

PARENT  
**CODE OF CONDUCT**

*Faith Diligence Love*

**SUNCOAST**  
CHRISTIAN COLLEGE



## Introduction

All members of the College community have a right to a courteous environment and to converse comfortably in a positive and co-operative manner. We accept that parents need to communicate with the College in respect of concerns at times and we welcome this. As a College we are in partnership with parents to provide the best possible outcome for students. Any successful partnership requires the ability to communicate openly, honestly and respectfully – even on tough matters.

This Code of Conduct is intended to:

- provide a set of general principles to guide parents in their interactions with staff, students and other parents;
- communicate the College's expectations as to how parents conduct themselves when on the College grounds or at College events; and
- explain how parents can communicate concerns to the College.

This policy applies to all adults including parents, guardians, step-parents, grandparents, extended family, caregivers and any others who are involved in activities or communication related to Suncoast Christian College. For the purpose of this policy, the term "parent" refers to all caregivers as listed above.

### Parents and caregivers may need to approach the College in order to:

- discuss the progress or welfare of their child/ren;
- express concern about the actions of other students;
- enquire about College policy and practice;
- engage with in-College and excursion activities;
- assist with reading, numeracy or such programs following an invitation for assistance from staff;
- convey information about change of address, parenting arrangements, health issues or other like matters; or
- express concern about actions of staff.

## Our Values

As a Christian College we endeavour to approach one another with respect, trust and grace. A successful partnership between home and College depends very much on these values. This policy sets out ways of interacting and resolving issues that will help protect and build a positive relationship between home and school. We do our best to follow the dispute resolution guidelines that are set out by Jesus in Matthew 18: 15 – 17, which is to seek resolution directly with the other party in the first instance.

# Policy

## As a Parent and Guardian you are expected to:

- Support and encourage in words and actions the philosophy and values of Suncoast Christian College;
- Comply with any relevant parenting orders and agreements, or other lawful requirements to which you may be subject;
- Demonstrate to your student positive behaviour and respectful communication;
- Remain calm, polite and respectful when communicating with staff, parents and other members of the College community, using respectful language at all times;
- Ensure that you do not use abusive language, raise your voice, or use insulting, offensive or violent language or behaviour towards anyone within the Suncoast community;
- Ensure that you do not engage in behaviour that constitutes bullying, harassment, or discrimination;
- Ensure that you do not approach another child from the College regarding your concerns;
- Support and work in co-operation with the College to address any behaviour by your child/ren where it falls short of expectations;
- Protect the reputation of the College, College staff, and the wider College Community including in particular when you are using social media;
- Inform the College of any issues that impact on your child's wellbeing promptly;
- Respond to communications from the College in relation to matters related to your child;
- Listen to your child/ren, but be mindful that events have many sides. Please seek to verify facts at an early stage;
- Make a time to meet a staff member in person to discuss difficult issues, concerns or grievances – please don't make email a first 'port of call';
- Ensure that you do not discuss grievances regarding the College or College staff in the presence or hearing of your child/ren;
- Do your best to discourage others from engaging in gossip and hearsay – and don't do it yourself;
- Help your child/ren to understand that 'giving of your very best' is what matters rather than comparing themselves against the capabilities or achievements of others; results are important but growth is more important;
- Not call or text your child on their phone during school hours unless it is urgent and there is no other alternative. Important messages for children should come through Primary or Secondary Receptions;
- Respect teachers' preparation time or need to attend staff meetings before or after school by making an appointment to meet at a mutually convenient time if you wish to speak about a significant issue;
- Follow the instructions and directions of the teacher if you are helping in a school activity. A parent may remind students of the rules but at no time issue consequences to a student – in such cases, children should be referred to the teacher if the behaviour continues; and
- Support and adhere to the College's policies, as outlined on the College website and/or the College's parent handbook and endeavour to support them in the home.

### What parents can expect from the College:

- To be treated with respect, care and courtesy by staff, students and other parents;
- To be listened to, and clearly communicated with by the College and its staff in regard to your child's education and development;
- To have confidentiality regarding sensitive issues respected by staff (except where disclosure is required by law); and
- To have a timely response to concerns raised, bearing in mind that this may not necessarily occur within 24 hours due to the particular schedules of staff.

### What parents can expect from a staff member if parents do not meet the expectations of the College:

In cases where a parent does not meet the behavioural expectations of the College in terms of communications, College staff may:

- 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 it is deemed necessary to continue with the meeting;
- End the phone conversation or meeting;
- Lodge a complaint with the Principal.

### Use of Social Media and Technology

While there is a range of very positive uses for social media, there are also a number of ethical and legal issues associated with its use. Users of social media are advised to remember that things published online are not without legal consequences, and it is usually the case that once something is posted, it is permanently available online in one form or another. A number of potential legal liabilities may arise, particularly in relation to reputational damage and defamation.

### Parents can ensure they abide by the laws and the College's expectations of its parents, by adopting with the following guidelines:

- The College, its staff and members of its community should not be mentioned or discussed in a negative or defamatory way;
- Photographs of students in College uniform represent the College and its students, and should not be posted if they have the potential to bring negative connotations towards the College or members of its community;
- Photos of other children may not be posted outside the College platforms, except with the express permissions from the parents/guardians of the children pictured;
- Photos of staff may not be posted without the College or Staff member's consent;
- Parents should ordinarily seek the consent of the parent of another child prior to taking photographs or video of another child.

