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PARENT/CAREGIVER CODE OF CONDUCT POLICY

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INTRODUCTION

Shared values and an understanding of behaviours enable a community to work and live together through positive collaboration. The Parent/Caregiver Code of Conduct (PCC) has been developed to ensure parents and those with parental responsibilities* are aware of and meet Hymba Yumba Independent School (HYIS) expectations with regard to their interaction with HYIS, its staff, jarjum and other parents, while on grounds, at school events and activities and in online forums.

Adherence to the PCC is important to promote positive and productive relationships within the HYIS school community.

In developing the PCC, HYIS recognises parents ultimately want the best for their jarjum. HYIS also expects parents to recognise it must ultimately balance the interests of all of HYIS's stakeholders (including not only jarjum and parents; also, HYIS's staff and their right to a safe working environment). The PCC operates in addition to all other school policies and procedures which apply to parents and may be varied from time to time by HYIS in its absolute discretion.

*This policy applies to all adults including parents, guardians, stepparents, grandparents, extended family members, caregivers and HYIS community members. In this policy, the word "Parents" applies to all caregivers as listed above (this is not an exhaustive list).

PURPOSE AND SCOPE

HYIS is responsible for establishing and administering policies, procedures and rules that govern the day-to-day operations of HYIS. It is important parents recognise and respect this, adhere to and have their jarjum adhere to HYIS's requirements, and support these decisions.

HYIS aims to provide an open, welcoming and safe environment for all. HYIS is a place of learning for jarjum and the rights of the jarjum will be considered alongside the good order of the school. We believe all community members play a valuable role in the life of HYIS.

The Parent/Caregiver Code of Conduct is a broad outline of behavioural principles, expectations and ideals. The PCC aligns with HYIS's fundamental RESPECTS Principles:

- RESPECT for self
- RESPECT for family
- RESPECT for community
- RESPECT for Country

The objectives of this policy are:

- To maintain the values held by HYIS by building trust and respect within the school community.
- To provide guidelines to promote desirable and appropriate behaviour to ensure all interactions with jarjum and adults is respectful, honest, courteous, sensitive, tactful and considerate.
- To act as an ethical compass to assist in making decisions which are in the best interest of the jarjum and HYIS as a whole.
- To ensure all parents understand what is expected of them, including reporting of potential violations and cooperation with any inquiries.
- To specify consequences for a breach of PCC standards of behaviour.

DEFINITIONS

Term	Definition
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First Nations People	First Nations is a HYIS Board approved term that describes Indigenous and/or Aboriginal and Torres Strait Islander people of Australia.
Business Services Manager	Refers to the role that contributes to and assists with the management and further development of finance, personnel, assets and resources of HYIS to ensure optimal uses.
Chief Executive Officer/CEO or Principal	For this policy, refers to the role that is ultimately accountable for HYIS's business and managerial decisions.
Heads of School	Refers to HYIS's leaders within the education portfolio of the school. In reference to HYIS's organisational chart, the Head of School (Primary and Secondary) form part of the Executive Team.
Leads	Refers to HYIS's middle management and includes Facilities Manager, Finance Manager, Curriculum Lead (Primary and Secondary), Learning Support Lead, Cultural Lead, Wellbeing Lead, STEAM Lead
Executive Team	For this policy, refers to HYIS's Chief Executive Officer, Head of School (Primary and Secondary), Business Services Manager, Operations Manager, Office Manager and Foundation Manager.
Board	As outlined in the HYIS Constitution, this term relates to the elected and appointed Directors of the organisation.
Parent/Carer/Guardian/Caregiver	Means a person who has all the duties, powers, responsibilities and authority of a child under 18 years. This person could be referred to as parent, carer, caregiver or guardian
Jarjum	Is an Aboriginal word that means child/ren and does not apply to Western grammar of plural and singular as it can be used in both contexts

POLICY

HYIS aims to cater for individual jarjum needs through a broad-based education program with a caring and respectful school community.

All parents, guardians, stepparents, family members and friends of jarjum enrolled at HYIS are expected to support and encourage the values of HYIS and are encouraged to read and understand the policies of HYIS (including the PCC).

HYIS believes parents are valuable contributors in our school community and aim to work in partnership with parents in the care and growth of each jarjum. Parents are expected to support the values of HYIS, model appropriate behaviours for their jarjum to learn from, and work with HYIS as it educates and provides support to all jarjum.

