



Parent/Guardian Code of Conduct

Lakeside College

Review Date: April 2019

Next Review: April 2022

Introduction

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| Parent/Guardian Code of Conduct | |
| Created by: | Principal, Lakeside College |
| Current version: | 2.0 |
| Applicable for: | All Lakeside College Parents and Guardians |

Rationale

In order to provide the best outcomes for our students, Lakeside College affirms, and partners with, parents and guardians as they fulfil their role as the prime educators of their children.

This Code of Conduct sets out the guidelines for positive relationships between parents/guardians and the College.

Overview of the code of Conduct

To support parents and guardians Lakeside College will:

- Pray for and support parents to fulfil their God-ordained role of the prime educator of their children
- Provide clear lines of communication primarily utilising PAM and the College App
- Give advance notice of major school events such as excursions, camps, worship services in order to support family calendar planning
- Provide regular and meaningful access to data and feedback that will assist parents/guardians to support their child to learn
- Undertake parent consultation when strategic foci of the school are reviewed and implemented
- Provide a parent support program containing events and programs to assist parents
- Fully support the PTFA and their initiatives across the community
- Ensure College Council regularly communicates with parents

As a parent/guardians of the Lakeside College community, I will:

- Support and pray earnestly for Lakeside College community - students, families staff and council
- Partner with Lakeside College in order to support my child to grow in learning, caring and achieving.
- Attend parent evenings and school celebration events as they pertain to my child's/children's section of the school from time to time.

- Uphold the school policies and values at all times
- Not use social media to voice grievances about the School
- Check the College's PAM site to assist their child with his/her learning and timely completed of work, and to respond promptly to requests for consent forms and student information
- Make every effort to ensure my child attends school each school day, arrives before the commencement of school and is collected from school in a timely fashion. If my child is absent, I will inform the school before 8.30am in order to ensure the school can undertake the appropriate duty of care.
- Actively support the school's policies in relation to uniform and grooming by ensuring that my child/children have the correct uniform at all times and are appropriately groomed.
- Commit to not entering into gossip with other parent/s or guardian/s but to seek to resolve any matters with the person or persons involved (whether staff or other parents) who are able to do something about the situation, rather than begin to spread criticism or hold a negative attitude in my heart.
- Support the College's 24-48-7 guideline. Any concern will be acknowledged within 24 hours, investigated and a course of action drafted within 48 hours.
- Should I be unable to resolve an issue with a person (whether a staff member or parent/guardian) directly, I will seek support from a Head of School, School Pastor or School Chaplain to endeavour to resolve the issue. Should this be unsatisfactory, I will lodge my grievance according to the procedure outlined on PAM .
- Behave in a manner that exemplifies and upholds the values of the school when on the school property and attending school functions. This includes ensuring that I sign in and out in the Visitors' Register during school hours whilst on site, and refrain from smoking, bad language or other negative behaviours when attending any school activity.
- I will refrain from disseminating advertising material to school community members on or near College grounds at any time (Community businesses can be advertised through the College business directory.)
- Support supervising staff member's directions when acting as a volunteer helper/supervisor.
- Honour school staff rights to privacy and ensure that I do not expect to have unlimited access or rights to communication outside of the reasonable bounds of a normal workday.
- Unless the circumstances are urgent, I will make an appointment with staff to discuss issues concerning my child's education, rather than expect an impromptu meeting.
- Support school requests to seek additional external supports for my student, such as counselling, educational psychologist assessment, medical assistance and others as may arise.
- Interact with staff in keeping with our school's values at all times, acknowledging that failure to do so may cause my child's enrolment to be ceased.

Policy

1. Introduction

- 1.1 At Lakeside 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 Code of Conduct).
- 1.3 This Parent Code 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 violence of any kind.
- 1.5 This Parent Code 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;
 - (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 teacher (or teachers) and comply with any reasonable direction; and
 - (g) comply with any reasonable direction given by a staff member of the School.

2.2 Parents and/or guardians must not:

- (a) Use violence of any kind at any time;
- (b) disparage the School's Christian teaching or act otherwise in a manner which is disrespectful or contradictory to the School's Christian ethos;
- (c) interrupt or disrupt a teacher whilst classroom instructions or learning activities are taking place;
- (d) discipline or reprimand a child;
- (e) bully or harass parents, staff, contractors, volunteers, students, and visitors to the School;
- (f) 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
- (g) attend the School whilst under the influence of 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.

3.2 If a Parent contacts a staff member, contractor, or volunteer in relation to a query or concern, the recipient 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 Whilst the School will make reasonable attempts to comply with a court order, the School's priority is the wellbeing of the students and will only comply with court orders to the extent necessary. The School prefers not to become involved in family law proceedings.

3.5 Parents are required to:

- (a) speak to staff, contractors, and volunteers with courtesy and respect;
- (b) communicate with staff, contractors, and volunteers in a clear, friendly and open manner;
- (c) respect staff decisions and follow their directions; and
- (d) respect the privacy of staff, contractors, and volunteers.

3.6 Parents must not:

- (a) Use violence of any kind at any time;
- (b) raise their voice or interrupt whilst a staff member, contractor, or volunteer is trying to speak;
- (c) speak to staff, contractors, or volunteers in a derogatory or offensive manner;
- (d) use profane, insulting, harassing, aggressive or otherwise offensive language;
- (e) take a photo, video recording, or audio recording of a staff member, contractor or volunteer without prior consent;
- (f) post a photo, video recording, or audio recording of a staff member, contractor or volunteer on social media without prior consent;
- (g) attempt to contact staff members at their home or through use of their personal phone number, unless the staff member has permitted such contact;
- (h) assault (sexually or physically) a staff member, contractor or volunteer; or
- (i) 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) use violence of any kind at any time;
- (b) raise their voice when speaking to other students and parents;
- (c) use profane, insulting, harassing, aggressive or otherwise offensive language;
- (d) deliberately exclude a student or parent or treat a student or parent differently to other students or parents;

- (e) speak to other students or parents in a derogatory or offensive manner;
- (f) take a photo or video recording of another student or parent without their consent;
- (g) post a photo or video recording of another student or parent on social media without consent;
- (h) 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;
- (i) intimidate, undermine, threaten, bully or harass other students or parents; or
- (j) disclose the personal details of a student or parent to another person without consent.

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.
- 5.3 Parents and/or guardians must 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. Parents understand that the School may remove posts on social media that breach this requirement.

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 Code of Conduct.

7. Consequences of a breach

- 7.1 Any person may notify the Principal of a possible breach of the Parent Code of Conduct.
- 7.2 The Principal or their representative will investigate the complaint to determine whether there has been a breach of the Parent Code of Conduct or other policy.
- 7.3 If satisfied that a breach has occurred, the Principal or their representative may implement disciplinary action against the respondent such as a warning, direction to provide an apology, direction not to enter School grounds for a period of time, or termination of enrolment.
- 7.4 If a parent is unhappy in the application of this Code, they must raise the issue in accordance with the procedure set out in the School's Grievance Procedure.

Evaluation

This policy will be reviewed triennially.