

PARTNERS IN EDUCATION:
FOSTERING RESPECT AND RESPONSIBILITY

Parent Code of Conduct



**ROSEBANK
COLLEGE**

Purpose

At Rosebank College, we cultivate respect and responsibility through strong partnerships between parents, staff and students. Guided by our Benedictine values, this Parent Code of Conduct is founded on courtesy, respect and a positive regard for every individual within our community. The term 'parents' encompasses caregivers, guardians and those with parental responsibility.

We value our College leaders, teachers and staff, and we have full trust in their dedication to the learning and wellbeing of every student. By fostering open, honest and meaningful communication, we work together to build strong relationships and address challenges with a positive and proactive mindset. This code embodies our shared commitment to creating a safe and supportive environment that enhances both the educational experience and wellbeing of our students.

The Parent Code of Conduct is part of a set of guiding documents that outlines expectations for positive participation and contribution within our community. All members of the Rosebank College community are expected to uphold these standards and adhere to the relevant codes of conduct that apply to them.



Entering the College Grounds

The College encourages parents to actively engage in the Rosebank community and participate in events. For the safety and security of all, visitors to the College grounds during school hours must sign in at the General Office, where they will receive a Temporary Visitor Pass, which must be worn during their visit. Visitors are also required to adhere to all safety and emergency procedures as directed by Rosebank staff.

The College does not provide a designated drop-off facility or parking on campus for parents; however, permission may be granted for families with children who require special accommodations, including those with injuries.

All members of the College community are expected to be mindful of our neighbours and adhere to road and parking regulations.



Communication

We encourage positive and constructive communication that fosters a supportive community. Parents are encouraged to use technology and social media to engage with the College in a positive and respectful way.

Communication, whether verbal or written, with all members of the College community including teachers, administrative staff, volunteers, parents and students should:

- Demonstrate respect, courtesy and consideration.
- Avoid any form of harassment, discrimination, bullying or vilification.
- Exclude rude, derogatory or abusive language.
- Maintain a non-confrontational, non-intimidating and non-aggressive tone.
- Be in a calm, rational and constructive manner.

Staff will make every effort to respond to communications within two business days. In an emergency, parents should contact the General Office on 02 9713 3100.



Technology and Social Media

Social media should be a platform for celebrating the achievements of students, staff and the College as a whole, and for promoting a respectful community. It is best used to highlight the positive aspects of our community rather than criticising the College or individuals.

Social Media Considerations:

- Avoid posting comments or content that could harm the College's reputation or negatively impact staff and students. Such posts are not in the spirit of the Parent Code of Conduct.
- Respect the professional and personal boundaries of staff members.
- Refrain from using personal online platforms to discuss College matters or engage in disrespectful behaviour. Any concerns should be communicated through the appropriate channels.
- The privacy of all students and staff members must be respected. Parents should not share photos, video, or personal information about other students or staff members without explicit permission, including images taken during College events or activities.

Interaction with Staff

The College arranges regular meetings between staff and parents to discuss student progress. Additionally, there may be instances when a parent or staff member wishes to arrange a meeting to address concerns that arise during a student's time at school. If a parent would like to meet with a staff member, they are encouraged to schedule an appointment in advance.

The following guidelines should be observed when interacting with and contacting staff members:

- Parents are encouraged to contact staff members through their work email and contact number.
- Parents should address important school matters through the appropriate channels rather than during College events or social gatherings. This ensures that staff can give their full attention to these matters.
- The College recommends that parents first address concerns at the appropriate level, such as with the Home Room Teacher or House Coordinator. If concerns are not resolved, parents may escalate them to a member of the College Leadership team.
- Respecting all staff members and refraining from criticising or undermining their authority is appreciated in maintaining a supportive environment within the College community. If parents have a specific concern regarding a staff member, they are encouraged to address it directly with the staff member involved, their House Coordinator, a Subject Coordinator, or a member of the College Leadership team.

The College has a duty of care to ensure the protection of all staff. Any aggressive or abusive behaviour will not be tolerated.

“Let them strive to be the first to honour one another.”

RB 72:4-5

Discipline

The College expects students to uphold its values by following the rules and avoiding behaviour that is harmful to others or contrary to Rosebank's ethos and philosophy. Parents are encouraged to partner with the College in supporting its policies and guidelines.

Disciplinary matters are handled as follows:

Low-level matters: Teachers implement appropriate consequences.

Medium-level matters: Parents are notified of the consequences through verbal or written communication.

In both cases, the College will determine a fair and appropriate consequence.

For more serious disciplinary matters that could result in suspension or termination of enrolment, the College will notify parents and act in accordance with Rosebank's Student Management and Discipline Guidelines and other applicable policies. Parents will be consulted throughout the process, with the final decision remaining at the discretion of the Principal.

“Ensure the strong have something to strive for and the weak nothing to fear.”

