



COMMUNITY CODE OF CONDUCT

RATIONALE

As a Catholic educational community, Loreto Normanhurst (**the School**) values the dignity and worth of individuals and promotes the respectful relationships between staff, students, and parents. We aim to create an environment where staff, students and parents feel safe and secure by acknowledging the rights and responsibilities of each member of the community and promoting collaborative partnerships. The choices that parents and members of the community make, and the behaviours exhibited have a significant impact on children. Accordingly, this Community Code of Conduct aims to promote positive behaviours.

This Code outlines the School's expectations for parents and others in their interactions with the School, staff, students, and other parents.

This Code applies to behaviour or conduct when visiting the School campus, participating in School-related activities or representing the School, and communicating with School staff, other parents, students and other members of the School community including on social media, online forums or other digital platforms about School or student matters.

Adhering to this Code is important to promote positive relationships within the School community.

SCOPE

This Code applies to the parents, carers, those with parental responsibilities, relatives, friends, supporters, and alumnae of the School (referred to as **community members** in this Code).

Staff members are obliged to comply with the Staff Code of Conduct and students are obliged to comply with the Student Code of Behaviour.

RELATED LEGISLATION

- Privacy Act 1988 (Cth)
- Australian Human Rights Commission Act 1986 (Cth)
- Work, Health, and Safety (WHS) Act 2011 (NSW)
- Disability Discrimination Act 1992 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Sex Discrimination Act 1984 (Cth)
- Anti-Discrimination Act 1977 (NSW)

RELATED DOCUMENTS

- Student Behaviour Management Policy
- Staff Code of Conduct
- Volunteer Agreement
- Privacy Policy
- Complaints Policy
- Alcohol and Other Drugs Policy - Students
- Terms and Conditions of Enrolment
- Parent Handbook
- Student Handbook
- Secondary Sport Handbook
- Primary School Sport Handbook
- Secondary School Parent Handbook
- Primary School Parent Handbook

ROLE OF THE SCHOOL GENERALLY

The School is responsible for establishing and administering the policies, procedures and rules which govern the day-to-day operations of the School. By extension, community members are expected to



comply with all relevant policies, procedures, and guidelines, including the directions of the Principal, when they are welcomed onto the School campus, in attendance at School related activities or functions and participating in the School community.

PRINCIPLES

The School has a clear expectation of the conduct expected of all students and it is appropriate that these expectations are role modelled by our community members at School, during sporting fixtures and at other School-related activities, including those that are off site.

All community members should support the mission, values, and activities of the School, and are encouraged to read and understand the School policies prior to enrolment and throughout their time with the School. This includes, where relevant, accessing the parent portal and the School newsletters.

Our community plays a central role in the education of our students and should act in the best interests of students, their families, staff, and the School community. The School celebrates diversity and is an inclusive community that respects the rights, beliefs, and practices of individuals.

Child Safety

The safety, welfare and wellbeing of students and children is a shared priority for the School, parents, and community members.

Positive Role Modelling

We all have a responsibility to support the efforts of the School by maintaining a positive, growth enhancing and respectful environment for all members of the School community.

This is achieved by:

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

Respect for All People

The School expects staff and students to treat each other with respect and courtesy; therefore, the same expectation extends to all community members.

We expect community members to model the behaviours that are appropriate through their language and actions. Behaviours considered rude, aggressive, threatening, and abusive will not be tolerated.

Community members must not [unlawfully] discriminate against, harass, or bully any staff member, student, or parent.

The School expects community members to behave lawfully in online forums, on School grounds and when representing the School at other locations and observe the terms of any direction, obligation or undertaking to which they may be subject.

Racism and racist behaviour are not tolerated at the School. We are all expected to treat others with respect, and to behave in ways which do not promote racism in the School community.

Privacy

Community members must respect the privacy of students, parents, staff, contractors, or volunteers in the School community.



Community members are not permitted to:

- Take a photo or video recording of another student or community member without their consent.
- Post a photo or video recording of another student or community member on social media without their consent.
- Post a photo or video recording of a child that is not their own on social media
- Disclose the personal details of a student or community member to another person without consent.
- Disclose any confidential information of community members, staff, contractors, volunteers, and/or students to third parties without the individual's express consent.

Regarding photography and consent:

- At a community member -run event, where there is an MC, they should make a housekeeping announcement about event photography.
- At smaller community member led events without an MC, the organiser should advise individuals before taking group shots.
- At all other times, consent must be given to post an individual's images online or on other social media channels.

Social Media and Online Conduct

The expected behaviour of parents and community members as outlined in this Code is applicable to interactions online.

School endorsed social media should be used for the purposes of building school community and contributing to a positive dynamic amongst parents.

When using any social media platforms, messaging apps, and online forums (including, but not limited to, Facebook, Instagram, X/Twitter, LinkedIn, WhatsApp etc.), community members will not:

- Discuss or mention the School, its staff, or any members of the School community in a negative or defamatory way.
- Be disrespectful to staff, contractors, volunteers, other community members, and/or students.
- Use the platforms to voice grievances about the School.
- Post photographs of students in school uniform
- Contact students (other than their own child/ren) using any form of social media.
- Post unlawful, sexually inappropriate or other material that may damage the reputation of the School.
- Create email or social media groups that include "Loreto Normanhurst" in their title
- Collect personal information from other people without their express consent.
- Use these platforms for self-promotion / commercial purposes.
- Post AI-generated, deepfakes or manipulated images, videos or audio that misrepresents students, staff, or any community member, school activities or events.

Discipline

Students of all ages grow and learn more successfully in all areas of School life when the significant adults in their lives - parents, teachers, and other family and community members - work together to encourage and support them. This applies when the student is identified for taking positive action, and the same support is required when a student's behaviour becomes a matter of concern.

The School expects all students will comply with its ***Behaviour Management Policy*** and not engage in behaviour, which is harmful to others, harmful to themselves or is contrary to the ethos and philosophy of the School. Parents and other community members are expected to support the School in relation to steps or action taken by the School where a student has not complied with the School's expectations.

In the case of minor disciplinary matters, the School will determine what took place and will determine, where relevant, appropriate consequences. Generally, the School does not engage in debate about the details of the conduct or the appropriateness of the disciplinary outcome with parents or community members.



In relation to more serious disciplinary matters which may result in suspension or expulsion, the School will generally deal with these matters in accordance with the School's ***Behaviour Management Policy***, which will include parents being advised of the matter.

Communication and Interaction with Staff

Cooperation between staff and parents both inside and outside the classroom promotes significant benefits for students. It is important that parents and other community members show courtesy and respect for staff. Respectful conversation is grounded in inclusivity and good intent, and every interaction should reflect this.

The School provides opportunities for regular meetings between staff and parents where the student's progress can be discussed. There may be times when a parent or staff member requests additional meetings to discuss matters that may arise.

If a parent requests a meeting with a staff member, an appointment can be arranged for a mutually convenient time through the relevant School office. Parents should only contact staff through official School channels and are asked not to contact staff members directly at their home or on their personal mobile phones.

The School has obligations regarding the health, safety, and welfare of staff and, for this reason, aggressive, abusive, threatening, or intimidating behaviour towards staff will not be tolerated. Such behaviour may include:

- Persistent or unreasonable phone calls to staff members.
- Repeated or unreasonable emails to staff members.
- Pressuring staff to immediately respond to communications or to make a decision about a School matter.
- Insisting on meeting with a staff member without having a prior appointment.
- Using raised voices or offensive language towards a staff member.
- Threatening a staff member physically or verbally.

If parents have a particular concern about a member of staff, they can follow the ***Complaints Policy*** available on the School website.

Managing Conflict Between Students

From time-to-time conflict may arise between students. Students are taught strategies for addressing conflict, and parents should encourage their daughter to seek appropriate solutions herself or with assistance from her teachers and tutors.

If discussions do not result in a satisfactory outcome, parents should discuss their concerns with a staff member. Parents and community members should not approach the student/s or their parents directly.

