

## Parent Code of Conduct

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## 1 Organisational Statement

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- 1.1 Mastery Schools Australia (the **School** or **MSA**) is committed to ensuring a respectful learning environment that is safe, positive, and supportive for all students, staff, and visitors of the school. In developing this Parent Code of Conduct (**Parent Code**), the school recognises that parents/guardians ultimately want the best outcomes for their children.
- 1.2 The School also expects parents/guardians to recognise that the School must balance the interests of all the school's stakeholders (including students, parents, School staff) and its duties to provide a safe school environment and a safe working environment.

## **2 Scope**

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This Parent Code applies to all MSA parents, guardians or carers and families (referred to as **Parents** collectively). It is the responsibility of all Parents to understand and comply with the Parent Code.

## **3 Purpose**

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3.1 The Parent Code provide clear guidelines to all Parents regarding the conduct expected of them whilst on the school premises, engaging with School staff, participating in school related activities or representing the school.

3.2 To ensure such cooperation and support, this Parent Code outlines the school's expectations for all Parents during their child's enrolment at the School.

## **4 Related Documents**

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- (a) Student Code of Conduct
- (b) Enrolment Agreement
- (c) Complaints Handling Policy

## **5 Parent Responsibility**

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- 5.1 Parents have a responsibility to
- (a) attend School events where possible;
  - (b) professionally communicate any issues or concerns or problems that may affect their child's ability to learn and participate in School programs;
  - (c) report absences at the earliest opportunity and provide legitimate reasons for the absence
  - (d) at all times, treat all MSA staff with the utmost respect and tolerance;
  - (e) support the authority and discipline of the School enabling the student to achieve maturity, self-discipline and self-control;
  - (f) abide by the School's policy regarding access to school grounds before, during and after;
  - (g) pay tuition fees and any other charges in accordance with invoice due dates; and
  - (h) update the School about new or updated diagnosis or medical conditions with appropriate documentation at the earliest opportunity.

## **6 Standards of Behaviour**

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- 6.1 Parents must:

- (a) be a positive role model and support the School and its education ethos and values during their child's enrolment;
- (b) behave respectfully toward all members of our School community (including staff, students, fellow Parents, service providers, visitors);
- (c) comply with the School's policies, procedures, and reasonable directions, and ensure their children do the same;
- (d) follow the reasonable instructions of school staff;
- (e) comply with the school's health and safety risk-management procedures when visiting the School or attending school related activities or events; and
- (f) communicate with School staff in a manner that respects professional and personal boundaries and never in a way that is harmful, threatening, or abusive.

## **7 Meeting our School standards of behaviour**

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7.1 Parents are expected to support the educational ethos and values of the school, model appropriate behaviours for their children to learn from, and work with the school as it educates and provides pastoral support to all students.

7.2 Examples of how Parents can meet our standards of behaviour:

- (a) Respect (and show to their children they respect) that the School is inclusive and welcomes students from a variety of backgrounds, and with different needs.
- (b) Complete forms and provide permissions in a timely manner when requested to do so by the school.
- (c) Encourage their children to actively participate in the life of the school, including in the many sporting and extracurricular activities available (noting that some will be compulsory).
- (d) Be responsive to concerns raised by the school about their own child, including by being cooperative, providing information and attending meetings when required.
- (e) Keep the School informed about a child's behavioural or educational needs, including by providing updated medical information as it becomes available. However, parents need to also appreciate that while the school will consider any new information, the school cannot accommodate every need.
- (f) Keep the school informed about a child's parenting arrangements, including any court orders that may be in place. However, parents should not involve the school in parenting disputes, or expect the school to act as the go between for estranged parents

- (g) Recognise the damage that gossip can do within a school community, and avoid unconstructive commentary (including criticism, uninformed rumour, or speculation) with other parents..
- (h) Demonstrate good sporting conduct and fair play when attending the school's art, drama, and sporting events
- (i) Dress appropriately for the School occasion.

## **8 Unacceptable behaviour**

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- 8.1 The following is a non-exhaustive list of behaviours that are not respectful and are unacceptable:
- (a) bullying, intimidation, discrimination, sexual harassment, victimisation and child abuse;
  - (b) actual or threatened aggression or violence;
  - (c) behaviour that causes a risk to a person's health and wellbeing;
  - (d) defamatory comments;
  - (e) gossip, rumour, and innuendo;
  - (f) raising one's voice, or using offensive language, while communicating;
  - (g) age-inappropriate language when communicating with children; and
  - (h) attending school activities and events under the influence of illegal drugs or alcohol.

## **9 Acceptable Communication and Use of Technology**

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- 9.1 The expectations set out in this Parent Code of Conduct also apply to the way a Parent uses technology and behaves online.
- 9.2 For example, it is expected that Parents:
- (a) Communicate with School staff through School authorised channels and not by using the personal online presence of School staff to raise school matters (or otherwise engage in disrespectful behaviour).
  - (b) Not take photos, videos, or other recordings of another student without their parent's consent, and not publish information (including personal details, contact information, images, and recordings) concerning a staff member, parent, student, or other member of the School community online without express consent.
  - (c) Avoid publishing information which may bring the School (or any of its staff, students, parents, and other members of the school community) into disrepute. This includes where an image or recording shows a student in school uniform behaving inappropriately.

- (d) Not communicate with other students outside of the school, including by email or on social media, without prior consent from that student's parent(s).
- (e) Not discuss confidential or sensitive school matters, including in relation to grievances about a particular staff member or student, online.
- (f) Not set up any online website, forum or group which features the school's name in its title, or which may suggest that it is operated or sanctioned by the school.

## **10 Other matters**

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### **10.1 Visiting campus**

- (a) Parents should immediately proceed to reception upon arrival to sign in and should only enter a classroom or other student environment when invited to do so by a staff member. This requirement does not apply when visiting the school only to:
  - (b) attend an activity or event to which all members of the school community have been invited;
  - (c) visit the school uniform shop; or
  - (d) drop off or collect a child from school.

### **10.2 Drop off / Pick up**

- (a) When dropping off and picking up students from the school, parents are expected to ensure the health and safety of all members of our school community, as well as the wider community, at all times.
- (b) Parents must comply with all traffic rules and any school traffic management system in place.
- (c) This includes adhering to applicable speed limits, observing all traffic signs, limiting the use of car horns (unless indicating imminent danger), and parking appropriately and safely.

### **10.3 Responsibility for others**

- (a) Parents are expected to ensure that other individuals involved in their child's life, such as other relatives and carers, also comply with this Code of Conduct.

## **11 Raising concerns appropriately and productively**

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- 11.1 The school is committed to the education and wellbeing of each student. It is therefore critical that parents can raise genuine concerns and grievances they may have about such matters in an appropriate, constructive, and respectful forum.

- 11.2 The school's grievance-management procedures are set out in the school's Complaints Handling Policy and Procedure located on the School's website. This policy sets out how concerns and grievances may be raised with the school; who they should be raised with; and how the school will deal with these in a respectful and timely manner.

## **12 Breach of Policy**

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12.1 Breaches of the Parent Code:

- (a) will be responded to promptly;
- (b) may result in action being taken by the School including the Principal seeking a School Community Safety Order against a Parent; and/or
- (c) may result in termination of their child's enrolment at the School.

## **13 Review**

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The Parent Code is reviewed every 2 years as detailed in the policy review schedule. The next review date is October 2026.

## **14 Communication**

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- 14.1 The Parent Code is made available to all Parents as part of their child's entry to MSA, during the enrolment period and on the School's website.