



## Parent Code of Conduct

### Purpose

CSV Ltd (“CSV”) and its schools, Balcombe Grammar School, Clyde Grammar, and Casey Grammar School, seek to foster a culture within the school communities which inspires and reinforces high standards of conduct and accountability.

This Code of Conduct outlines the way in which CSV requires parents to conduct themselves when visiting a school, participating in school activities, and communicating with members of our community (including students, staff and other parents). This Code of Conduct operates in addition to any other school policies and procedures which apply to parents and may be varied from time to time by the school in its absolute discretion.

### Scope

This Code of Conduct applies to all CSV Limited parents, guardians and caregivers (collectively referred to as “parents” for the purpose of this policy) with students enrolled at a CSV Limited School. This Code applies across all school environments, during and outside school hours and within and outside the physical school environments, including online.

### Behavioural Expectations

This Code of Conduct outlines the way in which CSV requires parents to conduct themselves when visiting a school, participating in school activities, and communicating with members of our community (including students, staff and other parents). As a parent we expect that you:

### Modelling Behaviours

Parents are expected to model appropriate behaviours for their children to learn from, supporting the educational ethos and values of CSV and working with the school as it educates and provides pastoral support to all students. Parents can support CSV and be positive role models by doing, for example, the following:

1. Comply with the school’s policies, procedures and directions, and ensure their children do the same.
2. Respect (and show to their children they respect) that the school is inclusive and welcomes students from a variety of backgrounds, and with different needs.
3. Encourage their children to actively participate in the life of the school, including in the many supporting and extracurricular activities available (noting that some will be compulsory).
4. Be responsive to concerns raised by the school about their own child, including by being co-operative, providing information and attending meetings when requested.
5. Keep the school informed about a child’s behavioural or educational need.
6. Keep the school informed about a child’s parenting arrangements, including any court orders that may be in place.
7. Recognise 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).

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### CSV LTD

ABN 93 061 557 364

#### Balcombe Grammar School

389 Nepean Highway  
Mount Martha, Victoria 3934  
Ph. (03) 5970 1100  
[www.balcombegrammar.vic.edu.au](http://www.balcombegrammar.vic.edu.au)

#### Casey Grammar School

3 New Holland Drive  
Cranbourne East, Victoria 3977  
Ph. (03) 5991 0800  
[www.caseygrammar.vic.edu.au](http://www.caseygrammar.vic.edu.au)

#### Clyde Grammar

110 Smiths Lane  
Clyde North, Victoria 3978  
Ph. (03) 8903 4500  
[www.clydegrammar.vic.edu.au](http://www.clydegrammar.vic.edu.au)

## Respect Others

CSV expects that parents will behave respectfully at all times towards CSV staff (including employees, contractors and volunteers), students and other parents. This applies not only to words used but also tone and body language.

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

1. Bullying, intimidation, discrimination, victimisation and child abuse.
2. Actual or threatened aggression or violence.
3. Harassment, including Sexual Harassment.
4. Gossip, rumour and innuendo.
5. Using offensive language, while communicating.
6. Age-inappropriate language when communicating with children.

## Social Media

The expectations set out in this Code of Conduct may also apply to the way a parent uses technology and behaves online.

When using social media, Parents will:

1. Not discuss or mention CSV, its staff, or any members of the School community in a negative or defamatory way. This includes where an image or recording showing a student in school uniform behaving inappropriately.
2. Be respectful to staff, contractors, volunteers and students.
3. Not use it as a means to voice grievances about the School.
4. Contact students (other than their own) using any form of social media without the express consent of the student’s parents.
5. Respect a staff member’s professional and personal boundaries, by not using their personal online presence to raise school matters (or otherwise engage in disrespectful behaviour).
6. Not take photos, videos or other recordings of another student without their parent’s consent, and not publish information (including personal details, contact information, images and recordings) concerning a staff member, parent, student or other member of the school community online without express consent.
7. Not set up any online website, forum or group which features the school’s name in its title, or which may suggest that it is operated or sanctioned by the school.

## Attending School Activities and Events

Parents must respect the school’s policies and procedures when visiting the school. Parents should 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 to attend an activity or event to which all members of the school community have been invited; or drop off or collect of a child from school.

When visiting a CSV school or attending activities and events, parents should behave in accordance with this policy. This includes, but is not limited to:

1. Demonstrating good sporting conduct and fair play when attending the school’s art, drama and sporting events.
2. Complying with applicable occupational health and safety and risk management procedures.
3. Complying with any reasonable directions given by CSV staff.
4. Showing appropriate care and regard for CSV property. Any damage should be promptly reported.
5. Dressing appropriate for the occasion (including not wearing offensive/inappropriate clothing

- slogans).
6. Not being under the influence of drugs and alcohol.

### 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 system in place. This includes adhering to applicable speed limits, observing all traffic signs, limiting the use of car horns (unless indicating imminent danger), and parking appropriately and safely.

Parents should ensure that their child is not left on school grounds unattended/unsupervised before 8:30am and after 3:30pm.

### Raising Concerns Appropriately and Productively

CSV 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 forum.

Grievance management procedures are set out in the CSV Complaints Resolution/Grievance Policy available on our website. This policy sets out how concerns and grievances may be raised with CSV; who they should be raised with; and how CSV will deal with these in a respectful and timely manner. Parents with concerns and grievances should consult the policy. However, in general:

1. Parents should not communicate with another student and/or another student's parents about an issue concerning their own child.
2. 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.
3. Parents should raise their concerns with their child's teacher in the first instances. 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 Team (as set out in the policy).
4. Parents should arrange face-to-face meeting to discuss their concerns and grievances, rather than relying on email or other written communications.
5. Parents should clearly set out their concerns and grievances, and what they would practically like to see happen.
6. 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).
7. Parent 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 take into account the interest of the parent's child, the school must ultimately make decisions that take into account the interests of all students (and others who may be affected by the school's decisions).
8. 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 a parent when issues arise. This does not mean that the school is not taking an issue or situation seriously or hiding information from a parent.

### Consequences for Breaching this Code of Conduct

With these guidelines in place, it is hoped that parents can appropriately direct their concerns and contribute to a harmonious school community that reflects CSV values.

The Principal will have absolute discretion for determining consequences for breach of this Parent Code of Conduct.

The consequences for breaches of this Parent Code of Conduct may include, but not limited, the following:

1. A request that the relevant conduct immediately cease.
2. A written warning.
3. A parent (or another relevant person) being prevented from entry to school grounds, either for a particular period of time or permanently.
4. A parent (or another relevant person) being excluded from the school activities or events.
5. A requirement that a parent (or another relevant person) only communicate with members of staff through a nominated school representative.
6. Termination of the enrolment of a parent's student(s).

Staff are volunteered are empowered to take steps to protect their own health and wellbeing. If they feel that a parent is being inappropriate, they are encouraged to indicate this and ask that it stop. If it does not, or if a staff member feels that a parent's actions are posing a risk to their or someone else's health and wellbeing, they are empowered to remove themselves from the situation. This may include by immediately concluding a meeting or phone call, or by demanding that a parent immediately leave the school grounds (or a school activity or event).

CSV, where appropriate, may involve other authorities.

#### Review

This policy is to be reviewed and approved every 3 years, as a minimum.

Last approved May 2024.

Next review May 2027.

*This policy is subject to change without notice at the sole discretion of CSV Limited.*

*Printed hardcopies of this policy are considered uncontrolled.*