



# Parent Code of Conduct

## Commitment to Child Safety

Camberwell Girls Grammar School is a child safe organisation which welcomes all children, young people, their families and their participation. We are committed to providing culturally inclusive environments where all our students are safe and feel safe, and have confidence their voice is heard. We promote positive interactions between students and adults, and between students and their peers based on mutual trust and respect.

Child safety is a shared responsibility. Everyone engaged or employed by Camberwell Girls has a role to play in promoting child safety. All are aware of their responsibility to promptly raise issues or concerns about a child's safety or wellbeing. We have zero tolerance for child abuse and we take proactive steps to identify children who may be at risk or experiencing vulnerability to mitigate harm or distress.

Particular attention is given to the safety needs of Aboriginal or Torres Strait Islander students, those from culturally and linguistically diverse backgrounds, students with disabilities, international students, those unable to live at home and children and young people who identify as LGBTQIA+.

We regularly seek input from students, parents, carers, staff and volunteers in our child safe practices and communicate our policies and ongoing strategies following each systematic review.

## Purpose

The Parent Code of Conduct, which aligns to Camberwell Girls Grammar School's (CGGS) mission and values, sets out the expected behaviour of all parents when interacting with the School. CGGS ("School") is committed to providing an open, welcoming, inclusive, respectful and safe environment for all members of the School community. While we recognise that education is a complex process, and that at times individuals may disagree, we require discussions and disagreements be conducted in a respectful, rational and calm manner. Student enrolment at our school is dependent on Parents accepting the terms of this Code of Conduct and adhering to it.

## Scope

The Parent Code of Conduct applies to all parents, guardians, and carers, together referred to as "Parent". This Code of Conduct outlines the School's guidelines for all Parents regarding the conduct expected of them whilst on School grounds, engaging in School-related activities, representing the School and otherwise interacting with the School.

This Code includes Child Safety expectations which apply to all physical and online/virtual environments (including email, intranet, software applications, collaboration tools and online services).

The Code applies during or outside of school hours and to locations on onsite and off campus including camps, house carnival sites, excursions, home stay providers as well as any programs offered by third party providers.



## Definitions

Term	Definition
School	Camberwell Girls Grammar School (CGGS, Camberwell Girls)
Parents	Parents, step-parents, grandparents, extended family, guardians and carers.
Students	All students enrolled at Camberwell Girls including International Students.
Staff	Teaching staff, CRTs (Casual Relief Teachers), volunteers
School Community	<ul style="list-style-type: none"><li>◆ all staff members, including non-teaching staff, temporary, and casual staff.</li><li>◆ the School Council.</li><li>◆ volunteers.</li><li>◆ parents, guardians, carers and other adult family members of students.</li><li>◆ Third Party contractors.</li><li>◆ external Education Providers.</li><li>◆ teacher candidates or other tertiary students on placement at the School.</li><li>◆ visitors.</li></ul>

## Roles and Responsibilities

- ◆ The **Principal** and **Staff** will fairly and reasonably implement the Parent Code of Conduct.
- ◆ All **Parents** have a responsibility to support this Code of Conduct, and support and promote safety of children, uphold CGGS' commitment to child safety at all times.

## Principles

The following principles underpin this Code:

- ◆ All School Community members are valued and treated with respect and courtesy.
- ◆ All School Community members participate in the life of the school and feel part of a caring and inclusive School Community.
- ◆ School Community members have the right to expect that the environment of the School and School activities will be safe and secure and support their physical and mental wellbeing.
- ◆ Students have the right to learn, teachers have the right to teach, and professional support staff have the right to work in a child-safe and equitable environment.
- ◆ The School Community has the right to express their views in a safe and appropriate manner and bring concerns or grievances to the School in accordance with the School's Complaints Management Policy – School Community in an atmosphere of mutual respect and co-operation.

## Parents' responsibilities

**Parents** are valuable contributors to the School community, and the School aims to continually build our partnerships with Parents to develop all aspects of school life, allowing for the development of a community of Students, Staff, and Parents in positive collaboration.

All **Parents** have a responsibility to abide by the following:

Parent Code of Conduct	Date Approved: January 2026	Next review: January 2027
Prepared by: Risk & Compliance Manager	Approved by: Principal	Policy area: Child Safety
The most current copy of this policy is found in electronic form. Printed copies may not be current.		



## **1. Be a positive role model and support the School**

Parents play a key role in the education of their children and should act in the best interests of students, their families, Staff, and the School community.