Parents can support HYIS and be positive role models by doing the following, for example:

- Comply with HYIS's policies, procedures and directions, and ensure their jarjum do the same.
- Respect (and show their jarjum they respect) HYIS is inclusive and welcomes jarjum from a variety of backgrounds, and with different needs.
- Complete forms and provide permissions in a timely manner when requested to do so by HYIS.
- Encourage their jarjum to actively participate in the HYIS community, including in the many sporting and extra-curricular activities available.
- Be responsive to concerns raised by HYIS about their own jarjum, including being cooperative, providing information and attending meetings when required.
- Keep HYIS informed about a jarjum behavioural or educational needs, including providing updated medical information as it becomes available.
- Keep HYIS informed about a jarjum parenting arrangements, including any court orders that may be in place. Parents should not involve HYIS in parenting disputes or expect HYIS to act as the go-between for estranged parents.
- Recognise the damage gossip can do within a school community, and avoid unconstructive

- commentary, including criticism, uninformed rumour or speculation, with other parents, verbally, social media or by other means (refer to the Social Media Policy).
- Approach the school for clarification if communication or expectations are unclear or unreasonable.

The PCC outlines the way in which HYIS requires parents to conduct themselves when visiting the HYIS campus, participating in school activities and interacting (verbal and non-verbal) with members of our school community and service providers (including jarjum, staff and other parents), and includes consequences for breach.

HYIS have a zero-tolerance policy regarding violence of any kind.

Respectful Behaviours

HYIS expects jarjum to comply with its rules and not engage in behaviour that is harmful to others or is contrary to the ethos and philosophy of HYIS. Parents are expected to support HYIS in relation to its Jarjum Behaviour and Wellbeing Support Framework and not do anything that undermines the school's authority.

HYIS expects parents will behave respectfully at all times towards HYIS's staff (including employees, contractors and volunteers), jarjum and other parents. This applies not only to words used, but also to tone of voice 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 jarjum

HYIS has a duty of care to protect all staff and for this reason, any aggressive or abusive behaviour towards staff will not be tolerated. There is no excuse for school abuse.

Interactions with Staff

HYIS conducts regular meetings between staff and parents at which the jarjum progress can be discussed. There may be other times when a parent or staff member requests a meeting to discuss particular issues that may arise during the course of a jarjum schooling.

If a parent wishes to meet with a staff member, they should make an appointment so that a mutually convenient time can be arranged.

Parents should never attempt to contact a staff member after hours or on their personal mobile phone, personal social media accounts and personal email accounts.

Parents should only make contact with HYIS staff during school hours and school days (unless there is extenuating circumstances). All contact with HYIS staff should be through the school office, staff work email accounts or staff work mobile phones.

Parents also can make an appointment to see the CEO or a member of the Executive team about any particular concerns they may have related to their jarjum.

Parents can model the HYIS value of 'respect' by using appropriate avenues to raise concerns. For example, speaking privately with the staff member concerned, or with the CEO or Head of School. If parents would like to raise a concern, they can do so through HYIS's Complaints policy and procedures. When doing so, parents should observe the general rules of conduct set out in this policy.

Technology and Social Media

The expectations set out in the PCC can also apply to the way a parent uses technology and behaves online.

For example, parents should:

- 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. Parents should ensure that all contact with staff is made via HYIS email accounts and work mobile phones and only during school hours and school days (unless there is extenuating circumstance)
- Not take photos, videos or other recordings of another jarjum without their parent's consent, and not publish information (including personal details, contact information, images and recordings) concerning a staff member, parent, jarjum or other member of the HYIS community online without express consent (refer to the ICT and Social Media Policy).
- Avoid publishing or sharing information which may bring HYIS (or any of its staff, jarjum, parents and other members of HYIS community) into disrepute. This includes where an image or recording shows a jarjum in school uniform behaving inappropriately.
- Not communicate with other jarjum outside of HYIS, including by email or on social media, without prior consent from that jarjum parent.
- Not discuss confidential or sensitive school matters, including in relation to grievances about a particular staff member or jarjum, online, or other means e.g. SMS or messaging.
- Not set up any online website, forum or group which features HYIS's name in its title, or which may suggest it is operated or sanctioned by HYIS.

