



PARENT CODE OF CONDUCT

St Martins Lutheran College is committed to ensuring a respectful learning community that is safe, positive and supportive for all students, staff and visitors of the College. This Code of Conduct is to provide clear guidelines to all parents regarding the behaviour expected of them while on College premises, communicating with College staff, engaging with our community and participating in College related activities or representing the College.

This Code of Conduct applies to all adults including parents, guardians, stepparents, grandparents, extended family members, care givers and other members of the College Community. In this document the word “**parents**” applies to all adults as listed above.

The St Martins Spirit is a set of values that guides the behaviour of all our community members, including parents. Our values are:

- We give **ENCOURAGEMENT** – We are guided by our best and look for the best in others
- We show **COMPASSION** – We demonstrate kindness and service to others
- We live by **FAITH** – We share the love and grace of God
- We look for **HOPE** – We are inspired to view the world with optimism
- We strive for **GROWTH** – We value development in learning and wisdom
- We have **RESPECT** – We treat everyone with fairness and acceptance

We believe that parents are valuable contributors to our community, and we aim to work in partnership with parents in the care and growth of each student. We will not tolerate violence, bullying or harassment of any kind and have policies in place to minimise and address this type of behaviour.

This Parent Code of Conduct outlines the way in which the College requires parents to conduct themselves when visiting the College campus, communicating with members of our community (including students, staff and other parents), participating in College activities and includes the consequences for a breach.

When attending the College, engaging with the College community or representing the College, parents must not:

- act or behave in a way that constitutes bullying, harassment, discrimination or vilification;
- use offensive, insulting or derogatory language, communication or conduct;
- take photographs or videos of another student or parent without consent;
- disclose the personal details of a student or parent to another person without consent;
- smoke within the College grounds or possess illicit drugs on College grounds;
- possess alcohol on College grounds, unless sanctioned by the College;
- attend College events if affected by alcohol or other intoxicants;
- behave in a manner that endangers the health, safety and wellbeing of themselves or others.

COMMUNICATING WITH RESPECT

Written and spoken communication to anyone in the College community should be courteous and respectful. When communicating, parents must:

- endeavour to express their concern or a grievance in person or over the phone;
- interact civilly with staff, students and other parents at all times;
- not use abusive language or expletives, communicate in an aggressive tone, insult or engage in

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- violent behaviour with anyone on College grounds or at any College-related events;
- advise the College of areas of potential conflict, such as parenting and family court orders in accordance with relevant laws;
- understand that staff will endeavour to respond to enquiries in a timely manner (where possible within 24 hours within the working week), however, staff are not expected to reply out of hours;
- respect the privacy of other students, parents, staff, contractors and volunteers in the College community.

When communicating with staff where a parent does not act in accordance with this Code of Conduct in person or outside of the College grounds, during a phone call or via email (or other digital communication), a staff member may take one of the following actions:

- request that the parent cease their inappropriate communication in order to allow the communication to proceed;
- inform the parent that unless the inappropriate communication ceases, the staff member may put an end to the phone call, meeting or discussion;
- request another staff member be present for the remainder of the meeting, if deemed necessary to proceed with such; and/or
- lodge a complaint against the offending parent in accordance with the College’s Complaints Handling Policy.

USE OF SOCIAL MEDIA/ONLINE CONDUCT

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;
- not disclose any confidential information relating to parents, staff, contractors, volunteers, and/or students to third parties without the individual’s express consent;
- not 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 a photograph or video recording of another student or parent without their consent;
- not set up any group with the words ‘St Martins Lutheran College’, ‘St Martins’ or ‘St Martins College’, ‘SMLC’ in its title or use logos or images that may indicate that there is an affiliation with St Martins Lutheran College, so as to mislead any reader to believe the College moderates the page.

PROCESS FOR MAKING A COMPLAINT

The College 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.

Each situation will be considered as it arises, based on the issues involved. Parents have the right to raise issues and concerns related to the education of their child or other matters relating to the College. As a general guide, minor issues may be raised with the child’s teacher. Cases of more serious inappropriate conduct or misconduct ought to be directed to the relevant Head of School or the Principal.

Parents with a grievance should use the appropriate channels to voice their concerns and refer to the College’s Complaints Handling Policy.

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BREACHES OF THE CODE OF CONDUCT

With these guidelines in place it is hoped that parents can appropriately direct their concerns and contribute to a harmonious College community that reflects the College's values.

The consequences for breaches of this Code of Conduct will be determined by the Principal and may include the following:

- the College may ban a parent from entering College grounds or from attending College-related co-curricular activities or other events;
- the College may direct that a parent may only communicate with members of staff through a nominated College representative;
- in cases of extreme or prolonged breach of this Code of Conduct by a parent, the College may terminate the enrolment of the children of that parent, as determined by the Principal;
- the College, where appropriate, may involve other authorities;
- the College may take such other steps as it deems appropriate according to the nature of the breach.

Related policies and procedures

Privacy Policy

Enrolment Agreement

Complaints Handling Policy

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