

Parents/Carers/Guardians Code of Conduct

Introduction

At St Augustine's College we are committed to nurturing respectful relationships and active partnerships with you as **parents/carers/guardians**. We believe that our students' learning journeys are enriched through positive and reciprocal home and school relationships.

As **parents/carers/guardians**, you act as one of the most influential role models in your child's life. We therefore seek your support in promoting and upholding the core values of the school community and its culture of respectful relationships within a Catholic faith tradition

This Code of Conduct will guide your interactions and communications with staff, other **parents/carers/guardians**, students and the wider school community. It articulates the school's key expectations of both staff and **parents/carers/guardians** with regard to respectful relationships and behaviours. It also specifies the school's position with regard to unacceptable behaviours that breach our culture of respect.

This Code of Conduct is to be read in conjunction with the school's:

- Occupational Health and Safety Policy
- Complaints Management Policy
- Complaints Management & Internal Grievance Management Flow Chart
- Child Safe Policy
- SOLE Framework

Our Culture of Respectful Relationships

Among students, staff and **parents/carers/guardians** we strive to develop the following:

- A respect for the innate dignity and worth of every person;
- An ability to understand the situation of others;
- A cooperative attitude in working with others;
- Open, positive and honest communication;
- The ability to work respectfully with other people;
- Trusting relationships; and
- Responsible actions.

| In Promoting & Upholding this Culture, we expect that STAFF will: | In Promoting & Upholding this Culture, we expect that PARENTS will: |
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| <ul style="list-style-type: none">• Communicate with you regularly regarding your child's learning, development and wellbeing;• Provide opportunities for involvement in your child's learning;• Maintain confidentiality over sensitive issues;• Relate with and respond to you in a respectful and professional manner; and• Ensure a timely response to any concerns raised by you. | <ul style="list-style-type: none">• Support the school's Catholic ethos, traditions and practices;• Treat staff, students and other parents/carers/guardians with respect and courtesy;• Support the school in its efforts to maintain a positive teaching and learning environment;• Understand the importance of healthy parent/teacher/child relationships and strive to build the relationships;• Adhere to the school's policies, as outlined on the school website. |

Raising Concerns & Resolving Conflict

(Refer also to our Complaints Policy)

In raising concerns on behalf of your child, or making a complaint about the school's practices or treatment of your child, *we expect that you will:*

- Listen to your child, but remember that a different 'reality' may exist elsewhere;
- Observe the school's stated procedures for raising and resolving a grievance/complaint;
- Follow specified protocol for communication with staff members, including making appointments at a mutually convenient time and communicating your concerns in a constructive manner; and

- Refrain from approaching another child while in the care of the school to discuss or chastise them because of actions towards your child. Refer the matter directly to your child's teacher for follow-up and investigation by the school.

In responding to your concerns or a complaint, *we expect that staff will:*

- Observe confidentiality and a respect for sensitive issues;
- Ensure your views and opinions are heard and understood;
- Communicate and respond in ways that are constructive, fair and respectful;
- Ensure a timely response to your concerns/complaint; and
- Strive for resolutions and outcomes that are satisfactory to all parties.

Safety & Wellbeing

The school places high value and priority on maintaining a safe and respectful working environment. We regard certain behaviours as harmful and unacceptable if they compromise the safety and wellbeing of a member of our school community. These behaviours include, but are not limited to:

- Shouting or swearing, either in person or by other means
- Physical or verbal intimidation and or threats
- Aggressive hand gestures;
- Writing rude, defamatory, aggressive or abusive comments to/about a member of the school community (emails/social media);
- Racist, sexist or other denigrating comments or images
- Acts of violence; or
- Damage or violation of possessions/property.

When an adult behaves in such unacceptable ways, the Principal or Principal's nominee will seek to resolve the situation in one or more of the following ways:

1. repair relationships through discussion and/or mediation.
2. exercise our legal right to impose a temporary restriction or permanent ban from the school premises
3. report the incident to the police.

This Code of Conduct is endorsed by Catholic Education Sandhurst.

Endorsed: November 2019

Date for Review: 2022