



St Philip's Christian College Newcastle Parent Code of Conduct Policy

St Philip's Christian College Newcastle seeks to foster an environment that promotes academic excellence, personal wellbeing, spiritual growth, and respectful interactions among all members. Parents and carers play a vital role in upholding the values and standards of the College. This Parent Code of Conduct has therefore been developed so that parents and those with parental responsibilities are aware of and meet the College's expectations regarding their interaction with the College, its teachers, other parents and students. Appropriate parent engagement is vital to promoting positive and productive relationships within the College community.

The College Core Values serve as guiding principles that underpin the culture, behaviours, and decisions within the College community. They provide a framework for how the College community operates, interacts, and supports students. The Core Values are:

- Christ First
- Serve One Another
- Strive For Excellence
- Do What is Right
- Build Community

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

When Visiting the College

There are many opportunities for parents and carers to visit the College throughout the year, including for special assemblies, presentations, and events. The College encourages parents to actively engage in their child's education through these opportunities.

Parents should:

- comply with all safety policies and procedures in place at the College, including relevant sign in procedures.
- comply with the Child Protection policies of the College.
- comply with any reasonable directions given by College staff.
- only enter a classroom or attend a school event, such as a camp or excursion, with express permission from an organising staff member.
- listen respectfully when attending any kind of school assembly, activity, presentation, class event, or public meeting.
- treat others with courtesy and respect.

Parents should not:

- use verbal or physical violence of any kind at any time.
- use language that could be deemed as offensive or inappropriate.

- disparage the School's Christian teaching or act otherwise in a manner which is disrespectful or contradictory to the School's Christian beliefs.
- interrupt or disrupt a teacher whilst classroom instructions or learning activities are taking place, or while they are on duty supervising students.
- bully or harass other people.
- 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.
- attend the College whilst intoxicated or under the influence of illicit drugs.

When Communicating with the College

If a parent wishes to meet with a staff member outside of formal parent teacher discussions, they should make an appointment so that a mutually convenient time can be arranged. This can be done by contacting the relevant sub-school office.

Parents should note, that, as a general rule, staff members are not obligated to respond to contact by parents (emails, phone calls etc.) outside of business hours.

Parents should:

- treat staff with courtesy and respect at all times.
- ensure that all communication with staff is conducted in a respectful and courteous manner.
- use a professional tone and address concerns with clarity and consideration when sending emails.
- raise all concerns using the correct procedures, channels and personnel.
- use constructive, rather than negative feedback.
- respect the privacy of staff.
- allow reasonable time for responses before following up, recognising that the College may be undertaking investigations or collecting data before responding to your concern or question.

Parents should not:

- approach a member of staff in a confrontational manner or act in a violent, aggressive or threatening manner.
- use verbal or physical violence of any kind at any time.
- raise their voice when speaking to staff.
- speak to staff in a derogatory or offensive manner.
- intimidate, undermine, threaten, bully or harass staff.
- send a staff member an email message that is disrespectful, threatening or aggressive.
- attempt to communicate with staff regarding school related matters via social media or other personal channels.

When Communicating with Other Students and Parents

Parents should:

- speak to other students and parents with courtesy and respect.
- maintain a tone of respect and understanding, even in a disagreement, when communicating with other parents on social media, email or text in relation to a student or College matter.

- address disagreements or concerns privately and constructively, rather than engaging in public debates on social media platforms.
- contribute to a positive and friendly culture within the College community.
- support and encourage the values, activities, and beliefs of the College.
- respect the privacy of other students and parents.

Parents should not:

- approach a student or another parent in a confrontational manner or act in a violent, aggressive or threatening manner.
- approach a student to discuss a complaint without the student's parent being present.
- use verbal or physical violence of any kind, at any time.
- raise their voice when speaking to other students and parents.
- speak to other students or parents in a derogatory or offensive manner.
- take a photo or video recording of a child who is not their own without obtaining prior consent from that child's parent.
- intimidate, undermine, threaten, bully or harass other students or parents; or
- disclose the personal details of a student or parent to another person without proper authorisation or consent.