Communication and interaction with Students

Community members should not make contact with any student/s of the School using their School email account.

Interaction with the School community

The School values the importance of open interpersonal communication with parents and community members to create and maintain meaningful relationships. The School will seek to respectfully communicate so as to ensure a parent is able to communicate their potential concerns clearly. The School expects that parents will respond in kind and that all parties are courteous and demonstrate care through active listening.



Communication, whether verbal or in writing with other members of the School community including other parents or students should:

- Show respect, courtesy, and consideration.
- Not harass or bully another person.
- Not use intemperate language.
- Not be confrontational.

Complaints

The School takes seriously any issues that are brought to its attention. If community members express their concerns to the School, they should do so by contacting the appropriate relevant person as outlined in the ***Complaints Policy*** which can be found on the School's website.

Sporting Code of Conduct

The School has adopted the IGSA Code of Conduct for Parents in relation to sporting fixtures, where parents and supporters are asked to:

- Encourage girls to give their best effort and applaud good play regardless of which team produces it.
- Behave respectfully and courteously towards players, coaches, match officials and other spectators.
- Never discourage or disparage any player.
- Never criticise a match official.

If there is a grievance or matter of concern, the School encourages community members to follow the ***Complaints Policy***.

Work, Health, and Safety

Community members have a responsibility to take care of their own health and safety while on the School campus or while attending School-related activities. It is everyone's responsibility to ensure that their activities do not place at risk the health and safety of any other person.

Traffic Movement and Carpark Etiquette

The School acknowledges the complexity around school traffic and works to monitor flow and maintain traffic safety in and around the School. The School also remains mindful of our neighbours and seeks to maintain good relationships with the local community.

The following measures are in place to ensure safety and management of traffic in and around the School:

- Morning drop-off and afternoon pick-up take place in the Oval and Link Road PUDOs (Pick Up and Drop off) only.
- Parents are to remain in the car and follow the directions of staff members at all times.
- Do not do a U-turn anywhere in the vicinity of the School.
- Do not block driveways or intersections at any time.
- Always adhere to road rules and parking restrictions.

The School is committed to a sustainable future and the School encourages alternative ways to travel to and from School that reduce our environmental impact.

Separated Parents

Parents should not attempt to involve the School in any parental dispute that may arise. The School will be guided by the following principles:

- the primary consideration of the School in all matters is the educational, safety, wellbeing, and welfare needs of the child;
- it is not the role of the School to enforce Family Court orders or resolve family law disputes;



- parents and primary caregivers have a responsibility to provide the School with copies of any court orders that impact on the relationship between the family and the School and any other relevant information; and
- the School will not advocate for one parent over another in any family dispute.

Breaches of this Community Code of Conduct

The School may take such steps that it considers reasonable and appropriate in response to breaches of this Code.

A breach or breaches of this Code may have consequences as determined by the Principal including as outlined below:

- Limit access to a teacher or staff members.
- Limit access to the School premises or sporting or other School events.
- Terminate the enrolment of the Student.
- The School may involve other authorities where appropriate or required by law.

Confidentiality

Community members who volunteer their time in the classroom or in other School activities may, from time to time, come across confidential information as outlined in the School's **Privacy Policy** relating to a student. Volunteers are required to complete a Volunteer Agreement which explicitly addresses confidentiality obligations.

Contact

If you are unsure of any aspect or requirement outlined in this Code, you should seek clarification from the Deputy Principal.

Collaboration

This Code has been developed in consultation with the Parent Association of Loreto and the Leadership Team.

This policy is located on the School website, FACE Online Parent Portal and the School Intranet.

Version	Approved By	Version Date	Comment	Policy Owner	Next Review Date
1	Leadership Team	May 2022	Original	Deputy Principal	2023
2	Principal	March 2024	Reviewed and updated	Deputy Principal	March 2027
3	Leadership Team	May 2024	Reviewed and updated	Deputy Principal	March 2027
4	Leadership Team	Sept 2026	Reviewed and updated	Deputy Principal	Sept 2029