



## Parent/Carer and Visitor Code of Conduct

### About this Code of Conduct

They say it takes a village to raise a child. Similarly, Nowra Anglican College cannot provide the best education for a child, or help equip that child with the skills required for a fulfilling adult life, without cooperation and support.

To ensure such cooperation and support, this Code of Conduct outlines the School's expectations for all parents, guardians and other interested adults (collectively, **Parents**) with students enrolled at the School. This code of conduct also applies to visitors to the College.

In developing this Code of Conduct, the School recognises that Parents ultimately want the best for their children. However, the School also expects Parents to recognize that it must ultimately balance the interests of all of the School's stakeholders (including not only students and Parents, but also the School's staff and their right to a safe working environment).

This Code of Conduct operates in addition to any other School policies and procedures which apply to Parents, and may be varied from time to time by the School in its absolute discretion.

### College Values

**We are a respectful community grounded in Christ's compassion, learning to live with wisdom.**  
This Code of Conduct aligns with our College values of Respect | Compassion | Wisdom.

### Being a positive role model and supporting 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 policies, procedures and directions, and ensure their children do the same.
- 2 Respect (and show to their children they respect) that the School is inclusive and welcomes students from a variety of backgrounds, and with different needs.
- 3 Complete forms and provide permissions in a timely manner when requested to do so by the School.
- 4 Encourage their children to actively participate in the life of the School, including in the many sporting and extracurricular activities available (noting that some will be compulsory).
- 5 Be responsive to concerns raised by the School about their own child, including by being cooperative, providing information and attending meetings when required.
- 6 Keep the School informed about a child's behavioural or educational needs, including by providing updated medical information as it becomes available. However, Parents need to also appreciate that while the School will take into account any new information, the School cannot accommodate every need.
- 7 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 act as the go-between for estranged Parents.
- 8 Recognise 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.



## **Behaving respectfully towards members of our community**

Nowra Anglican College expects that Parents will behave respectfully at all times towards the School'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. The following is a non-exhaustive list of behaviours that are not respectful:

- 1 Bullying, intimidation, discrimination, sexual harassment, victimisation and child abuse.
- 2 Actual or threatened aggression or violence.
- 3 Behaviour that causes a risk to a person's health and wellbeing.
- 4 Defamatory or disrespectful comments.
- 5 Gossip, rumour, and innuendo.
- 6 Raising one's voice, or using offensive language, while communicating.
- 7 Age-inappropriate language when communicating with children.

## **Use of technology and social media**

The expectations set out in this Code of Conduct 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 Not take 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 School community online without express consent.
- 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 includes where an image or recording shows a student in School uniform behaving inappropriately.
- 4 Not communicate with other students outside of the School, including by email or on social media, without prior consent from that student's Parent(s).
- 5 Not discuss confidential or sensitive School matters, including in relation to grievances about a particular staff member or student, online.
- 6 Not set up any online website, forum or group which features the School's name in its title, or which may suggest that it is operated or sanctioned by the School.



## **When visiting School grounds, or attending School activities and events**

Parents must respect the School's risk-management procedures when visiting the School. Parents should immediately proceed to the 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. This requirement does not apply when visiting the School only to:

- (a) attend an activity or event to which all members of the School community have been invited;
- (b) visit the School uniform shop; or
- (c) drop off or collect a child from School.

When visiting the School, or attending School activities and events, Parents should model appropriate and respectful behaviours. This includes:

- 1 Demonstrating good sporting conduct and fair play when attending the School's art, drama and sporting events.
- 2 Complying with applicable occupational health and safety and risk-management procedures.
- 3 Complying with any 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.

### **Drop off / pick up**

When dropping off and picking up 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, limiting the use of car horns (unless indicating imminent danger), and parking appropriately and safely.

### **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.

### **Raising concerns appropriately and productively**

The School 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 School's grievance-management procedures are set out in the NAC Concerns and Complaints Policy, available on the College website at <https://www.nac.nsw.edu.au/about/policies>. 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 concerns and grievances should consult the policy. However, in general:

- 1 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.
- 2 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 member of the School leadership (as set out in the policy).
- 3 Parents should arrange a face-to-face meeting to discuss their concerns and grievances, rather than relying on email or other written communications.
- 4 Parents should clearly set out their concerns and grievances, and what they would practically like to see happen.
- 5 Parents should appreciate that while the School 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).
- 6 Parents should respect that the School 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 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).
- 7 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.
- 8 If a Parent is not satisfied with the School's response to a concern or grievance, a School policy may provide a Parent with a right to request an internal review of the School's decision. Alternatively, an external body, court or tribunal may be able to deal with the issue. The School respects a Parent's rights to invoke formal grievance-resolution procedures. However, Parents who refuse to engage in constructive processes that may resolve their grievances, or who choose to publicly air their grievances about the School (and in particular about staff or students) on social media, will be considered in breach of this policy.

### **Consequences for breaching this Code of Conduct**

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

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

- 1 A request that the relevant conduct immediately cease.
- 2 A written warning.
- 3 A Parent (or another relevant person) being banned from the School grounds, either for a particular period of time or permanently.

- 
- 4 A Parent (or another relevant person) being excluded from School activities or events.
  - 5 A requirement that a Parent (or another relevant person) only communicate with a nominated School representative.
  - 6 Termination of the enrolment of a Parent's student(s).

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 are empowered to remove themselves from the situation. This may include by immediately concluding a meeting or phone call, or by demanding that a Parent immediately leave the School grounds (or a School activity or event).

**Approved by Lorrae Sampson**

**On 12<sup>th</sup> September 2019**

**Review date: 12<sup>th</sup> September 2020**

**Related policies:**

NAC Concerns and Complaints Policy: <https://www.nac.nsw.edu.au/about/policies>