LS Code of Conduct - Parents Policy

Policy Owner: Conductor / Executive Leadership

Approval Authority: Guardians of Purpose (Board)

Applies To: Parents, carers, family members, visitors, volunteers and all adults engaging with the School community

Legislative Framework: NSW and Commonwealth legislation

Version: 2.0

Related Policies:

- Complaints and Grievance Policy (Parents)
- Anti-Discrimination, Harassment, Bullying and Hate Speech Policy
- Visitor Management and Site Safety Policy
- Child Safety and Wellbeing Policy
- Social Media and Digital Communication Policy
- Enrolment Terms and Conditions

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1. Purpose

Living School is committed to fostering a safe, respectful, inclusive and learning-focused community.

This policy establishes the standards of behaviour expected of parents, carers, family members, visitors and other adults engaging with the School community.

The purpose of this policy is to:

- promote respectful and constructive partnerships between home and school
- protect the safety, dignity and wellbeing of students, staff and families
- ensure communication is courteous, professional and solution-focused
- provide clear pathways for raising concerns and complaints
- outline the consequences of conduct that breaches community expectations

This policy supports Living School's values of:

- **Respect**
- **Responsibility**
- **Relationships**

and reflects the School's commitment to restorative, community-centred practice.

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2. Scope

This policy applies to all adults engaging with the School community, including but not limited to:

- parents
- legal guardians
- grandparents
- step-parents
- extended family members
- authorised carers and babysitters
- volunteers
- visitors
- adults attending school events, meetings, camps, excursions or performances

For convenience, the term **parents** is used throughout this document.

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3. Policy Statement

Parents are expected to engage with students, staff, other families, volunteers, contractors and visitors in a manner that is respectful, courteous and consistent with the values of Living School.

The School does not tolerate:

- discrimination
- harassment
- bullying
- intimidation
- threatening behaviour
- abusive conduct
- vilification
- hate speech
- conduct causing fear, humiliation or exclusion
- conduct that undermines the safety, dignity or reputation of any member of the School community

This expectation applies across all forms of interaction, including:

- on campus
- excursions and camps
- school events and assemblies
- written correspondence
- email and messaging platforms
- telephone and online meetings
- social media platforms
- parent group chats and digital forums
- communication occurring outside school hours where it impacts the School community

In accordance with NSW school registration requirements, Living School expressly prohibits hate speech and any conduct that incites hatred, serious contempt or severe ridicule toward an individual or group on the basis of race, ethnicity, religion, nationality, disability, sex, sexuality, gender identity or any other protected attribute.

4. Legislative and Regulatory Framework

This policy should be read in conjunction with relevant legislation including:

- **Anti-Discrimination Act 1977 (NSW)**
- **Crimes Act 1900 (NSW)** – including hate speech and vilification provisions
- **Work Health and Safety Act 2011 (NSW)**
- **Privacy Act 1988 (Cth)**
- **Children and Young Persons (Care and Protection) Act 1998 (NSW)**
- **Child Protection (Working with Children) Act 2012 (NSW)**

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This policy also supports compliance with NSW Education Standards Authority (NESA) registration requirements.

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5. Expected Standards of Conduct

5.1 Respectful Communication

Parents must communicate respectfully in all verbal, written and digital interactions.

The use of profane, insulting, discriminatory, aggressive, threatening, harassing or otherwise offensive language is not acceptable.

This expectation applies equally to:

- direct communication with staff
- communication with other parents
- social media
- parent messaging groups
- public online commentary

5.2 Ethical Conduct

Parents are expected to act honestly, fairly and in the best interests of students and the School community.

This includes refraining from:

- malicious gossip
- misinformation
- reputational harm
- public criticism of staff, students or families
- attempts to undermine school processes

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LS Parent and Carer Code of Conduct
Policy 1.J.3
Effective August 2019
Updated April 2026
Review date August 2028

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5.3 Respect for Diversity

Living School values diversity and the rights, beliefs, identities and perspectives of all members of the community.

Parents must refrain from any conduct that constitutes:

- discrimination
- harassment
- vilification
- identity-based abuse
- hate speech

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6. Conduct on School Grounds and at School Events

All visitors must comply with School visitor management procedures, including sign-in requirements.

Parents must follow all site safety, supervision and emergency procedures.

Parents must not:

- disrupt learning activities
- interrupt classroom teaching
- discipline students other than their own child, except in immediate safety emergencies
- engage in behaviour that disturbs assemblies, performances or public meetings

The professional authority of staff must be respected at all times.

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7. Communication with School Staff and Leadership

Living School values open and constructive communication.

Concerns should be raised through the appropriate channels and in accordance with the School's Complaints and Grievance Policy.

Parents should allow reasonable response times.

As a general service standard:

- emails: **within 2 working days**
- phone calls: **as reasonably practicable**

Responses are not expected outside working hours or during school holidays except in emergencies.

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8. Complaints and Escalation

Parents have the right to raise concerns relating to their child's education and school matters.

Concerns should be directed to the appropriate person closest to the matter in the first instance.

Where resolution is not achieved, concerns may be escalated through the formal complaints process. All complaints must be raised respectfully and through appropriate communication pathways.

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9. Consequences of Breach

Where the Conductor or delegate determines that this policy has been breached, the School may implement one or more of the following actions:

- verbal reminder
- written warning
- formal meeting with leadership
- restorative meeting or apology process
- restriction of communication pathways
- requirement for written communication only
- limitation of access to staff members
- restriction from events or school premises
- formal trespass notice where necessary
- referral to external authorities where required

The School reserves the right not to respond to communication that is abusive, threatening,

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discriminatory, repetitive or otherwise in breach of this policy. Nothing in this policy limits the legal rights of any individual.

10. Acknowledgement

I, _____, acknowledge that I have read, understood and agree to comply with the Living School Parent and Carer Code of Conduct Policy.

Signed: _____

Date: _____

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