The School may take such other steps as it may in its reasonable discretion, determined appropriate, according to the nature of the breach.

Fundamental to the enrolment of the students at the School is that at all times, there is a relationship of trust, confidence and cooperation between the Parents and Guardians of the student, and the School. If the School determines that the relationship is irretrievably broken down and that there is no reasonable prospect of restoring the relationship, the School may terminate the enrolment of the student at the School.



GUIDELINES - STANDARDS OF BEHAVIOUR

The following guidelines provide examples of general expectations. The School notes that this list is not exhaustive.

Communication (Please also reference the School's Communication Protocols - Appendix 2)

- Parents and guardians are expected to deal with our teaching and non-teaching staff in a way that is courteous and respectful at all times.
- Use courteous and acceptable language in written and verbal communication.
- Give encouraging and constructive feedback rather than negative criticism. Responses to emails and telephone calls are not expected to be instantaneous or out of normal working hours, unless of an urgent nature. The School endeavours to respond within one day, although this may not always be possible for classroom teachers.
- Parents and guardians, and other persons attending with children not enrolled in the School are responsible for supervising the behaviour of those children.
- Parents and guardians are not to create social media pages that can be associated with the School in any way, without the express permission of the Principal. Your actions should not bring the School's name, image and/or reputation into disrepute.
- Parents and Guardians should follow and abide by the School's Communications Protocols – as outlined in Appendix 2.

Relationships

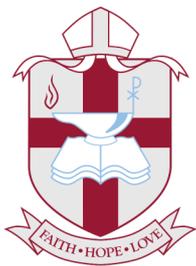
- Guidance and management of students at School is the responsibility of staff and therefore any matters or concerns related to managing students' behaviour should be referred to staff immediately.
- Parents and guardians should not approach or interact with the children of other parents without their permission.
- Ensure that physical contact with students is appropriate given the age of, and relationship with, the student such that questions of impropriety do not arise.
- Acknowledge and affirm success in individual and School achievement.
- Do not discuss any grievances in front of your children regarding the School.
- Demonstrate that both parents and teachers work together for the benefit of the child.
- Listen to your child, but remember that a different 'reality' may possibly exist elsewhere.
- Refrain from public criticism of School activities and events; as well as students and staff at the School.
- Refrain from actions and behaviour that constitutes harassment or discrimination, including inappropriate use of social media within the School Community.

School Policies

- Support the School's Policies and acknowledge that the Principal is responsible for implementing the School's Policies.
- Comply with all relevant policies and procedures of the School. These are published on the SEQTA Portal as well as being available upon request.

Conflict Management

- Seek staff assistance, if necessary, to resolve conflict peacefully.
- Work with the School to deal promptly with areas of concern.
- Accept staff decisions and follow their directions. Speak with the staff member if there is a problem complying with any directions.



COMMUNICATIONS PROTOCOL PARENTS/GUARDIANS & STAFF

John Septimus Roe Anglican Community School prioritises the safety, welfare and wellbeing of children and young people, and expects all staff and volunteers to share this commitment.

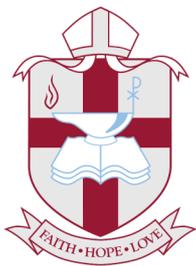
Communication amongst students, parents and staff is an important part of education. We aim to foster an environment of inclusivity in which parent participation is encouraged. School communities thrive on open communication wherein staff, students, and parents/guardians have opportunities to share good news, discuss issues and maintain an ongoing dialogue.

The school is committed to ensuring open, respectful and honest communication with parents. The Principal and school staff communicate with our parents/guardians in a variety of inclusive ways that are reflective of our school community. They may provide information in writing and/or speak with parents/guardians in person. This will generally occur during the school day.

We ask parents/guardians and all staff to follow the protocol and guidelines below:

Protocol and Guidelines

- Communication with school staff is important and encouraged.
- Good communication is the result of parents/guardians, staff and students working together, in partnership.
- Communication should be mutually respectful, honest and courteous with all parties listening to and empathising with each other.
- Telephone, email, written and face-to-face communication are appropriate forms of communication:
 - Phone calls are most appropriate for immediate or urgent concerns. Parents are advised to contact the Administration Office at either the Mirrabooka or Beechboro Campus (as relevant) for time-sensitive or urgent issues.
 - Email is suitable for routine information or clarification. It is not appropriate for sensitive engagement with issues.
 - When telephone and email conversations become extended, face-to-face communication is appropriate.
- The school will endeavour to respond to all phone calls and emails within one working day wherever possible, however on some occasions, for teachers, this may not be possible, due to co-curricular activities and meetings after school on certain days. Staff are not expected to respond to emails or phone calls during lesson times, nor before 8:00am or after 5:00pm on weekdays, nor are staff expected to respond on weekends.
- The school owes a duty of care to its staff to protect them from intimidatory, threatening or bullying behaviour. Verbal and/or physical aggression or threats, offensive language or derogatory comments, whether face to face, over the phone, via email or on social media is unacceptable and will not be tolerated. Any contact determined to be of this nature will be terminated and referred to the relevant Associate Principal or the Principal.
- Emails or other communication that does not comply with protocol will only be acknowledged as having been received.
- It is not appropriate to submit group petitions, letters or emails. If parents have concerns, they are advised to approach the school individually.



