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Parent Code of Conduct

1 Purpose / Rationale

Loreto College Coorparoo (herein referred to as “the College”) promotes the values of respect, integrity and inclusiveness, in keeping with its Catholic ethos and commitment to Mary Ward values. The College recognises that the vast majority of interactions within the Loreto College community are overwhelmingly positive and productive. The College remains very grateful for the ongoing support and partnership with the wider College community in the care and development of all students, as well as the generous community spirit.

In order for the College to provide the best education for our students and equip them with the skills required for a fulfilling adult life, full co-operation and support from each family is essential.

To ensure such cooperation and support, this Code of Conduct outlines the College’s expectations for a student’s parents, step-parents, guardians, grandparents, extended family members and carers (collectively, parents).

In developing this Code, the College recognises that parents ultimately want the best for their children.

However, the College also expects parents to recognise that it must ultimately balance the interests of all of the College’s stakeholders including not only students and parents, but also the College’s staff and their right to a safe working environment.

This Code does not attempt to provide a detailed and exhaustive list of what to do in every aspect of a parent’s interactions with the College and the College community. Instead, it sets out general expectations. As such, this Code is intended to be practical, non-adversarial and non-legal.

2 Summary

In summary, the five key expectations of parents, expanded on in the following pages are as follows:

1	SUPPORT THE EDUCATIONAL ETHOS AND VALUES OF THE COLLEGE	Parents are expected to visibly support the Loreto Educational Philosophy and values of the College, and role model responsible and safe behaviours for their children and others in the community.
2	BEHAVE RESPECTFULLY TOWARDS MEMBERS OF OUR COMMUNITY	Parents should behave respectfully at all times towards the College’s staff (including employees, contractors and volunteers), students and other parents.
3	USE TECHNOLOGY AND SOCIAL MEDIA APPROPRIATELY	Parents are expected to be respectful in their communication with and about others in our College community, be mindful of privacy and safety in publishing information online, and ensure confidential information is not shared without permission.
4	BE A RESPONSIBLE VISITOR AND PARTICIPANT	Parents must respect the College’s risk-management procedures when visiting the College and attending College activities and events on and off-campus.
5	RAISE GRIEVANCES APPROPRIATELY AND PRODUCTIVELY	Parents should raise genuine grievances they may have about such matters in an appropriate, constructive and respectful forum.

3 Detailed Expectations

3.1 Support the educational ethos and values of the College

Parents are expected to support the Loreto Educational Philosophy and values of the College, model appropriate behaviours for their children, and work with the College as it educates and provides pastoral support to all students.

Parents can support the College and be positive role models by doing, for example, the following:

- 3.1.1 Comply with the College's codes of conduct, directions, policies, procedures, rules and regulations, and support their children to do the same.
- 3.1.2 Respect (and show to their children that they respect) that the College is inclusive and welcomes students from a variety of backgrounds, and with different needs.
- 3.1.3 Respond to College communications (for example, by completing forms and providing permissions in a timely manner) when requested to do so by the College.
- 3.1.4 Encourage their children to actively participate in the life of the College, including in the classroom and the many sporting and co-curricular activities available (noting that some co-curricular activities such as retreats and camps are compulsory).
- 3.1.5 Support the College's commitment to developing a student's initiative, independence and sense of responsibility for their own lives and actions.
- 3.1.6 Support the College's approach to student behavioural concerns, which can include a range of outcomes (including those which are educational, pastoral or disciplinary in nature).
- 3.1.7 Be responsive to concerns raised by the College about their own child, be co-operative, willing to provide information, and attend meetings when required.
- 3.1.8 Raise grievances directly with the College in a timely and respectful manner in alignment with the College Complaints Policy.
- 3.1.9 Keep the College informed about a child's needs (including but not limited to their behavioural, educational, personal, and physical or mental health needs). This includes providing updated medical information, family developments and other comparable information as it becomes available. However, parents should also be aware that while the College will take into account any new information, and comply with its legal obligations, the College may not be able to accommodate every need.
- 3.1.10 Keep the College informed about a child's parenting arrangements, including any court orders that may be in place. Parents should not involve the College in parenting disputes or expect the College to act as the go-between for estranged parents.
- 3.1.11 Recognise the damage that conversation based on hearsay can do within a College community, and avoid unconstructive commentary (including criticism, uninformed rumour or speculation) with other parents or students, including on social media. Parents should not comment about College matters to the media.

Parents are expected to be a role model for responsible and safe behaviours. This includes respecting the privacy of others in the community and ensuring the health and safety of all members of our College community (including staff, students, parents and alumni) and the wider community. Parents are expected to ensure that other individuals involved in their child's College life, such as other relatives and carers also comply with this Code.

3.2 Behave respectfully towards members of our community

The College expects that parents will always behave respectfully towards other members of the College community. This applies not only to words used, but also to tone and body language, and similar expectations are embedded in the College's Codes of Conduct for staff and students. The College will consider the reasonableness of each request but will not tolerate demanding requests or unreasonable timeframes.

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 immediately concluding a meeting or phone call or demanding that a parent immediately leave the College grounds (or a College activity or event).

"Respect" is intentionally a broad concept. The following is a non-exhaustive list of behaviours that are not respectful:





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3.3 Use technology and social media appropriately

The expectations set out in this Code can also apply to the way a parent uses technology and behaves online.

For example, parents should:

- 3.3.1 Respect a staff member's professional and personal boundaries, by not using their personal online presence to raise College matters (or otherwise engage in disrespectful behaviour).
- 3.3.2 Not take photos, videos or other recordings of a staff member or parent without their consent, or of a 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 College community online without express consent.
- 3.3.3 Avoid publishing information which may bring the College (or any of its staff, students, parents and other members of the College community) into disrepute. This may include an image or recording which shows a student in College uniform, or a member of the College community at the College or at a College activity or event, behaving inappropriately.
- 3.3.4 Not communicate with students from another family, including by email or on social media, without prior consent from that student's parent(s).
- 3.3.5 Not discuss confidential or sensitive College matters, including in relation to grievances about a particular staff member or student, online.
- 3.3.6 Obtain specific permission to use the College's name or insignia in the title of any online website, forum or group, or printed or online publication. In addition, it should be made clear on any such platform or material, that the platform or material is not operated or sanctioned by the College.
- 3.3.7 Observe email protocols, in that responses to emails and telephone calls are not expected to be instantaneous or out of normal working hours, unless of an urgent nature. Respect that College staff have the right to disconnect from work after hours. Normal service standard suggests that an acceptable response time for emails is within 48 hours, excluding weekends or public holidays or College holidays.
- 3.3.8 Note that some teachers read their e-mail messages in the morning before College, some read them at the end of the day, and some read them during the College day. Many teachers prefer to use the phone to speak directly to parents. Teachers are unable to respond to emails or phone calls when they are teaching.
- 3.3.9 Restrict the volume and length of email correspondence by keeping the message succinct.
- 3.3.10 Follow College protocol in relation to use of Microsoft Teams for parent teacher interviews, SET plans, Academic Progress Interviews or other online meetings.



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3.4 Be a responsible visitor and participant

Parents must respect the College's risk-management procedures when visiting the College. Parents should immediately proceed to Reception 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 College only to:

- 3.4.1 Attend an activity or event to which all members of the College community have been invited.
- 3.4.2 Drop-off or collect a child from the College.

When visiting the College, or attending College activities and events, parents should model appropriate and respectful behaviours, and uphold the College's values. This includes:

- 3.4.3 Demonstrating good sporting conduct and fair play when attending the College's cultural and sporting events.
- 3.4.4 Complying with applicable occupation, student and workplace health and safety and risk-management procedures.
- 3.4.5 Complying with any reasonable directions given by the College's staff.
- 3.4.6 Showing appropriate care and regard for the property of the College and others. Any damage should be promptly reported to the College.
- 3.4.7 Dressing appropriately for the occasion.
- 3.4.8 Not being under the influence of drugs or alcohol to inappropriate/antisocial levels of intoxication (and otherwise not engaging in the possession, sale or supply of the same at the College or College events).
- 3.4.9 Behaving lawfully at events hosted by or connected to the College, whether conducted on the College campus or otherwise.
- 3.4.10 Ensuring that physical contact with students is appropriate given the age of, and relationship with, the student.
- 3.4.11 Respecting the College's property and the property of other members of the College community (including staff, students and parents).

