



PARENT CODE OF CONDUCT

This document was last updated March 2020

Reviewed every three years

1. PURPOSE

The purpose of the Parent Code of Conduct is to outline the way in which Donvale Christian College ("the College") requires parents to conduct themselves as part of the College community.

2. INTRODUCTION

- 2.1 The College aims to provide a Christ-centred, welcoming and safe environment for all members of our community.
- 2.2 Part of the College's core values are:
 - We love each other with support and compassion. We love our neighbour as ourselves.
 - We forgive gracefully. We speak truthfully. We respect each other. We are committed to serving Christ.
 - We care for those in our community. We avoid unhelpful, damaging or indiscreet communications. We encourage each other.
- 2.3 This Parent Code of Conduct applies to persons, over the age of 18 years, who are either:
 - a) a person named in the Enrolment Agreement as the parent or guardian of a student currently enrolled at the College; or
 - b) a family member or friend of a student enrolled at the College and participating in the activities of the College.

For simplicity all persons covered by the Parent Code of Conduct will be referred to as "Parents".

- 2.4 The College expects parents to support and accept the College's Statement of Biblical Principles and that such values and beliefs will be affirmed within their household and concerning the student.
- 2.5 The College believes that parents are valuable contributors in our community and aims to work in partnership with parents in the care and development of each student.
- 2.6 The College welcomes feedback provided in an appropriate manner.
- 2.7 This policy applies when visiting the College campus, participating in internal or external College activities (including Friends of Donvale) and communicating with members of our community (including students, staff and other parents) in any way which might have an impact within the College community.
- 2.8 The Parent Code of Conduct is not intended to restrict respectful discussion and disagreement relating to College matters.

- 2.9 If a staff member, parent or College community member believes that a parent has breached this Parent Code of Conduct, they should refer to item 8 to address the alleged breach. Notwithstanding the limits of the process as described at Item 8.

3. VISITING THE COLLEGE

3.1 Parents are required to:

- comply with all safety policies and procedures in place at the College;
- comply with the Child Protection policies (including the Child Protection and Safety Policy and the Child Safety Code of Conduct) of the College;
- only enter a classroom or attend a school related activity with permission from a staff member;
- listen and behave respectfully when attending any kind of College assembly, activity, presentation, class event, or public meeting; and
- treat others with courtesy and respect.

3.2 Parents must not:

- use abusive language or physical violence of any kind at any time;
- act in a manner which is disrespectful or contradictory to the College's beliefs as stated in the College's Statement of Biblical Principles;
- interrupt or disrupt a teacher whilst classroom instructions or learning activities are taking place;
- bully or harass other people;
- take, share or publish (including online) photos, movies or recordings of a student without parental/carer consent (refer Child Safety Code of Conduct); or
- attend the College whilst intoxicated on illicit drugs or alcohol.

4. COMMUNICATING WITH STAFF, CONTRACTORS AND VOLUNTEERS

4.1 All staff, contractors and volunteers of the College are entitled to a safe work environment.

4.2 In order to most effectively discuss a particular query or concern, parents wishing to communicate to a staff member, contractor, or volunteer (whether in person, phone or electronic communication) are encouraged to make an appointment in advance.

4.3 Whilst the College will make reasonable attempts to comply with a court order, the College's priority is the wellbeing of students and will only comply with court orders to the extent necessary. The College prefers not to become involved in family law proceedings.

4.4 Parents are required to:

- treat staff, contractors, and volunteers with courtesy and respect;
- communicate with staff, contractors, and volunteers in a clear and courteous manner; and
- respect the privacy of staff, contractors, and volunteers.

4.5 Parents must not:

- take or share a photo, video record, or audio record of a staff member, contractor or volunteer without prior consent;

- post a photo, video recording, or audio recording of a staff member, contractor or volunteer on social media without prior consent;
- assault (verbally, sexually or physically) a staff member, contractor or volunteer;
- intimidate, undermine, threaten, bully or harass staff, contractors, or volunteers.

5. COMMUNICATING WITH OTHER STUDENTS AND PARENTS

5.1 Parents are required to:

- speak to other students and parents with courtesy and respect;
- contribute to a positive and friendly culture within the College community;
- support and encourage the values, activities and beliefs of the College; and
- respect the privacy of other students and parents.