Extra-curricular

HYIS believes that the success of a jarjum educational journey relies on an engaged and active ecosystem. Therefore, parents are welcome to attend sporting events, school activities, events and performances. Parents should demonstrate and model good behaviours when supporting school teams. In particular, they should not abuse, threaten or otherwise seek to intimidate an umpire, referee, player, or any school representatives, including the opposition.

Staff at HYIS select teams or jarjum to perform special duties based on their professional view of the most appropriate selection at the relevant time. Therefore, it is not appropriate for parents to complain about the inclusion or exclusion of any jarjum, including their own, on a particular team or performance or a particular special role. Parents may respectfully seek clarification if their jarjum has not been chosen but should always be respectful of the hard decisions that sometimes need to be made.

In HYIS's engaged ecosystem, parents are encouraged to volunteer for classroom activities or excursions/incursions. This is on the request of the classroom teacher and must be confirmed by a member of the Executive team. The parent must ensure that they adhere to this policy during their volunteering at HYIS.

Drop off and Pick Up

When dropping off and picking up jarjum from HYIS (or any other sanctioned HYIS drop off/pick up area), parents are expected to be mindful of 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, including:

- adhere to applicable speed limits
- observe all traffic signs
- follow the directions of HYIS staff on duty

- follow the directions of traffic monitors when on duty
- limit the use of car horns (unless indicating imminent danger)
- park legally and safely
- respect our neighbours, including car parking

Local street parking is managed by Ipswich City Council.

Parents must ensure that when they are dropping off or picking up their jarjum or dropping off an item for their jarjum (lunch, books etc) that they avoid lingering on the school grounds for extended periods. A parent onsite for long periods can be disruptive to the flow of school activities and the learning environment.

School Attendance

Jarjum are required by law to attend a prescribed educational program until Grade/Year 10. At HYIS, the school day begins at 8.45am and jarjum are expected to be in their classrooms (or at an organised school activity) at that time.

If a jarjum is unable to attend school, the parent must report the absence to the office by calling or texting the Attendance mobile phone. If a jarjum is expected to be away from school for 3 or more days, the parent must notify the office and provide a medical certificate upon their jarjum return to school.

Arriving Late, Leaving Early

Jarjum are to be in their classroom to commence the day at 8.45am. If a parent knows their jarjum will be arriving late, they must contact the office in advance or before 8.45am. Jarjum are expected to be at school for the whole school day unless other arrangements are made by the parent communicating with the school.

Jarjum should not arrive inside the school gates before 8am each day as they will be unsupervised. Also, parents must ensure that they pick up their jarjum no later than 4pm each day as they will be unsupervised. The responsibility for any jarjum on school grounds outside the hours of 8am and 4pm will be on the parent as HYIS does not have a duty of care outside of these hours.

Jarjum who arrive inside the school gates after 8.45am will be considered late. If a jarjum arrives at the school after 8.45am, they are to go directly to the office and sign in for a late slip. Jarjum who go straight to the classroom will be redirected by the classroom teacher to go back to the office to sign in.

Parents are asked to follow this process to ensure that all jarjum on school grounds is accounted for correctly. This process is to be followed even if the absence/lateness has been previously notified to HYIS (e.g. doctor's appointment).

Incidents of lateness will be communicated through the jarjum academic report each Term. If lateness is consistent, the jarjum records may be raised in the Wellbeing and Executive team meetings for further action.

If a parent needs to take their jarjum out of school earlier than the end of the school day, they are to visit the office and sign their jarjum out. The office will contact the jarjum classroom to notify them that their parent is here to pick them up. Jarjum are not permitted to wait at the office or carpark area for their parents, as they must remain in their classroom.

Leave

It is important that parents communicate with HYIS in relation to their jarjum, including their whereabouts. Parents are required to:

- Give permission for their jarjum to leave school grounds during the day to attend medical and dental appointments. Parents are to notify the office and must sign out their jarjum.
- Except for medial and other emergencies, leave should be sought a minimum of 24 hours in advance. In exceptional circumstances where a parent cannot notify HYIS in advance, HYIS may request a written explanation to justify the absence upon the jarjum return to school.
- In the case of jarjum absence due to illness, the parent is asked to notify HYIS online (via email or Parent Lounge) or via a telephone call to the office. If a jarjum is sick for 3 or more days, the parent is required to provide a medical certificate on the day their jarjum returns to school.

