



IMMACULATE HEART COLLEGE

Through Mary to Jesus: "The Way, the Truth and the Life"

John 14:6

Parent and Community Code of Conduct

Originally Released: August 2021

Date for Review: August 2024

Document # SM10



1 Introduction

The IHC community is made up of people whose aim is to see that a holy, safe and stimulating environment exists for our students to become well-rounded, contributing citizens of the world. We all have a responsibility to demonstrate support and loyalty to the College.

Our parents are valuable contributors in the IHC community and we aim to work in partnership with them in the care and growth of each student. We have a zero-tolerance policy regarding bullying and violence of any kind.

This Parent Code of Conduct outlines the expectations that the College has regarding how parents conduct themselves when visiting the College campus, participating in College activities and interacting/communicating with members of our community (including students, staff and other parents).

2 Scope

This policy assumes that all parents and carers, extended family members, and friends of students enrolled at IHC will support and encourage the values, activities and Catholicity of the College.

3 Definitions

Parents - In this Code of Conduct the term 'parents' stands for parents and carers, extended family members, and friends of students enrolled at IHC.

Complaint - An expression of dissatisfaction with College policies, procedures, decisions, omissions, quality of service, staff or student behaviour.

Dispute – is a conflicting view regarding right/s, claim or allegations; a demand from one complainant and considered contrary by another.

Procedural Fairness - A process that demonstrates procedural fairness is one in which:

- decision makers act fairly and provide reasons for decisions;
- the person affected is given a fair hearing;
- all parties to a matter have an opportunity to put their case where an adverse decision or finding is made; and
- all relevant arguments are considered, and irrelevant arguments are excluded



4 Responsibilities

Employees of Immaculate Heart College will make every effort to promptly resolve enquiries, concerns and complaints preferably at the local level where appropriate, in accordance with the principles of procedural fairness.

The **Principal, Deputy Principal and Pastoral Care Teachers** are responsible for establishing and maintaining processes for managing and reviewing enquiries, concerns and complaints in accordance with this Code of Conduct and related procedures.

5 Policy Principles

5.1 Conduct

- a) Parents are the most important figures in the education of their children and the expectation is that they will act in the best interest of students, their families, staff, and the College community.
- b) When attending the College or any College-related event, parents must:
 - refrain from negative behaviours such as bullying, harassment, discrimination or vilification
 - refrain from engaging in unfounded gossip (either directly or online)
 - refrain from using offensive, insulting or derogatory language
 - not smoke on school grounds
 - not possess alcohol on school grounds, unless the College has sanctioned the event
 - never possess illicit drugs on school grounds
 - show proper care and regard for school property and the property of others
 - show proper care and regard for occupational health and safety concerns eg. wearing of masks

5.2 Communication

- a) Written and spoken communication should be courteous and respectful.
- b) When communicating, parents must:
 - interact civilly with staff, students and other parents at all times
 - refrain from gossip
 - ensure facts are correct before passing on any information
 - not use abusive language, raised voices, insults



- not engage in violent behaviour towards anyone on school grounds or at any College-related events
 - not discipline or get involved in verbal altercations with another parent or child under any circumstances;
 - advise the College of areas of potential conflict, such as parenting and family court orders in accordance with relevant laws.
 - respect the privacy of students, parents, staff, and volunteers in the College community.
- c) The College expects parents to behave lawfully on school grounds and observe the terms of any order, obligation or undertaking they may be subject to.
- d) Parents must not:
- take a photo or video recording of another student or parent without their consent
 - post a photo or video recording of another student or parent on social media without consent
 - intimidate, undermine, threaten, bully or harass staff, students or parents
 - disclose the personal details of a student or parent to another person without consent.

5.3 Online Conduct

- a) All members of the College community recognise that there are ethical and legal issues associated with social media use, which can be directly or indirectly damaging to the College and others.
- b) Parents must ensure they abide by the College's expectations of parents.
- c) When using social media, online forums or other platforms, parents must:
- not discuss or mention the College, its staff or any members of the College community in a negative or defamatory way
 - be respectful to staff, contractors, volunteers, other parents, and/or students
 - not use it as a means to voice grievances about the College
 - never disclose any confidential information concerning parents, staff, contractors, volunteers, and/or students to third parties without the individual's express consent;
 - make contact with students (other than their own) using any form of social media without the express consent of the student's parents



- not post inappropriate material that may damage the reputation of the College.
- not use online formats such as Messenger to contact staff on College business – use College email or SEQTA email
- use the P&F Facebook page respectfully. This is a forum for information and P&F requests; it is not a forum for gossip or complaints.

5.4 Phone calls and emails out of working hours

- a) Staff are instructed to observe normal business hours in terms of answering phone calls, so parents who ring out of hours should not expect an immediate response.
- b) Staff are instructed to observe the maximum of a 48 hour turnaround in responding to emails and phone messages. At the very least the teacher will contact the parent to acknowledge the communication and will arrange further contact.
- c) We understand that emergencies occur and that sometimes the above two points can be overridden.

In cases where a parent does not act in accordance with this Parent Code of Conduct, the Principal may take such action as deemed suitable – terminating a meeting, asking the parent to leave the grounds etc. In the most extreme instances, the family can be asked to leave the school.

5.5 Process for making a complaint

IHC takes seriously any issues that are brought to its attention. If parents express their concerns to the College, they can expect to be treated with courtesy and respect in order to try to resolve the matter.

As a general guide, parents are to refer to the Community Dispute and Complaint Resolution Procedure (HR-PR-01). In summary:

- a) In the first instance minor issues may be raised with the child's pastoral care teacher
- b) Parents have the right to raise issues and concerns related to the education of their child or other matters relating to the College in a respectful manner and in compliance with the IHC Community Dispute and Complaint Resolution Policy and Procedure.

In these instances, the complaint should be in written form, in accordance with the Community Dispute and Complaint Resolution Procedure.



6 Supporting Information

Occupational Safety and Health Act, 1984

Occupational Safety & Health Regulations, 1996

School Education Act, 1999

School Education Regulations, 2000

7 Related Documents

Type	Document	Doc #
Policy	Community Dispute and Resolution Policy	HR03
Procedure	Community Dispute and Complaint Resolution	SM01

8 Review

This policy will be reviewed every three years for validity.

Year of Review	Authored by:	Reviewed by:	Reason for amendments or review
August 2021	KK	SS	Developed 2015 and 2019 procedures for detail.