



# Parental Code of Conduct

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This Code has been developed so that Parents and those with parental responsibilities are aware of and meet the School's expectations with regard to their interaction with the School, its Teachers, other Parents and Students. Adherence to this Code is important to promote positive and productive relationships within the School community.

Along with our students we would expect all members of the NGS Community to abide by our values: **RISE**

## Respect

- We acknowledge that a shared humanity underpins respect
- We believe that respect forms the basis of our interactions

## Integrity

- Being honest to ourselves and others is central to a worthwhile life
- We aim to demonstrate trustworthiness and responsibility

## Service

- We appreciate diversity and understand appropriate and authentic responses
- We desire to enrich the lives of others and understand this, in turn, enriches our own lives

## Excellence

- We work together in an environment where the pursuit of excellence is encouraged, fostered and valued
- We understand wellbeing promotes excellence and is dependent on both feeling good about ourselves and doing good for others
- We aim to bring the best version of ourselves to school each day

## Positive Role Modelling

As parents, it is our responsibility to role model good citizenship and ethical conduct. For our community to be coherent, our effort is required to maintain goodwill. This includes:

- Being inclusive
- Being open minded and adaptable
- Accepting cultural and religious diversity
- Interacting respectfully with staff, students and other parents
- Assume positive intent from all
- Appropriate and respectful conduct at functions (including sport and other school-related events)
- Appropriate and respectful conduct while driving

You are obliged to observe the following in accordance with the Conditions of your child's enrolment.

## Role of the School Generally

1. The School is responsible for establishing and administering the policies, procedures and rules which govern the day to day operations of the School. It is important that Parents recognise and respect this, adhere and have their children adhere to the School's requirements, and support these decisions.

## Discipline

2. The School expects Students to comply with its rules and not engage in behaviour which is harmful to others or is contrary to the ethos of the School. Parents are expected to support the School in relation to its discipline policy and not do anything which undermines its authority. It must be understood that in the case of minor disciplinary matters, the School will determine the process for managing such matters; be the arbiter of what took place and what a fair punishment is. It will not engage in debate about the details of the conduct or the appropriateness of the punishment.

It will share information it deems appropriate with Parents.

## Discipline

3. In relation to more serious disciplinary matters which may result in suspension or expulsion, the School will inform Parents of the matter and will deal with it in accordance with the School's disciplinary and other policies. While Parents will be consulted, the final decision will be the School's.

## Interaction with Staff

4. The School conducts regular meetings between Staff and Parents at which the student's progress can be discussed. There may be other times when a parent or Staff member requests a meeting to discuss particular issues that may arise during the course of a student's Schooling.

5. If a parent wishes to meet with a Staff member, they should make an appointment so that a mutually convenient time can be arranged. This can be done through the Reception.

6. Parents should never attempt to contact a Staff member at their home or their personal mobile phone, unless with the permission of the Head of School.

7. Parents also can make an appointment to see the Classroom Teacher (K-6), Deputy Head of Primary (Primary: K-6) or Head of Primary. In the Secondary School the Head of House (Wellbeing) and Head of Department (Academic) about any particular concerns they may have relating to their child. The Director of Learning and Teaching and the Director of Studies may also be contacted. Please understand that teachers are busy and an organised appointment is the best way to contact teachers rather than trying to talk with staff before the school day begins or sending multiple emails about matters that would be best managed face to face.

8. It is important that Parents show respect for Staff and not publically criticise them or seek to undermine their authority. If a parent has a particular concern about a member of Staff, they can raise it with the Staff member concerned or with the Director of Primary, Head of Department, Director of Learning and Teaching, or Deputy Head of the School. However, when doing so they should observe the general rules of conduct set out in this Code.

9. The School has a legal duty of care to protect all Staff and for this reason any aggressive or abusive behaviour will not be tolerated.

## Complaints

10. If a parent has a complaint about an issue, then they should observe the School's "Complaints and Grievances Resolution Procedure (Parents and Students)" refer to School website <https://www.ngs.nsw.edu.au/about/policies> that envisages such matters being addressed at the appropriate level e.g. the teacher responsible for the particular area of activity. Ultimately, a complaint may warrant being directed by the parent or a Staff member to the Deputy Head of Primary, Director of Primary, Deputy Head of the School, Head of School to determine in accordance with that Policy.

11. If a parent wishes to make a complaint, they should not use rude or abusive language. This is not productive and can make it harder to resolve concerns.

## Interactions Generally

12. Communications whether verbal or in writing with other members of the School Community whether Teachers, Administration Staff, other Parents or Students should:

- show respect, courtesy and consideration;
- not harass or bully another person;
- not use intemperate and/or aggressive language; and
- not be confrontational.

13. Social media should not be used to criticise school policies, procedures, events, actions, school staff or denigrate others in the School Community. We ask you carefully consider anything you post that is identified with the school and seek to resolve problems if they arise, through the appropriate channels.

Posting negative comments in the heat of the moment on private or group social media page that damages the reputation of the School is unacceptable.

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## Sport

14. Parents are welcome to attend sporting events but should exercise restraint when supporting School teams. In particular, they should not abuse, threaten or otherwise seek to intimidate an umpire, referee or coach or be directed against a player, or any School representatives.

15. The Sports coaches at the School pick teams based on their view of the most appropriate selection at the relevant time. It is not appropriate for Parents to complain about the failure of their child to be picked for a particular team.

## Separated Parents

16. Where some Students have Parents that are separated or divorced, Parents should not attempt to involve the School in any parental dispute that may arise. The School is not able to make judgements on the merits of claims made by one parent against another and should not be asked to do so, nor should it be asked to take any action which would or is designed to disadvantage one party. The School will of course observe any orders made by a Court in relation to a student or communications with Parents.

## Failure to Observe this Code

17. Any action the School deems a breach may result in actions including:

- termination of enrolment should the Board and Head of School consider the action significant enough to bring reputational damage to the School and/or significant distress to staff or another family or child
- a written warning that any further breaches would lead to termination of the enrolment contract
- access to a Teacher or Teachers may be limited
- access to the School premises, Co-curricular activities or other School events may be limited.