- Applications for extended special leave (3 days or more) during the school Term are to be made in writing to the CEO or Head of School. Full details and reasons are to be provided in the written notification from parents. Acceptance of enrolment at HYIS carries the obligation of full attendance at school. Exemption from attendance for an extended period of leave must be requested well in advance.
- “Wagging” class is a serious breach of HYIS rules. When this occurs, the Wellbeing or Executive team will notify parents and jarjum will receive consequences.

Jarjum Code of Conduct

HYIS has a comprehensive Jarjum Code of Conduct policy which all parents should familiarise themselves with so that they can reinforce the expectations of the school. The Jarjum Code of Conduct policy aims to establish good behaviour management which is essential to each jarjum wellbeing, confidence and success. Every jarjum should feel that the school is safe and secure, free from all threats of physical or emotional harm. It is also important that every jarjum learns to develop self-discipline and good work habits, to resolve conflicts peacefully and to think independently. Therefore, parents should recognise and respect the Jarjum Code of Conduct policy, adhere to and have their jarjum adhere to these requirements, and support the decisions of HYIS. For a full copy of the Jarjum Code of Conduct policy, parents should contact the office.

Personal Electronic Devices Ban

HYIS has a personal electronic devices ban for all jarjum. This includes mobile phones, radios, headphones, ear buds and smart watches. Jarjum who bring personal electronic devices to school must hand their device in every day. Their device will be signed in and stored in a HYIS electronic pouch and kept safe in the office. Each afternoon, jarjum will have their devices returned to them. If parents wish to contact their jarjum during school hours, they can contact the office or send an email to their jarjum. Jarjum can access their emails through the classroom devices under supervision from the classroom teacher. Jarjum found with a personal electronic device during school hours may face in-school consequences action, such as detention or removing of privileges, or more serious consequences such as suspension or exclusion from HYIS.

In Primary school, HYIS does not believe it is necessary or wise for jarjum to have mobile phones or smart watches at school. Parents who are looking to introduce their jarjum to the privilege of having a mobile phone are encouraged to supply “talk-and-text phones” (with no internet access), rather than smart phones. However, jarjum will need to hand these “talk-and-text phones” in at the beginning of every school day.

In Secondary school, jarjum may chooses to bring a phone to school however, they must hand it in at the beginning of every school day. If jarjum choose to keep their phone on them, they are not allowed to use it during lessons. Jarjum should expect that if staff see them on their phones, the staff member will remove the phone from them and the Head of School will store the phone in the electronic pouch in the office.

School Expenses

Unlike other independent schools, HYIS School Board has always maintained a No School Fee approach to support the high quality of education for jarjum and their families. However, to ensure that jarjum receive the resources, materials, facilities, equipment required and employment of high-quality staff in their educational journey, HYIS may charge:

- one-off fees (e.g. Resource Fee and Enrolment Fee)
- parent contribution to excursions, camps, other extracurricular activities and special uniforms (e.g. Senior’s jersey).

To continue the enrolment of jarjum at HYIS, parents must pay fees in full by the due date. HYIS has various payment options including CentrePay, BPay, Direct Debit and cash. HYIS also offers discounts to large families and will support parents to access scholarships like QATSIF. If parents are experiencing financial hardship, they should take their concerns to the CEO who has the delegated authority to make decisions to support families in crisis.

HYIS appreciates that changing family circumstances will sometimes require that a jarjum transfer to another school. Fees will be payable for the whole of Term in which the enrolment is terminated, except in cases where the CEO determines exceptional circumstances.

On occasions where parents fail to pay their account, do not respond to reminder notices and do not contact the school to make alternative arrangements, HYIS is reluctantly forced to consider cancelling their jarjum enrolment and engaging services with a debt collection agency. Parents should note, referral to this type of service may involve the instigation of legal action which could result in affecting the parents credit rating. Any fees incurred by HYIS in collecting the outstanding fees (including fees for dishonoured cheques or debt collection services) will be passed on to the parent concerned.

As outlined in HYIS's Cancellation of Enrolment policy and Jarjum Behaviour and Wellbeing Support Framework, any deliberate damage caused by jarjum to HYIS resources, facilities and equipment will be charged to the parent's account.

Damages to/or loss of HYIS resources

HYIS accepts no liability in the event of loss, theft or damage to any personal items a jarjum may bring to school unless it can be established that the loss, theft or damage resulted from the school's negligence.

To ensure that jarjum receive the highest quality education, HYIS tries to remove all barriers to learning by providing resources, materials, facilities and equipment. To maintain this high standard of resources and in abiding by HYIS RESPECTS Principles for respecting community and Country, jarjum must ensure that they do not deliberately or wilfully damage or graffiti HYIS resources including teaching materials, laptops, sporting equipment, facilities and property.

If a jarjum is found to have deliberately or wilfully damaged or graffitied HYIS resources, the consequences will align with HYIS Jarjum Behaviour and Wellbeing Support Framework. Additionally, the cost of returning the item to its original condition will be passed onto the jarjum parent account. This may also apply to loss of HYIS property such as laptops.

Bus Service

HYIS provides a free bus service for jarjum within a designated area. If parents would like their jarjum to use this service, they must register their jarjum with the school office. Any changes to jarjum travel must be authorized by the parent, for example if a jarjum needs to catch a different bus or hop on/off from a different stop.

Jarjum are expected to behave appropriately on HYIS Bus Company services as they would on HYIS grounds. If a jarjum has been found to have behaved inappropriately on the Bus Company services, the same consequences as that in a classroom will apply including exclusion from the Bus Company service and/or suspension or cancellation of enrolment.

Visiting HYIS Grounds, Activities and Events

Parents must respect HYIS's risk-management procedures when visiting HYIS grounds. Parents should immediately proceed to the office upon arrival at HYIS to sign in and should only enter a classroom or other student environment when invited to do so by a staff member. Parents do not have to sign in at the office in the instances below but must still attend the office to notify the staff that they are there to:

- attend an activity or event to which all members of HYIS school community have been invited
- visit HYIS uniform shop
- collect a jarjum from school
- drop off resources their jarjum may need.

If a parent is dropping off or picking up their jarjum or dropping off resources to their jarjum, they must not linger at the school for long periods beyond the time required to notify staff at the office of their reason for the visit. Having parents without permission within the school can disrupt the flow of school activities and can make their jarjum or other jarjum unsettled. It is not appropriate for parents to linger in stairways or other secluded parts of the school. Failure to leave HYIS promptly can result in a breach of this policy.

When visiting HYIS, or attending school activities and events, parents should model appropriate and respectful behaviours.

- Demonstrate good conduct and fair play when attending HYIS's art, drama and sporting events
- Comply with applicable WH&S and risk-management procedures
- Comply with any reasonable directions given by HYIS's staff or representative
- Show appropriate care and regard for the property of HYIS and other people's property. Any damage should be promptly reported to HYIS.
- Dress appropriately for the occasion
- Not be under the influence of drugs or alcohol
- Refrain from actions and behaviour that constitutes bullying, threatening, verbal or physical intimidation, harassment, discrimination or vilification of any kind
- Refrain from offensive, insulting or derogatory language or conduct
- Not smoke on school grounds or within 5 metres of any entrance (*Tobacco and E-Cigarette Products Act 1997*)
- Not possess alcohol on school grounds
- Never possess illicit drugs on school grounds

Should any of the above occur on school premises or school sanctioned activities and events, HYIS may feel it necessary to take action.

Ethical Conduct and Communication with Others

Parents play a key role in the education of their jarjum and should act in the best interest of all jarjum, their families, staff, and HYIS school community. HYIS celebrates diversity and is an inclusive community that respects the rights, beliefs and practices of individuals and their families. Therefore:

- Treat all staff and others professionally, fairly, honestly, with respect and dignity
- Refrain from taking a photo or video recording of another jarjum or parent without their consent
- Refrain from posting a photo or video recording of another parent/adult on social media without obtaining consent from individual beforehand
- Refrain from posting a photo or video recording of another jarjum on social media without obtaining consent from the jarjum parent beforehand
- Refrain from disclosing the personal details of a jarjum or parent to another person without consent
- Refer any concerns with another jarjum to a staff member and not reprimand the jarjum directly
- Refrain from sending abusive or threatening emails or text/voicemail/phone messages or other written communications (including social media) to anyone within HYIS school community.
- Refrain from using defamatory, offensive or derogatory comments regarding HYIS or any of the jarjum, parents, staff, volunteers at HYIS, or HYIS services on social media or other electronic platforms

Separated Parents

Where jarjum have parents who are separated or divorced, parents should not attempt to involve HYIS in any parental dispute that may arise. HYIS is not able to make judgements on the merits of claims made by one parent against another and should not be asked to do so. Nor should HYIS be asked to take any action that would or is designed to disadvantage one party.

