



CODE OF CONDUCT – PARENTS AND CAREGIVERS

MISSION AND VISION AND VALUES

At St Flannan's Catholic Primary School, we value the Catholic ethos of the school and our commitment to Catholic Education. Following in the footsteps of the Holy Spirit Missionary Sisters, staff, parents, and caregivers are committed to the intellectual, physical, emotional, spiritual and social development of all children in our community. We encourage a love of learning where all are empowered to reach their full potential and become confident and considerate contributors to society. Our aim is to provide an open, welcoming, and inclusive environment where everyone shares responsibility for ensuring each person's right to feel safe.

RATIONALE

This Code of Conduct has been developed to clearly articulate the expectations and aspirations of parents and caregivers when engaging with the St Flannan's School Community. This Code of Conduct applies to all parents and caregivers who have a role to play in the education of our students while involved in activities or communication related to St Flannan's School.

All members of St Flannan's School community should read and familiarize themselves with the Parent and Caregivers Code of Conduct on an annual basis. At the start of each year the Code of Conduct will be sent to all parents and caregivers via email, and they will be asked to confirm their compliance with its contents.

GENERAL PRINCIPLES OF CONDUCT

RESPECT

At St Flannan's Catholic Primary School, we value our diverse community and respect the rights, religious beliefs and cultural practices of individuals and their families. We respect points of view that are different from our own and all members of our community must refrain from actions and behaviour that constitute harassment, discrimination, or vilification.

ETHICAL BEHAVIOUR

Parents and caregivers will act in the best interests of all students, their families, and staff members. They will demonstrate courteous and polite behaviour as a model for our students. At all times, parents and caregivers should maintain appropriate levels of confidentiality, protecting the dignity and rights of all individuals. Any concerns about another student should never be discussed directly with the parents of that child, but instead communicated to the class teacher or school administration.

COLLABORATION

At St Flannan's Catholic Primary School, we recognize the importance of strong relationships between the school and families for student growth and development. Staff work in partnership with parents and caregivers to encourage students to take risks in their learning and to accept responsibility for their behaviour.

COMMUNICATION

Staff, parents, and caregivers will maintain regular communication through a variety of channels including the school newsletter, emails, phone calls, formal and informal meetings. Parents and caregivers will use respectful and polite written and spoken language in all communications with students, staff, other parents and caregivers and members of the school community. No profane, insulting, harassing, aggressive or otherwise offensive language may be used.

- **Communication with staff**

School staff are not required to respond to emails and telephone calls immediately, except in the case of an emergency. Therefore, response times for emails may be up to 24 hours. Staff are not expected to respond outside normal working hours or during school holidays. The time available for parents and caregivers to meet with staff is limited and must be scheduled at a time that does not disrupt the classroom. Parents and caregivers should be mindful of the teacher's time, communicate the reason for the meeting and allow the teacher time to prepare, unless there is a genuine emergency that needs to be discussed.

- **When using social media**

Parents and caregivers are not permitted to create a website, blog, podcast, Facebook page, Instagram or Twitter account or any other social media using the school name without the written permission of the Principal. In alignment with Brisbane Catholic Education's privacy policy, the posting and sharing of photographs or videos containing other students is not permitted without the expressed permission of the student's parents or caregivers.

- **Student ICT Use and Cyber Safety**

Parents and caregivers are required to report cyber safety concerns directly to the school in accordance with the cyber safety protocols outlined in the [St Flannan's School ICT Acceptable Use Policy](#)

- **When making a Complaint**

Parents and caregivers have the right to raise issues and concerns related to the education of their child or regarding school matters. Parents and caregivers should ensure that they raise issues and concerns by following the correct communication channels and in accordance with the Student, Parent and Guardian Complaints Management Policy <https://www.bne.catholic.edu.au/students-parents/Pages/Student-Parent-and-Guardian-Complaints-Management-policy.aspx>

It is a breach of this Code of Conduct to make a complaint in a way that is not consistent with this policy, especially when the complaint is about a teacher or member of school staff.

HEALTH, SAFETY AND WELLBEING

All parents and caregivers will behave in a way that ensures the safety of all in the community. Children must not at any stage be placed at risk through negative interactions or adverse and inappropriate behaviour of parents and caregivers. Parents and caregivers along with all adults at the school, are to set the example of courtesy, respect, and acceptance of all.

- **School Carpark** - School carpark procedures for drop off and pick up are to be followed and all carpark signage adhered to, with no exception. Importantly, however, the values of tolerance and patience must be always demonstrated – before, during and after school.
- **Visiting the School** - When visiting the school during school hours, all parents and caregivers will be required to sign a visitors' register located at the school office, so that their presence in the school is recorded in the event of an emergency. Parents and caregivers will comply with all safety and emergency procedures in place at our school and in the event of an emergency while they are on school grounds, they will follow the instructions given by any member of school staff.
- **Student Health** - The health of all children and staff is important. Therefore, children who are sick are to remain at home and the school contacted.

- **Changes to Pick up Arrangements** - Parents and caregivers are to notify the school at their earliest convenience of any changes to pick-up arrangements for their child. Children are supervised in the carparks until 3.20pm when they are taken to the office. Please ensure that you have contacted the office, if running late.
- **Contact Details** – Parents and caregivers are to ensure that their contact details are kept up to date with the school so that they can be contacted quickly in the case of an emergency. Details are to be updated annually or as needed either by contacting the school office, sending an email to pzillmerenorth@bne.catholic.edu.au or by updating them in the 'Update your Details' section of the Parent Portal.

Consequences of a Breach of the Parent and Caregivers Code of Conduct

In the event of any breaches of the Code of Conduct, the Principal will make contact.



St Flannan's School
Zillmere
Alive in the Spirit

We acknowledge the Turrbul people as the traditional owners of the land on which we gather