Parents are reminded that during the day teaching staff (including the Executive Team) are expected to be primarily engaged in teaching duties and school related business. It is not always possible to address all concerns immediately. Teachers do not generally check emails during lesson times, therefore parents/guardians should assume that any message sent via email to a teacher may not be read until after school that day.

Parents are asked to bear in mind that the non-student time immediately preceding and following the school day is used for lesson preparation, marking, year-level assessment, staff meetings, scheduled appointments, training and professional development. Prior to the commencement of the school day, teachers will also be engaged in meeting and greeting students. Parent meetings are to be scheduled to take such demands into account.

For major concerns, parents are asked to make an appointment with the appropriate member of staff. Where parents are unsure about who this is, they are encouraged to clarify this when making the appointment or contact the relevant Associate Principal for guidance.

The school encourages parents to contact their daughter's/son's Classroom or Subject Teacher as a first point of contact. In the Secondary School, issues of an academic nature may then be referred to the relevant Middle School Coordinator or Head of Department.

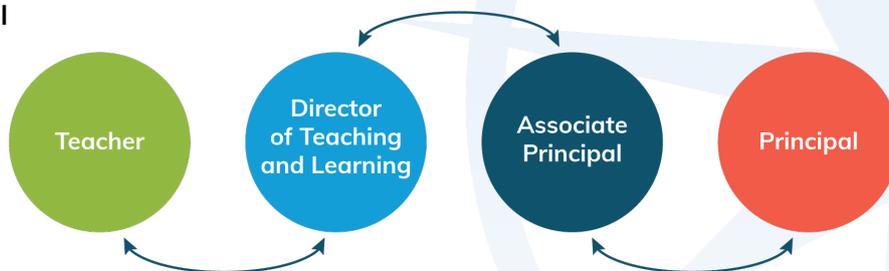
Secondary School parents are also encouraged to contact their daughter's/son's Pastoral Care Group (PCG) Teacher should the issue be of a pastoral nature (social, emotional, behavioural, psychological). Pastoral issues may then be referred to the relevant Year Level Coordinator, if required.

Under no circumstances should a parent approach another student directly about an issue with their own child. All concerns must be dealt with via the appropriate school staff.

The Dispute and Complaint Resolution Policy and Procedures for Anglican Schools Commission Schools can be found on our school website.

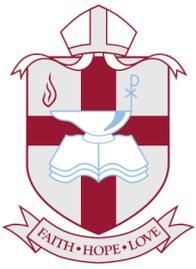
For concerns of an **ACADEMIC NATURE**, eg: assessment policy, reporting procedures, curriculum issues, classroom management issues, please follow the procedure below, noting that the class teacher should be the first point of contact:

Primary School



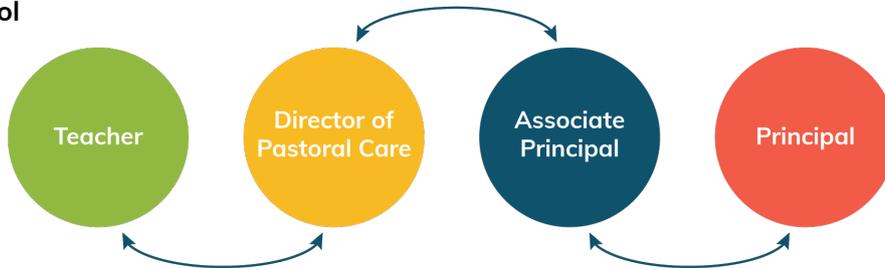
Secondary School



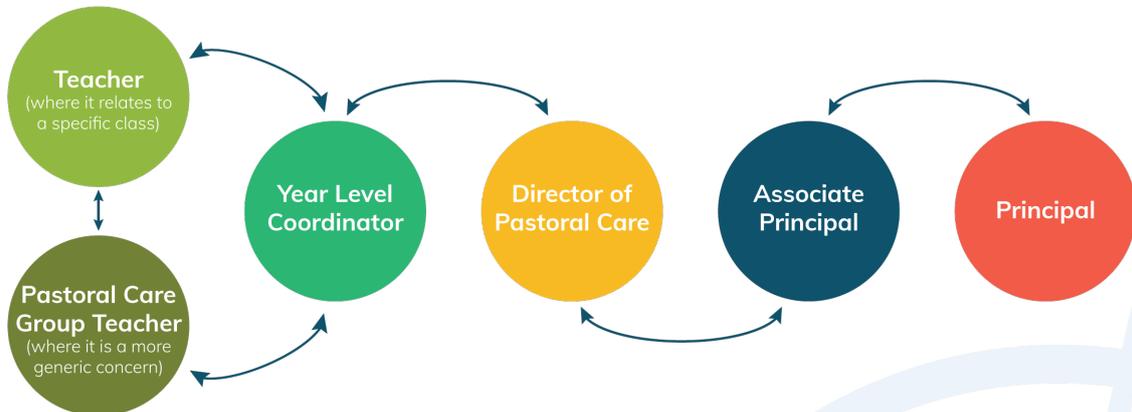


For concerns of an **EMOTIONAL, SOCIAL, PSYCHOLOGICAL OR BEHAVIOURAL NATURE**, please follow the procedure below:

Primary School



Secondary School



For concerns of an **ADMINISTRATIVE NATURE**, e.g. accounts, uniform purchases, marketing and communication, please follow the procedure below:

