



Parent and Carer Code of Conduct Policy

Truganina College

Help for non-English speakers

If you need help to understand this policy, please contact Truganina College on 9368 9800 or truganina.p9.co@education.vic.gov.au.

Name

Parent and Carer Code of Conduct Policy

Purpose & Rationale

At Truganina College, we are committed to fostering a safe, inclusive, and respectful learning environment. We value the role that parents and carers play as key partners in the educational journey of our students.

This policy outlines the expectations for parent and carer behaviour when visiting the College, engaging in school events or activities, and communicating with members of our community, including students, staff, other parents/carers, and visitors.

POLICY STATEMENT

General Principles

- Parents and carers are expected to communicate with courtesy and respect in all interactions.
- Offensive, aggressive, harassing or discriminatory language or behaviour will not be tolerated.
- Diversity is welcomed and respected at Truganina College. Differences in belief, background, and opinion are to be acknowledged and treated with empathy and professionalism.

DEFINITIONS

- **Parents and Carers:** Individuals responsible for the care and wellbeing of a student, including legal guardians.

ACTION GUIDELINES

1.1 At the College

- Parents and carers are to model respectful behaviour at all times, including during school assemblies and meetings.
- Interrupting classroom activities is not permitted.
- Visiting classrooms requires prior arrangement, signing in at the office, and wearing a visitor pass.
- All interactions with students (other than their own child) must be appropriate and, where necessary, referred to staff.

1.2 Communication with School Staff

- Staff will respond to communication within a reasonable timeframe during working hours.
- Meetings should be scheduled in advance and at mutually agreeable times.
- Parents/carers should clearly outline the purpose of the meeting to assist staff in preparing effectively.

1.3 Communication with Other Parents and Carers

- Personal contact details of other families must be respected.
- Volunteers are valued members of our community and must be treated with courtesy.
- Social media and digital platforms must be used respectfully. Defamatory or inappropriate content is not acceptable.

1.4 Making a Complaint

- Concerns should be directed first to the classroom teacher or a member of the college leadership team.
- The College's Issues Resolution Policy and the Department of Education Parent Complaints Policy guide our process.

1.5 Consequences of Breach

- Any breach may result in a warning, request for an apology, restriction from school grounds, or a formal trespass notice.
- Inappropriate communication may not receive a response.
- Legal options remain open, including reporting to authorities in cases of harassment or threats.

1.6 Communicating with School Council

- Correspondence to the School Council should be directed through the official College channels.
- School Council does not manage daily operations but welcomes constructive feedback.
- Visitors to meetings are requested to notify the College in advance.

MONITORING AND REVIEW

- All reported breaches will be documented by the Principal or delegate.
- This policy will be reviewed biennially or as required by Truganina College School Council.

RELATED POLICIES AND DOCUMENTS

- Bullying and Harassment Policy
- Issues Resolution Policy
- Privacy Policy
- School Council Code of Conduct
- Working with Children Check Policy

REFERENCES

- Working with Children Act 2005
- Victorian Department of Education and Training Policies
- Social Media and Your School Guide

Policy REVIEW and Approval

Policy last reviewed	June 2025
Approved by	School Council
Next scheduled review date	Before June 2027