



# Parent Code of Conduct

## Purpose

The Parent Code of Conduct sets out Toowoomba Catholic Schools' (TCS) expectations for parents when interacting with school staff, other parents, community members and students.

This Code supports respectful and constructive relationships across the school community and helps maintain a safe, orderly and disciplined learning environment for students, as well as a safe workplace for staff.

TCS is committed to working with families to support each student's learning and wellbeing.

## Scope and application

For the purposes of this Code, 'parents' includes parents, carers, guardians and any other eligible adult acting on behalf of a student. This Code applies whenever parents interact with the school community, including on school grounds, at school events, during online communication and when engaging with staff, students, contractors, volunteers or other parents.

## Responsibilities of parents

The principal is responsible for the day-to-day operation of the school. In consultation with staff and the school community, the principal leads the development and implementation of policies and procedures that govern the school's operations. The Toowoomba Catholic Schools Council also develops policies that apply across all schools.

As a condition of enrolment, parents agree to support the school's policies and procedures and its Catholic ethos, including their child's participation in the Religious Education program and the religious life of the school.

### Communication with staff

Parents are expected to communicate with staff respectfully, promptly and through appropriate channels. Concerns should be raised with the relevant staff member or school leader in the first instance, in accordance with the school's procedures. Parents must not use personal contact details, social media or informal channels to pressure, harass or bypass staff.

### Use of technology and social media

Parents must use technology and social media responsibly when referring to the school, staff, students or other members of the school community. Parents must not post, share or send content that is abusive, threatening, harassing, misleading, defamatory or disrespectful, or that discloses confidential or personal information. Online conduct that undermines the safety, dignity or reputation of others, or of the school, may be treated as a breach of this Code.

### Photography, video and recording

Parents must respect the privacy and safety of students, staff and other community members when taking or sharing photographs, video or audio recordings. Images or recordings taken at school events or on school grounds must not be shared in a way that identifies, embarrasses, exploits or places another person at risk. The school may give directions about photography, recording and publication, and parents are expected to follow those directions.



## Work health and safety

The school has a duty of care to staff, students and visitors. Parents share this responsibility by following the school's instructions and complying with its policies and procedures.

Staff, students, parents, contractors and volunteers all share responsibility for the safety and wellbeing of others, whether at school, working remotely or interacting online.

Principals may exclude parents, and other members of the community, from school grounds, classrooms and school events to protect the safety and wellbeing of staff and students.\*

## Visitors, events and school grounds

Parents and other visitors must comply with school sign-in requirements, directions from staff, and any conditions applying to school grounds or school activities. Parents must not enter classrooms, staff work areas or student areas without permission. They must behave respectfully and safely at assemblies, performances, sporting events, excursions and other school-related activities.

## Student behaviour

The school's Student Behaviour Support Plan sets consistent, school-wide standards for student behaviour. Every student has the right to learn in a safe and orderly environment, and every teacher has the responsibility to teach the required curriculum within the allocated timetable. Parent support is essential in reinforcing these standards and supporting staff when consequences are applied.

For less serious breaches of behaviour standards, the school will determine the appropriate process and proportionate response. Actions taken by the principal or a staff member in response to less serious breaches may not always be communicated to parents.

More serious breaches of behaviour standards may result in suspension or exclusion. These may include, but are not limited to, conduct that affects the health and safety of others, fails to comply with an Individual Behaviour Support Plan, damages the school's reputation, or requires a report to police. The school will inform parents of the alleged conduct and manage the process in accordance with its policies and procedures. Parents will also be informed of the findings and the proposed outcome. The principal is the final decision-maker for suspensions, and the Executive Director: Catholic Schools is the final decision-maker for exclusions.

## Extracurricular activities

Parents are welcome to attend and contribute to extracurricular events and activities organised by the school. Parents and community members are expected to behave respectfully, courteously and safely at these events and activities. They must not abuse, threaten or intimidate officials, participants, other parents or school representatives. They are expected to follow directions from staff and to conduct themselves in a safe and respectful way.

Staff responsible for selecting sporting, cultural, spiritual and leadership groups make decisions in the best interests of the whole group.

## Separated families

Parents are expected to act with integrity and not involve the school in parental disputes.

Where parents are subject to court orders or parenting agreements, the school will treat each parent in accordance with those agreements.

Parents remain responsible for complying with any orders.

\* In accordance with the Education (General Provisions) Act 2006 Section 346.

## Resolution of complaints

This Code operates in conjunction with the school's Resolution of complaints procedure which supports individuals to raise issues as they arise.

Complaints must be made in good faith and must not include rude, abusive or harassing language.

## Failure to observe this Code

Principals will strive to resolve disputes and conflicts through constructive and reasonable measures. Where a parent does not comply with this Code of Conduct, the principal is authorised to take reasonable steps to address the behaviour. Failure to observe this Code may result in

- a verbal or written reminder of expectations
- a formal written warning
- restricted access to a teacher or other members of staff\*
- restricted access to the school premises or sporting, cultural, artistic or other school events\*
- referral to external authorities eg police or
- a recommendation to the Executive Director: Catholic Schools to terminate the enrolment.

**Please note:** Depending on the severity of the breach and the reasonably foreseeable risk to safety, a decision to impose any restriction or terminate enrolment may take effect immediately.

\* In accordance with the Education (General Provisions) Act 2006 Section 346

## Related documents

The TCS Parent Code of Conduct is supported by the TCS Parent Engagement Charter.

Parents agree to comply with the expectations outlined in both documents at enrolment.