When Using Social Media

Parents play a vital role in fostering a positive and supportive online environment that reflects the values and ethos of the College. Positive, respectful, and responsible use of social media is essential in creating a safe, supportive, and inclusive digital environment for all individuals associated with the College.

Acceptable Social Media and Online Behaviour:

- sharing positive stories and achievements related to the College and your child's education.
- encouraging and supporting fellow parents and students in their endeavours, and
- engaging in open discussions on educational topics and school related events in a courteous manner.

Unacceptable Social Media and Online Behaviour:

- using social media to voice grievances about the College.
- harassing other people online.
- revealing confidential information relating to the College, staff members, contractors, volunteers, other parents, and students at the College,
- posting a photo or video recording of a child who is not their own on social media without obtaining prior consent from that child's parent.
- posting on social media defamatory, offensive or disrespectful comments about the College, staff, students, or other parents.
- sharing rumours or unverified information that could harm the reputation of the College or individuals.
- sharing images or content related to parents, students or staff that may bring the College into disrepute.
- engaging in public arguments, personal attacks, or disrespectful language in online discussions.

- use the College logo on any online platform, forum or group without express permission from the Principal, or Principal's delegate.

When Making a Complaint

A complaint or grievance is an expression of dissatisfaction made to the College about an educational and/or operational matter relating to services provided by the College, or the behaviour or decisions of a staff member, contractor or volunteer, including misconduct.

At times, parents, carers or members of the College community may have a concern or complaint that they would like to discuss with the College. The College has guidelines and procedures for handling such complaints. These guidelines and procedures are based on Biblical principles. The Bible clearly encourages us to seek to resolve differences between each other and to live in harmony with one another.

If a parent has a complaint about any issue, this should be directed to the appropriate person, and via the correct communication channels being followed in accordance with the College Policies and Procedures, including the Complaints Handling Policy and Procedures.

When Dealing with Disciplinary Matters Relating to Students

The College expects students to comply with its rules and not engage in behaviour which is harmful to others or is contrary to the expectations of an SPCC student, or the ethos and philosophy of the College.

Upon enrolment, parents agree to support the College in relation to its discipline policy and not do anything which undermines its authority. It must be understood that in the case of minor disciplinary matters, the College will be the arbiter of what took place and what is a fair consequence. Heads of School and Lead Educators will not engage in debate with parents about the details of the conduct or the appropriateness of individual consequences, nor discuss matters relating to other students. These decisions are a matter for the College.

In relation to more serious disciplinary matters, which may result in suspension or expulsion, the College will communicate with parents and follow the appropriate Managing Student Behaviour Policies and Procedures.

Separated Parents

In many instances, the College will have students enrolled who have parents that are separated or divorced. Parents should not attempt to involve the College in any parental dispute that may arise. The College is not able to make judgments on the merits of claims made by one parent against another and should not be asked to do so. Nor should it be asked to take any action which would, or is designed, to disadvantage one party. The College will, of course, observe any orders made by a Court in relation to a student or communications with parents.

Breaches of this Code of Conduct Policy

The College Executive will have absolute discretion for deciding how to best respond to concerns about a parent's compliance with this Code of Conduct.

Where the College Executive considers that a parent has failed to observe this Code of Conduct, the Principal may choose to take, but is not limited to the following actions:

- Ask the parent to leave the premises (the College may contact the Police if the parent does not comply).
- Request that the relevant conduct immediately cease.
- Provide a written warning to the parent.
- Require a written apology.
- Require that the parent only communicates with a nominated College representative.
- Limit access on the College premises, either for a particular period of time or permanently.
- Limit access to College activities and/or events, either for a particular period of time or permanently.
- Conduct a review of their child's enrolment, which may result in termination of enrolment.

Staff and volunteers are empowered to take steps to protect their own health and wellbeing. If they feel that a parent is being inappropriate, they are encouraged to indicate this and ask that it stop. If it does not, 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 will remove themselves from the situation. This may include concluding a meeting or phone call, discontinuing email correspondence, and referring the matter to the College Executive.