RB 64:19

Family Structures

The College recognises that some students have parents who are separated, divorced, or have dual parent/carer arrangements. We place the student's best interests at the centre of all decision-making processes. The College will respect any court orders related to a student and family situation, including those regarding the payment of fees or communication with parents.

Communication with parents will follow the protocol established by the Registrar and recorded in the College's database. Parents are responsible for ensuring that this information is kept up to date.

***“Let us set out on this path with the
Gospel as our guide.”***

RB Prol 21

Student Health and Wellbeing

The College acknowledges the importance of collecting confidential information from parents to support the wellbeing of our students. This may include details such as a student's vaccination status, anaphylaxis information, or any additional behavioural, physical, educational, or mental health needs. It is essential that parents provide complete and honest disclosure of all relevant information, both at the time of enrolment and throughout the student's time at Rosebank.

Failing to provide complete information or knowingly sharing false or misleading details can pose significant risks to a student's health and wellbeing. It can also hinder the College's ability to fulfil its duty of care and may prevent the provision of appropriate medical care in an emergency. Furthermore, it may put other members of the Rosebank community at risk.



Engagement and Involvement

The College expects parents to enter into a collaborative partnership, actively engaging in their child's learning and pastoral care. Together, we work to build a strong foundation for the student's success, promoting a positive and nurturing environment where their intellectual, emotional and social development can thrive. This partnership ensures that students receive the guidance and encouragement they need to reach their full potential, both inside and outside the classroom.

The College holds the following expectations for parents:

Parental Involvement in Schooling

- Building positive relationships by treating everyone with kindness, respect and consideration.
- Approaching disagreements with openness, respecting others' viewpoints and addressing issues constructively.
- Recognising the College's responsibilities regarding the wellbeing and safety of staff and students.
- Ensuring language and behaviour are always respectful, non-aggressive, non-threatening or intimidating, including on social media.
- Respecting the privacy of individuals.

Parental Engagement with Learning and Pastoral Care

- Supporting and adhering to College rules, policies, directives and processes.
- Communicating openly through both formal and informal channels, sharing all relevant information about your child's learning and wellbeing. This includes maintaining regular, meaningful communication with teachers via phone, email or the Parent Portal.
- Encouraging positive learning habits at home and school, such as establishing regular homework routines, managing assessment timelines, and ensuring your child brings necessary equipment to school each day.
- Monitoring your child's coursework, progress and assessment schedule.
- Attending mandatory parent sessions with your child, for example, Year 10 Subject Selection Evening and Learning Progress Meetings (LPMs).
- Actively supporting your child's regular attendance at school.

Physical and Cultural Engagement (PACE)



Parents are welcome to attend PACE events and are encouraged to support College teams in a positive and respectful manner. It is important to exercise restraint and refrain from abusing, threatening, or intimidating umpires, judges, adjudicators, referees, team members or any members of the opposing team.

The College selects teams and groups based on its assessment of the team's specific needs and the talents of the students at the relevant time. If parents have any concerns regarding the selection process, they are encouraged to contact the Dean of PACE.

As a member of various external associations, the College regularly participates in their events and competitions. These associations include, but are not limited to: Sydney Catholic Schools) (SCS), NSW Combined Catholic Colleges (NSWCCC), the Catholic Schools' Debating Association (CSDA), and the Sydney Academy of Chess. Each of these associations has its own Parent and Spectator Codes of Conduct, and all College parents are expected to adhere to these codes as a condition of participation in the competitions.

Complaints and Resolutions

Rosebank College has a Complaints Management and Resolution Policy in place to ensure that all grievances and concerns are addressed effectively and respectfully. If a parent is unable to resolve an issue informally, they may submit a complaint to the College via email to: complaints@rosebank.nsw.edu.au

In responding to your complaint, the College will:

- Maintain confidentiality and respect sensitive issues.
- Follow procedural fairness.
- Ensure your views and opinions are heard and understood.
- Communicate and respond in a constructive, fair and respectful manner.
- Provide a timely response to your concerns or complaint.
- Strive for resolutions and the best possible outcomes that are reasonable, fair, just, and reflective of Benedictine values.

This approach ensures that all concerns are handled thoughtfully and efficiently, fostering a positive and collaborative relationship between the College and its community.



***“Bear each other’s weaknesses with
the greatest patience.”***

RB 72:5

Adherence to this Code

If a parent does not adhere to this Code after being notified, the College may take the following steps:

- Limit access to staff or;
- Restrict access to school premises, sporting events, or other College activities; or consider the possibility of terminating the student's enrolment.

These actions are taken to maintain a positive and respectful environment for all members of the Rosebank community.

Version History

Policy Version: 2025

Policy Owner: Principal

Approved By: Leadership Team

Approved Date: 29 April 2025

Next Review Date: 29 April 2027

Previous Version: 2021