HYIS will, observe any orders made by a Court in relation to a jarjum or communications with parents. HYIS staff will include both parents in correspondence and provide equal access to information about their jarjum (e.g. parent-teacher interviews) unless directed otherwise by a court order.

Independent Students

If a jarjum turns 18 years old while enrolled in school or moves away from their primary residence without their parent, the parent must notify the office. However, HYIS cannot take action unless evidence

is received that the jarjum is an independent student. This includes evidence from Centrelink to show the jarjum is receiving an independent income or review of their birth certificate on their school file to show that they have turned 18 years old.

In accordance with HYIS's Independent Student policy, once evidence is received, HYIS will be able to remove the parent from the jarjum account and the parent will not be liable for any future school expenses. Likewise, the parent will not be able to access any records of their jarjum without the jarjum prior approval. HYIS will communicate directly with the jarjum and refer to them for any decisions relating to their educational needs.

RESPONSIBILITIES

HYIS School Board is responsible for endorsing the Parent/Caregiver Code of Conduct (PCC) and is the body to which any appeal against sanctions applied for breaches of the PCC is directed.

The **CEO** is responsible for:

- Ensuring all parents, staff, volunteers, jarjum and visitors are aware of this policy upon arrival, employment and enrolment
- Maintaining currency and relevancy of the PCC policy
- Implementing the standards of conduct as set out in this policy

Staff members are responsible for:

- Respecting individual needs, cultural practices and beliefs of families in all interactions, both verbal and non-verbal
- Working with colleagues and parents to provide an environment that encourages positive interactions and supports constructive feedback
- Providing guidance to parents and volunteers through positive role modelling and when appropriate, clear and respectful directions

Parents are responsible for supporting the efforts of HYIS in maintaining a safe, orderly and respectful learning environment for all jarjum, staff and parents. Parents fulfil this responsibility routinely when they:

- Show an active but positive interest in their jarjum schoolwork and progress
- Communicate regularly with HYIS
- Ensure their jarjum is appropriately dressed for school or school activities and events
- Ensure their jarjum is prepared for school on a daily basis
- Promptly report to HYIS their jarjum absence
- Ensure all other persons (such as grandparents, older siblings, babysitters) who interact with HYIS are aware of and adhere to the PCC
- Work with HYIS in dealing with disciplinary issues involving their jarjum

Members of the wider school community are expected to respect and uphold the PCC in all contacts with HYIS, whether onsite or at school functions or events off site.

Any school community member who invites a relative, friend, supporter, carer or other person (adult or jarjum) to be present at any school related function or activity at any location, must be responsible for that person and must ensure they always act in a manner consistent with the PCC.

Raising Concerns

HYIS is committed to the education and wellbeing of each jarjum. It is therefore critical that parents can raise genuine concerns and grievances they may have about such matters in an appropriate, constructive and respectful forum.

HYIS's complaints handling process are set out in the Complaints policy and procedures. This policy sets out how concerns and grievances may be raised with HYIS, with whom they should be raised, and how HYIS will deal with these in a respectful and timely manner.

Parents with concerns and grievances should consult the policy in full which is available at the office. General steps are outlined below:

- Parents should not communicate with another jarjum about an issue concerning their own jarjum
- Parents must not attempt to discipline a jarjum who is not their jarjum and should not raise their voice or be aggressive or hostile when communicating (verbally or non-verbally) with another family's jarjum. The possible exception to the discipline of another jarjum being if a parent is managing a group/team of jarjum e.g. sport carnival, that is a HYIS sanctioned event or activity and the parent is attending in an approved volunteering capacity.
- Parents should raise their concerns with their jarjum teacher in the first instance, if there be an issue with another jarjum or parent or the school's services. 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 HYIS Executive team, CEO or Board (as set out in the Complaints policy).
- Parents should arrange a face-to-face meeting to discuss concerns and grievances, rather than relying on email or other written communications. This is because written communications do not take into account tone or nuances.
- Parents should clearly set out their concerns and grievances, and what they would practically like to see happen (face to face or written)
- Parents should appreciate while HYIS 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). HYIS's Complaints policy and procedure offers details of the expected timeframes in which the school will respond to complaints.
- Parents should respect HYIS employs experienced educators and other professionals who are well-trained in making academic, disciplinary, extracurricular, and pastoral and wellbeing decisions. Parents must understand that while HYIS will always consider the interests of the parent's jarjum, HYIS must ultimately make decisions that take into account the interests of all jarjum (and others who may be affected by HYIS's decisions and the laws that govern the school).
- Parents should recognise that just as HYIS will seek to respect each jarjum privacy, HYIS will also respect the privacy of other members of the HYIS school community. This means there are limits to what information HYIS will share with a parent when issues arise. This does not mean HYIS is not taking an issue or situation seriously.
- HYIS respects a parent's rights to invoke formal grievance-resolution procedures. Parents who refuse to engage in constructive processes that may resolve their grievances, or who choose to publicly air grievances about HYIS, and in particular, about staff or jarjum, on social media or public forum are in breach of this policy.
- Parents who are persistently dissatisfied with HYIS services or staff, continuously raise unrealistic concerns or expectations about HYIS and/or make consistent complaints will be asked if HYIS is the right fit for them and their jarjum. This may take on a form of mediation or may lead to enrolment cancellation by the school if the relationship between the parent and HYIS is no longer feasible.
- Parents must understand that under the law, it is the parent's responsibility to ensure that their jarjum receives an education until Grade/Year 10 and HYIS is just an option for education. If a parent is dissatisfied with HYIS services or staff, it is their prerogative to remove their jarjum from HYIS and choose another option for the education of their jarjum.

Consequences of a Breach of the Code of Conduct

The CEO will have absolute discretion for deciding how to best respond to concerns about a parent's compliance with the PCC.

Where the CEO considers a parent has breached the PCC, the CEO may implement one or more of the following consequences (not necessarily in any particular order i.e. steps may be skipped and not an exhaustive list):

- A request seeking the relevant conduct immediately cease.
- A written warning
- A parent being banned from HYIS grounds, either for a particular period of time or permanently
- A parent being excluded from school activities or events. If this step occurs and the parent responsible is the sole parent of the jarjum, this could put the enrolment of that jarjum in jeopardy as the school requires a suitable person to communicate with.
- A requirement a parent, or another relevant person, only communicate with a nominated school representative
- Termination of the enrolment of a parent's jarjum

Taking a Stance

All members of the HYIS school community are empowered to take steps to protect their own health and wellbeing. If anyone in the HYIS school community feels a parent is being inappropriate, they are encouraged to indicate this and ask, in a respectful manner, that it stop. If it does not, or if a person feels 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 or remove the jarjum from the vicinity, at the point of risk, as per the Jarjum Behaviour and Wellbeing Support Framework.

Right of Appeal

A 'right of appeal' will apply to any decision made by the CEO under the PCC and within the guidelines of HYIS's Complaints policy. The PCC has been approved by HYIS Board and is supplemented by policies, procedures and guidelines developed by HYIS Board and HYIS Executive team.

RELATED DOCUMENTS

Bullying and Harassment policy
Child Protection policies
Equal Employment Opportunity policy
ICT and Social Media policy
Complaints policy and procedures
Workplace Health & Safety policies
Code of Conduct policies (Staff, Jarjum)
HYIS Constitution
Whistleblower policy
Confidentiality policy
Access to information policy
Jarjum Behaviour and Wellbeing Support Framework
[Education \(Accreditation of Non-State Schools\) Regulation 2017 \(Qld\)](#)
[Fair Work Act 2009 \(Cth\)](#)
[Work Health and Safety Act 2011 \(Qld\)](#)
[Privacy Act 1988 \(Cth\)](#)
[Anti-Discrimination Act 1991 \(Qld\)](#)
[Australian Human Rights Commission Act 1986 \(Cth\)](#)
[Sex Discrimination Act 1984 \(Cth\)](#)
[Age Discrimination Act 2004 \(Cth\)](#)
[Disability Discrimination Act 1992 \(Cth\)](#)
[Racial Discrimination Act 1975 \(Cth\)](#)