- Where parents receive contact details of other parents, staff and students, these are not to be:
  - Shared with other people without the consent; or
  - Used for any reason other than the reason contact details were provided.
- Any groups on Facebook or similar involving the College (E.g. Year 9 parents group) must have as one of the administrators a nominated College Staff member so that the College will have knowledge of what is being shared and the administrator of group can remove photographs or inappropriate material.

## Breaches of this Code of Conduct

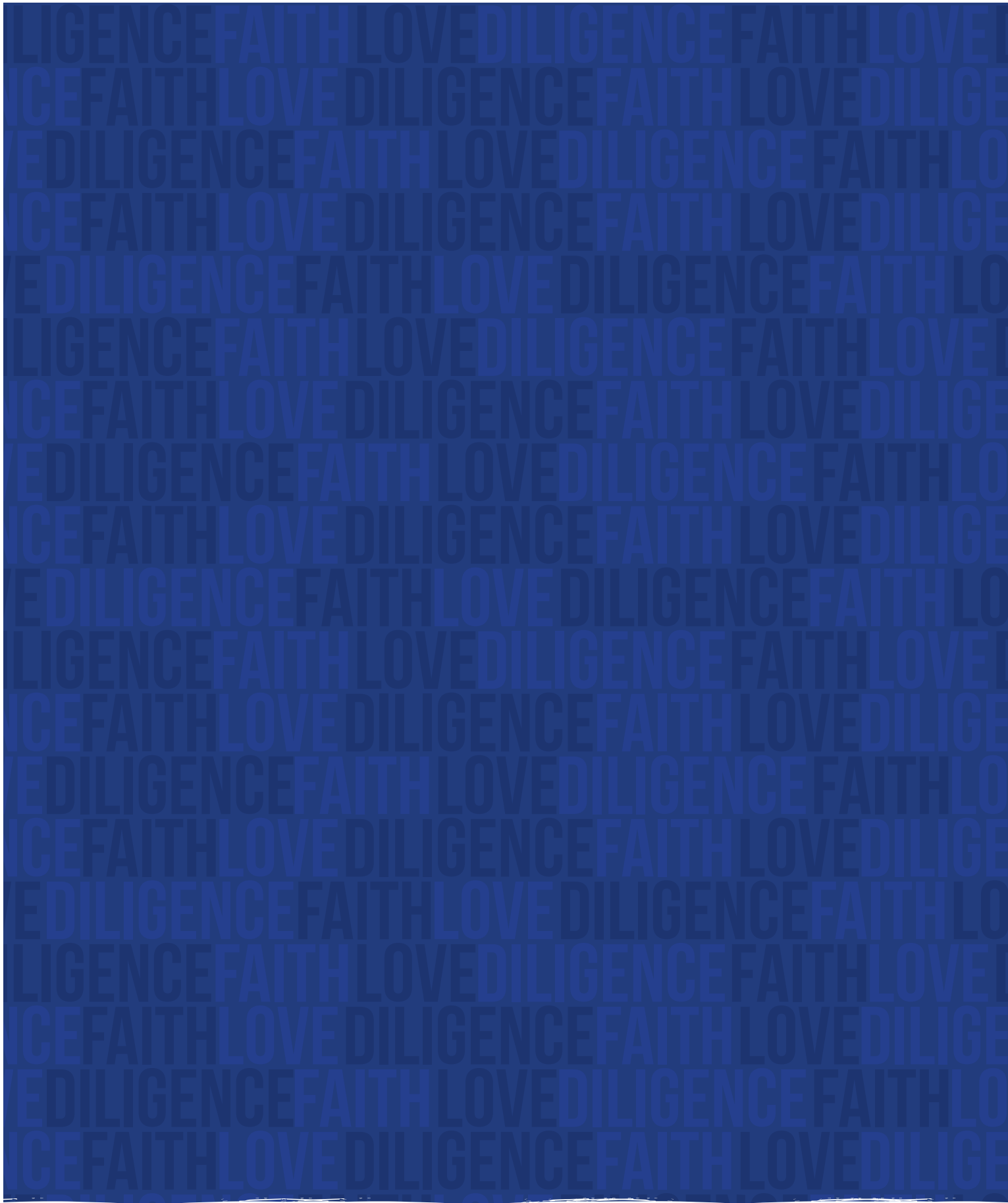
**Consequences for breaches of the Code of Conduct will be determined by the Principal in their sole discretion and the College may:**

- ban a parent from entry to College grounds or from attending co-curricular activities or other events;
- direct that a parent only communicates with members of staff through a nominated College representative, or via a nominated communication method;
- terminate enrolment of a child; and
- where appropriate, report inappropriate behaviour to Police or other authorities.

### **The process for raising a concern or complaint for Parents, Guardians and Carers**

We acknowledge that sometimes parents need to raise concerns or complaints with the College. We remind parents that we have a Concerns and Complaints policy located on the College website at <https://suncoastcc.qld.edu.au/publications/>.

We encourage all parents to access and follow the Concerns and Complaints policy. Please note that if the complaint relates to Sexual Abuse by a staff member towards a child in either an historical or current matter the College shall also inform the Police.



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[www.suncoastcc.qld.edu.au](http://www.suncoastcc.qld.edu.au)

T. 07 5451 3600  
F. 07 5442 2212

E. [info@suncoastcc.qld.edu.au](mailto:info@suncoastcc.qld.edu.au)  
A. Cnr Schubert & Kiel Mtn Road, Woombye Q 4559 | PO Box 5254, Sunshine Coast MW Q 4560