5.2 Parents must not:

- use abusive language or physical violence of any kind at any time;
- speak to other students or parents in a derogatory or offensive manner;
- take or share a photo or video recording of another student or parent without their consent;
- post a photo or video recording of a student that is not their own on social media without obtaining consent from the student's parent beforehand;
- intimidate, undermine, threaten, bully or harass other students or parents;
- disclose the personal details of a student or parent to another person without prior consent; or
- speak disparagingly of other parents or students.

6. USING SOCIAL MEDIA

6.1 When using social media, parents must:

- respect a person's professional and personal environment and must not harass other people online;
- not use social media to publicly voice grievances about the College;
- be respectful to staff, contractors, volunteers, other parents, and/or students; and
- never disclose confidential information relating to the College, staff members, contractors, volunteers, other parents and/or students at the College.

7. MAKING A COMPLAINT

7.1 Parents have the right to raise issues and concerns related to the education of their child or other matters relating to the College.

7.2 Parents should ensure that they raise their issues and concerns with the right person and follow the correct communication channels according to the College's policies and procedures (including the College's Grievance Policy and Procedure).

8. THE PROCESS

- 8.1 The College will seek to manage allegations at the lowest level in a relational way which seeks to restore relationships.
- 8.2 All processes used to resolve allegations will be in accordance with the principles set out in clauses 2.1 and 2.2.
- 8.3 If a person (the complainant) feels that a parent (the respondent) has breached this Parent Code of Conduct, they may approach the respondent in an effort to remedy the matter as set out in Matthew 18:15-16:

If a fellow believer hurts you, go and tell him – work it out between the two of you. If he listens, you've made a friend. If he won't listen, take one or two others along... and try again. (Matthew 18:15-16)

All discussions of this nature must comply with the principles set out in this Code of Conduct.

- 8.4 If a complainant is unable or unwilling to manage the matter as per section 8.3, or an attempt to resolve the matter is unsuccessful, they may notify any staff member of an alleged breach of the Parent Code of Conduct. The notified staff member will then inform the Executive Principal or their delegate of the alleged breach within 3 days of the staff member being notified, who will manage the matter.
- 8.5 Depending on the nature of the complaint, the College will initially try to resolve the grievance informally.
- 8.6 If the alleged breach relates to the conduct of a Board member, the Board Chair (Deputy Chair if the complaint relates to the conduct of the Board Chair) or nominee will conduct a preliminary investigation of the matter (per clause 4.8 of the Grievance Policy and Procedure.) If they find that the alleged breach:
 - has merit, the matter will be referred to and managed by Christian Education National;
 - does not have merit, it may be necessary to consider mediation between the parties.
- 8.7 The College will manage the complaint to determine whether there has been a breach of the Parent Code of Conduct. The following matters may be considered:
 - What has happened?
 - Who has been affected?
 - How can the relationship be restored?
 - Are any adjustments required to ensure that particular actions or behaviours are not repeated?
 - Information provided by the complainant and the respondent and any other relevant person.
 - Other factors as relevant.
- 8.8 As part of the process, those involved may be asked to respond to the enquiries conducted by the College.
- 8.9 The College will consider how to proceed based on an examination of the information gathered (with consideration to the procedures detailed in the Grievance Policy).
- 8.10 If it is decided that a breach has not been substantiated, if required, the complainant and respondent will be informed.
- 8.11 If a breach has occurred, a recommendation may be made to the College to implement disciplinary or corrective action against the respondent.

Consequence of a breach

- 8.12 The consequence of a breach will be commensurate to the breach and may include, but is not limited to, a warning, a direction to provide an apology or a direction not to enter College grounds for a period of time.
- 8.13 If a parent continuously breaches this Parent Code of Conduct, or a breach is of such a serious nature that there is no alternative option, the College may terminate the enrolment of the parent's child. Prior to a termination due to a breach of the Parent Code of Conduct, the Board will be informed.

Report to Board

- 8.14 The Executive Principal will notify the Board of investigations and outcomes under this Parent Code of Conduct at the next scheduled meeting.
- 8.15 If a parent is not satisfied with a decision made under this Code, they may raise the issue in accordance with the procedure set out in clause 14 in the College's Grievance Policy.

9. RELATED POLICIES AND PROCEDURES

- Privacy Policy
- Enrolment Terms and Conditions
- Grievance Policy and Procedure
- Child Safety Code of Conduct
- Child Protection and Safety Policy
- Technology and Device Acceptable Use Policy
- Statement of Biblical Principles
- VIT Code of Conduct