

# Muhammadiyah Australia College

## PARENT CODE OF CONDUCT POLICY



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| Endorsed on: | September 2026     |
| Endorsed by: | Board of Directors |
| Next Review: | September 2028     |

## **Purpose**

The purpose of this Policy is to establish clear standards of conduct and behaviour for parents, carers, guardians and family members when engaging with the College community. The Policy supports the creation and maintenance of a safe, respectful, inclusive and collaborative learning environment that reflects the College's values, Islamic ethos, and commitment to student wellbeing and child safety.

This Policy also provides a consistent framework for managing concerns, addressing inappropriate conduct, maintaining professional boundaries, and ensuring positive and constructive relationships between families, staff, students and the broader school community.

## **Scope**

The Policy applies whenever individuals are:

- attending College premises, facilities, events, programs or activities;
- participating in meetings, interviews, excursions, camps, volunteer programs or College functions;
- communicating with College staff, students, contractors, volunteers, parents or other members of the school community;
- using digital platforms, social media, email, messaging applications or other online communication channels in connection with the College; or
- acting in any manner that may impact the safety, wellbeing, reputation or operations of the College.

This Policy applies to conduct occurring in person, by telephone, in writing, electronically, or through any other form of communication.

## **Policy Statement**

The College recognises that effective partnerships between parents, carers and staff play a significant role in supporting student learning, wellbeing and educational success.

Parents and carers are expected to conduct themselves in a respectful, cooperative and constructive manner that upholds the values of the College, supports positive relationships, and contributes to a culturally safe and child-safe environment.

Conduct that is aggressive, intimidating, abusive, discriminatory, threatening, harassing, defamatory, disruptive or otherwise inconsistent with the standards outlined in this Policy will not be tolerated and may result in the implementation of management strategies, including the application of a School Community Safety Order where appropriate.

## **Guiding Principles**

The College is committed to fostering a culture built upon the following principles:

### **Respect**

All members of the school community are entitled to be treated with dignity, courtesy, fairness and consideration.

### **Safety**

The physical, psychological, cultural and emotional safety of students, staff and families must be protected and promoted at all times.

### **Partnership**

Positive educational outcomes are best achieved through respectful collaboration between families and the College.

### **Integrity**

Communication and interactions should be honest, constructive, respectful and undertaken through appropriate channels.

### **Professional Respect**

Parents and carers are expected to recognise and respect the professional expertise, authority and responsibilities of teachers, school leaders and staff.

### **Child Safety**

The College maintains a zero-tolerance approach to child abuse and is committed to creating an environment where children and young people are safe, respected, heard and empowered.

## **Expectations of Conduct**

### **Respectful Communication**

Parents and carers are expected to:

- communicate with staff, students and other members of the College community in a respectful, courteous and professional manner;
- express concerns calmly and constructively;
- engage in discussions that are focused on problem-solving and the best interests of students;

- ensure all written, verbal and electronic communications are respectful, factual and appropriate;
- utilise established College processes for raising concerns or seeking clarification; and
- refrain from conduct that may reasonably be perceived as aggressive, abusive, threatening, intimidating, offensive or harassing.

Parents and carers must not use social media, online forums or public platforms to criticise, defame, intimidate or otherwise undermine students, staff or the College.

### **Support for College Values and Islamic Ethos**

Parents and carers are expected to:

- support and uphold the College's vision, mission, values and Islamic ethos;
- demonstrate honesty, kindness, respect, responsibility and compassion in their interactions with others;
- promote positive behaviour and respectful relationships within the College community;
- acknowledge and respect the diversity of backgrounds, cultures, beliefs and experiences represented within the College community; and
- contribute to an inclusive environment where all students and families feel welcomed, valued and respected.

### **Conduct on College Grounds and at College Activities**

Parents and carers must:

- comply with all visitor management requirements, safety procedures and lawful directions issued by College staff;
- respect restricted areas and designated sign-in requirements;
- refrain from approaching, questioning, disciplining or intervening with students other than their own child;
- avoid any physical, verbal or non-verbal behaviour that may intimidate, threaten or cause distress to any member of the school community;
- conduct themselves appropriately during College events, meetings and activities; and
- treat College property, facilities and resources with care and respect.

The College reserves the right to direct any person to leave College premises where their behaviour is considered inappropriate, unsafe or inconsistent with this Policy.

### **Supporting Student Learning and Wellbeing**

Parents and carers are encouraged to actively support their child's educational journey by:

- promoting regular attendance and punctuality;
- encouraging participation in learning activities and school programs;
- supporting students to complete learning tasks and responsibilities;

- maintaining open and constructive communication with teachers;
- informing the College of relevant health, wellbeing, learning or family circumstances that may affect a student's education; and
- working collaboratively with staff to support positive academic, behavioural and wellbeing outcomes.

### **Managing Concerns and Complaints**

The College encourages concerns and complaints to be raised respectfully and through the appropriate channels.

Parents and carers are expected to:

- follow the College's established complaint resolution pathway;
- raise concerns initially with the relevant classroom teacher or staff member where appropriate;
- allow reasonable time for the investigation and resolution of concerns;
- engage respectfully throughout the complaint resolution process;
- respect the privacy and confidentiality of all individuals involved; and
- refrain from discussing confidential matters publicly or on social media.

The College will manage concerns and complaints in accordance with its Complaints Management Policy which upholds the procedural fairness principles.

### **Participation in Volunteer and Community Activities**

Parents and carers who volunteer or participate in College programs must:

- comply with all child safety, supervision and visitor requirements;
- follow the lawful directions of College staff;
- maintain professional boundaries with students;
- uphold confidentiality requirements;
- behave in a manner consistent with the College's values and expectations; and
- support the safety, wellbeing and educational development of all students.

Volunteers must comply with all relevant child safety requirements, including Working with Children Check obligations where applicable.

### **Breaches of this Policy**

Where a parent, carer, guardian or visitor engages in behaviour that is inconsistent with this Policy, the College may take reasonable and proportionate action to protect the safety, wellbeing and functioning of the school community.

Such action may include:

- verbal or written warnings;

- implementation of a School Community Safety Order;
- restrictions on access to College premises, events or activities;
- requirements that communication occur only through designated staff members or approved communication channels;
- suspension or withdrawal of volunteer privileges;
- enrolment-related actions where permitted under applicable policies and enrolment agreements; and
- referral to external authorities, including Victoria Police, where behaviour presents a safety, welfare or security risk.

Any action taken will be proportionate to the nature of the conduct and consistent with the College's duty of care, child safety obligations and commitment to maintaining a respectful learning environment.

## **Roles and Responsibilities**

### **Parents and Carers**

- adhere to the expectations outlined in this policy
- engage respectfully with staff and the school community
- follow communication and complaints processes

### **Staff**

- model respectful and professional communication
- apply the policy consistently
- document incidents and seek leadership support when required
- maintain professional boundaries

### **Leadership Team**

- support staff in managing breaches
- communicate with parents regarding concerns
- issue warnings or restrictions where necessary
- ensure staff and student safety

## **Related Policies and Procedures**

- Student Behaviour Management Policy
- Child Safety Policy
- Complaints Management Policy
- Staff Code of Conduct
- Child Safety Visitors Policy
- Child Safety Volunteers Policy
- School Community Safety Order (<https://www.vic.gov.au/school-community-safety-orders>)

## **Review**

This Policy will be reviewed on a regular basis, and at least every two years, to ensure ongoing compliance with legislative, regulatory and operational requirements, and to reflect best practice in child safety and community engagement.