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

Parents can support the School and be positive role models by:

- ◆ complying with the School's policies, procedures and directions, and ensuring their children do the same.
- ◆ respecting (and showing to their children they respect) that the School is inclusive and welcomes students from diverse backgrounds including race, religion, ethnic origin, sexual orientation, age or ability.
- ◆ completing forms and providing permissions on time when requested to do so by the School.
- ◆ encouraging their children to actively participate in the life of the School, including in the many sporting and co-curricular activities available (noting that some will be compulsory).
- ◆ being responsive to concerns raised by the School about their child, including by being cooperative, providing information and attending meetings when required.
- ◆ keeping the School informed about a child's behavioural, educational or health 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.
- ◆ keeping the School informed about a child's parenting arrangements, including any parenting 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.
- ◆ recognising the damage that gossip can do within a School Community, and avoid unconstructive commentary (including criticism, uninformed rumour, or speculation) with other Parents, including on social media.

## **2. Behave respectfully towards all members of our community**

The School expects that Parents will behave respectfully at all times towards the Staff, Students and other Parents. This applies not only to words used, but also to tone and body language.

“Respect” is intentionally a broad concept. The following is a non-exhaustive list of behaviours that are not respectful:

- ◆ Bullying, intimidation, discrimination, sexual harassment, victimisation and child abuse.
- ◆ Actual or threatened aggression or violence.
- ◆ Behaviour that causes a risk to a person's health and wellbeing.
- ◆ Defamatory or disrespectful comments.
- ◆ Gossip, rumour, and innuendo.
- ◆ Raising one's voice, or using offensive language, while communicating.
- ◆ Age-inappropriate language when communicating with children.



### **3. When visiting School grounds, or attending School activities and events**

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:

- ◆ attend an activity or event to which members of the School community have been invited.
- ◆ visit the School uniform shop.
- ◆ drop off or collect a child from School.

When visiting the School, or attending School activities and events, Parents should model appropriate and respectful behaviours. This includes:

- ◆ demonstrating good sporting conduct and fair play when attending the School's art, drama, and sporting events.
- ◆ complying with applicable occupational health, safety and risk-management procedures.
- ◆ complying with any reasonable directions given by Staff.
- ◆ showing appropriate care and regard for the property of the School and others. Any damage should be promptly reported to the School.
- ◆ not being in possession of, under the influence of, or provide others with, illegal drugs.
- ◆ not being intoxicated by alcohol.
- ◆ not being in possession of alcohol, unless at an event that has been sanctioned by the School.
- ◆ refraining from any form of smoking and vaping on campus.
- ◆ behaving in accordance with the School's Child Safety policies and procedures.
- ◆ refraining from disciplining another Parent's child, unless there is a reasonable health and safety concern.

### **4. Drop off / pick up**

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.

Parents must comply with all traffic rules and any School traffic management systems in place. This includes adhering to applicable speed limits, observing all traffic signs, and parking appropriately and safely.

### **5. Responsibility for others**

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

### **6. Use of technology and social media**

The School has zero-tolerance for cyberbullying and cyber abuse. Parents are required to abide by the law and School expectations when using social media, online forums, or other platforms.

Parents should:

- ◆ Only take photos, videos or other recordings of other Students, Staff and other Parents in accordance with the School's Privacy policy.
- ◆ Not publish photos, videos, or other recordings of another student without their Parent's consent, and not publish information concerning a Staff member, Parent, student, or other members of the School community online without express consent.
- ◆ Avoid publishing information which may bring the School into disrepute.
- ◆ Not set up any online website, forum, or group which gives the impression that it is operated or sanctioned by the School without the formal permission of the School.



## 7. Inappropriate interaction

In cases where a Parent does not interact civilly with Staff, either in person, in or outside of the School grounds, during a phone call, via email or otherwise, the Staff member or School may take one of the following actions:

- ◆ Request that the Parent cease their inappropriate communication to allow the communication to proceed.
- ◆ Inform the Parent that unless the inappropriate communication ceases, the Staff member may put an end to the phone call, meeting or discussion.
- ◆ Request another Staff member be present for the remainder of the meeting, if deemed necessary.
- ◆ Lodge a complaint with the Principal against the offending Parent.
- ◆ The School may refuse to correspond with a Parent where there has been ongoing aggression or disrespect.
- ◆ In extreme cases, there may be instruction issued to refrain from attending the School grounds without prior permission.

## 8. Raising concerns appropriately and productively

The School is committed to the education and wellbeing of each student. It is therefore critical that Parents are able to raise genuine concerns and grievances they may have about such matters in an appropriate, constructive, and respectful manner.

The School's grievance management procedures are set out in the Complaints Management Policy – School Community. This policy sets out how concerns may be raised with the School, who they should be raised with, and how the School will typically deal with concerns, grievances, and complaints. Although the policy outlines a typical response, each situation will be considered as it arises and based on the matter at hand.