When dropping off and picking up students from the College, parents are expected to ensure the health and safety of all members of our College community, as well as the wider community, at all times.

Parents must comply with all traffic rules and any College 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 in designated car spaces on or around the campus.

Parents must also comply with any government issued health orders or directions.

3.5 Raise grievances appropriately and productively

The College is committed to the education and wellbeing of each student. It is therefore critical that parents are able to raise genuine grievances they may have about such matters in an appropriate, constructive and respectful forum.

The College's grievance-management procedures are set out in the *Complaints Resolution Policy and Procedures*. This policy sets out how concerns and grievances may be raised with the College; who they should be raised with; and how the College will deal with these in a respectful and timely manner.

Parents with grievances should consult the *Complaints Resolution Policy and Procedures*. However, in general:

- 3.5.1 Parents should respect that the College employs experienced educators and other professionals who are well-trained in making academic, disciplinary, co-curricular, pastoral and wellbeing decisions every day. Please understand that while the College will always consider the interests of the parent's child, the College must ultimately make decisions that take into account the interests of all students (and others who may be affected by the College's decisions).
- 3.5.2 Parents should clearly identify their grievances, and what they would practically like to see happen. If there is more than one issue or problem, parents should write a list so that they are adequately prepared and then decide which issue or problem matters most. Parents should raise their grievances 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 grievance, may be raised with the appropriate member of the College (as set out in the *Complaints Resolution Policy and Procedures*).
- 3.5.3 Parents should initially arrange a face-to-face meeting to discuss their grievances, rather than relying on email or other written communications.
- 3.5.4 Parents should not communicate with another student about an issue concerning their own child. Parents should refrain from any attempt to discipline a student who is not their child, unless they are attempting to restrain a student from causing a risk to themselves or others.
- 3.5.5 Parents should take care with volume, tone and vocabulary when communicating with another family's child.
- 3.5.6 Parents should be aware that while the College is committed to dealing with their 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).
- 3.5.7 Parents should recognise that just as the College will seek to respect each student's privacy, the College will also respect the privacy of other members of the College community. This means there are limits to what information the College will share with a family when issues arise. This does not mean that the College is not taking an issue or situation seriously, rather respecting the need to consider the privacy of all parties concerned.
- 3.5.8 If a parent is not satisfied with the College's response to a grievance, the *Complaints Resolution Policy and Procedures* may provide a parent with a right to request a review of the College's decision. The College respects a parent's right to invoke any formal grievance-resolution procedures which may exist. However, the College is unable to work with parents who refuse to engage in constructive processes that may resolve their grievances, or who choose to publicly air their grievances about the College (and about staff or students) on social media.

3.5.9 The College has a legal duty of care under Section 13E of the Child Protection Act 1999 and an obligation in respect to mandatory reporting of circumstances in which there is a risk of harm towards a child. The College considers this duty of care with utmost seriousness and will fully investigate a reportable suspicion of harm.

4 Consequences for breach of this code

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 immediately concluding a meeting or phone call, or demanding that a parent immediately leave the College grounds (or a College activity or event).

The Principal will have absolute discretion in deciding how to best respond to concerns about a parent's compliance with the Code.

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

Consequences for Breach of Parent Code of Conduct

A request that the relevant conduct immediately cease

A written warning

A parent (or another relevant person) being banned from the College grounds, either for a particular period of time or permanently.

A parent (or another relevant person) being excluded from College activities or events.

A requirement that a parent (or another relevant person) only communicate with a nominated College representative.

Termination of the enrolment of a parent's child(ren).

4.1 Legislation

- Privacy Act 1988
- Information Privacy Act 2009 (Qld)
- The Family Law Act (Cth)
- Child Protection Act 1999
- Criminal Code Act 1995

4.2 Related Documents – Loreto College

- CaSSSA Photography and Filming Policy
- Loreto College Complaint Resolution Policy and Procedures
- Loreto College Enrolment Policy and Procedure
- Loreto College Educational Philosophy
- Loreto College Privacy Policy
- Loreto College Procedure for Parents Wishing to Raise Concerns
- Loreto College IT and Social Media Policy
- Loreto College Social Media Escalation Reporting Protocols
- Loreto College Child and Youth Risk Management Strategy

Version Control

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