



PARENTAL CODE OF CONDUCT

Rosebank College promotes an inclusive, welcoming environment for children and provides transparent, accountable, risk-based approaches to ensure child safeguarding.

The College works in partnership with families and has developed this Code to ensure that parents, carers, guardians and those with parental responsibilities are aware of and meet the College's expectations regarding their interaction with the College, its staff, other families and students. Adherence to this Code is important to promote positive and productive relationships and for the respect and safety of all within the College community.

Context

The College is responsible for establishing and administering the policies, procedures and rules that govern the day-to-day operations of the College.

Policies regarding student behaviour, uniform, grooming, assessment, and classroom learning expectations are clearly stated in the College Diary and/or in the assessment handbook. These are accessible on the Parent Portal.

Discipline

The College expects students to comply with its rules and not engage in behaviour which is harmful to others or is contrary to the ethos and philosophy of the College. Parents, carers and guardians are expected to support the College in relation to its discipline policy and not do anything, which undermines its authority. In the case of low-level disciplinary matters resulting in teacher intervention, an appropriate consequence will be issued. In medium level disciplinary matter parents will be notified of the consequence through verbal or written means. In both cases the College will be the arbiter of what is a fair punishment and will not engage in debate about the appropriateness of the consequence.

In relation to high level disciplinary matters which may result in suspension or expulsion, the College will inform parents of the matter which will be dealt with in accordance with the College's Disciplinary Policy. While parents, carers and guardians will be consulted, the final decision will be made by the College.

Appropriate contact with the College

1. The College conducts regular meetings between staff and parents where the student's progress can be discussed. There may be other times when a parent, carer, guardian or a staff member requests a meeting to discuss issues that may arise during the course of a student's schooling.
2. If a parent, carer or guardian wishes to meet with a staff member, they should make an appointment so that a mutually convenient time can be arranged.
3. Parents, carers or guardians should never attempt to contact a staff member at their home or via their personal mobile phone or their personal social media account.
4. Parents, carers and guardians should avoid raising important school issues with staff at College events. These matters should be addressed by pre-arranged appointments with College staff.
5. Parents, carers and guardians also can make an appointment to see the Principal about any particular concerns they have relating to their son or daughter, after utilising the appropriate channels. It will be more effective to raise these concerns at the appropriate level e.g. Home Room Teacher, House Coordinator, Studies Coordinator, etc. in the first instance.
6. It is important that parents, carers and guardians show respect for staff and not criticise them or seek to undermine their authority within the community. If a parent, carer or guardian has a particular concern about a member of staff, they can raise it with the staff member concerned, their House Coordinator, a Studies Coordinator or a member of the Leadership Team including the Principal.

7. It is unreasonable to expect staff to respond after 4pm on weekdays and/or on weekends and during the school holidays.

Communication

If a parent, carer or guardian has a concern about an issue, this should be directed to the House Coordinator or to the Coordinator responsible for the specific area of activity.

If a parent, carer or guardian wishes to express a concern, they should not use rude or abusive language. Preferably, important concerns should be communicated in writing to ensure appropriate tracking and clarity of intent and understanding.

Communication, whether verbal or in writing, with all members of the College community (e.g. teachers, administration staff, other parents, carers, guardians or students) should:

- Show respect, courtesy and consideration;
- Not harass or bully another person;
- Not use intemperate language; and
- Not be confrontational.

If a matter cannot be resolved via e-mail, an appointment should be made with the appropriate staff member. Extended use of emails can exacerbate a situation rather than resolve it.

Social media should not be used to criticise or denigrate others in the College community.

Throughout the day staff are engaged in teaching and learning and may be unable to respond immediately. Staff will attempt to respond to all communications within 48 hours. In the event of an emergency, parents, carers or guardians need to contact the General Office on 9713 3100 or by email: info@rosebank.nsw.edu.au

Parents are responsible for updating their contact details by notifying the Enrolments Registrar by phone on 9713 3118 or email: enrolments@rosebank.nsw.edu.au

Co-curricular

Parents, carers and guardians are welcome to attend Co-curricular events but should exercise restraint when supporting school teams and groups. They should not abuse, threaten, or otherwise seek to intimidate an umpire or referee, or to direct abuse against a player, any member of the opposition, or any College representative.

The coaches at the College pick teams and groups based on their view of the most appropriate selection at the relevant time. If a parent, carer or guardian has a concern regarding the selection process of the team/group, parents, carers and guardians are encouraged to contact the Co-curricular Coordinator.

Diverse family structure

Families where the parents, guardians or carers are separated, divorced, or have dual parent/carer/guardian arrangements should not attempt to involve the College in any family dispute that may arise. The College is not able to make judgements on the merits of claims made by one parent against another and should not be asked to take any action which is designed to disadvantage one party over another. The College will observe any orders made by a court in relation to a student, payment of fees or communication with parents, carers or guardians.

Communication with parents, carers or guardians will follow the protocol established via the Registrar as recorded on the College database. Families are responsible for informing the College of any changes to their circumstances.

Failure to observe this Code

If a parent, carer or guardian fails to observe this Code after being warned about a breach, the College may:

- limit access to staff;
- limit access to the school premises or sporting or other College events; or
- terminate the enrolment of the student.

Policy Review Date:	June 2021
Next Formal Review Date:	2024