Parents with concerns and grievances should consult the policy. However, in general:

- ◆ Parents should not communicate with another Student about an issue concerning their own child. Parents must not attempt to discipline a Student who is not their child and should not raise their voice or be aggressive or hostile when communicating (verbally or non-verbally) with another family's child.
- ◆ Parents should raise their concerns with their child's teacher in the first instance. More serious concerns or grievances, including where a parent is dissatisfied with a teacher's response to a concern, may be raised with the appropriate member of the school leadership (as set out in the policy).
- ◆ Parents should arrange a face-to-face meeting to discuss their concerns and grievances, rather than relying on email or other written communications.
- ◆ Parents should clearly set out their concerns and grievances, and what they would practically like to see happen.
- ◆ Parents should appreciate that while the School is committed to dealing with their concerns and grievances in a timely manner, it will not always be practicable for Staff to provide an immediate acknowledgement or response (particularly where a concern or grievance is sent by email).
- ◆ Parents should respect that the School employs experienced educators and other professionals who are well-trained in making academic, disciplinary, extracurricular, pastoral and wellbeing decisions every day. Understand that while the School will always consider the interests of the parent's child, the School must ultimately make decisions that contemplates the interests of all Students (and others who may be affected by the School's decisions).
- ◆ Parents should recognise that just as the School will seek to respect each Student's privacy, the School will also respect the privacy of other members of the School Community. This means there are limits to what information the School will share with Parents when issues arise. This does not mean that the School is not taking an issue or situation seriously or hiding information from a Parent.
- ◆ If a Parent is not satisfied with the School's response to a concern or grievance, a school policy may provide a Parent with a right to request an internal review of the School's decision. Alternatively, an external body, court or tribunal may be able to deal with the issue. The School respects a Parent's rights to invoke formal grievance-resolution procedures.



## Consequences for Breaching the Parent Code of Conduct

Parents who breach this Code of Conduct will be contacted by the appropriate Head of School who will make every effort to gain a thorough understanding of the situation. The Principal will have absolute discretion for deciding how to best respond to concerns about a Parent's compliance with this Code of Conduct. Where the Principal considers that a Parent has breached this Code of Conduct, the Principal may implement one or more of the following consequences:

- ◆ A request that the relevant conduct immediately cease.
- ◆ A written warning.
- ◆ A Parent (or another relevant person) being banned from the School grounds, either for a particular period of time or permanently.
- ◆ A Parent (or another relevant person) being excluded from School activities or events.
- ◆ A requirement that a Parent (or another relevant person) only communicate with a nominated School representative.
- ◆ For unlawful breaches of this Code of Conduct, the School may involve other authorities such as the Police and/or Department of Human and Health Services in accordance with applicable legislation.

The School may determine other actions are required according to the nature of the breach.

In cases of extreme or prolonged breach of this Code of Conduct by a Parent, the School may terminate the enrolment of a Parent's child(ren).

## Reporting any Child Safety Concerns

Any breach of this Code of Conduct in relation to child safety is a child safety incident. Therefore, any Parent who witnesses, or suspects a child safety concern must report their concern internally and if required externally.

Parents who act in good faith in making a report of an alleged breach will be protected from victimisation or other adverse consequences.

If you have concerns that a child or young person associated with the School may be subject to abuse or harm from a member of staff, volunteer or contractor please contact the Principal or a Child Safety Officer. If a child is in immediate danger the Police should be contacted on Triple Zero (000).

Students are provided with information about and are encouraged to raise child safety concerns or incidents with CGGS Child Safety Officers.

Our Child Safety Program includes information and policies on identifying key indicators of child abuse or harm and how to report child safety incidents or concerns internally. For more information refer to our procedure: Child Safety Response and Reporting Policy (which contains detailed information regarding mandatory reporting of child abuse incidents or concerns to relevant authorities and reportable conduct).



## Related Documents

- ◆ Student Code of Conduct – Junior School
- ◆ Student Code of Conduct – Secondary School
- ◆ Staff Code of Conduct
- ◆ Child Safety Code of Conduct
- ◆ Child Safety and Wellbeing Policy
- ◆ Child Safety Response and Reporting Policy
- ◆ Complaints Management Policy – School Community
- ◆ Student Welfare and Safety Policy
- ◆ Privacy Policy
- ◆ Volunteer Policy
- ◆ Visitor and Contractor Policy

## Governance

### Document Details

Document Details	
Title	Parent Code of Conduct
Document Approver	Principal
Date Approved	January 2026
Document Owner	Principal
Date Created	October 2023
Review Timeline	Annual
Date of Next Review	January 2027

### Version Control

Version	Date	Description
1.0	January 2024	Initial version
1.1	January 2025	Updates to ensure consistency with other Codes of Conduct
2.0	January 2026	General Updates



## Audience

Audience	Publication Location
Parents	<a href="#">School Website</a> , Parent Lounge
Staff	School Intranet