IONA
COLLEGE

Parent Code of Conduct

COM-PAR-001

PARENT CODE OF CONDUCT

1. WE ARE IONIAN, OUR VALUES & COMMITMENTS

We are Ionian – 'I Contribute', 'I Belong' and 'I help shape who we become'.

Iona College, founded in the Oblate tradition, is guided by the charism of St Eugene de Mazenod OMI, who calls us to "learn who we are in the eyes of God." This understanding affirms the inherent dignity of every person and provides the foundation for the College's professional expectations, governance structures and policy frameworks.

As a Catholic workplace, Iona College upholds the belief that all people are created in the image and likeness of God. This principle informs the standards of conduct, decision making and professional practice expected of all individuals who engage with or represent the College in any capacity. College policies outline the responsibilities, processes and behaviours required to promote a safe, respectful and accountable environment.

Iona College is committed to providing a culturally safe, inclusive and nurturing learning environment where the safety, wellbeing, dignity and rights of every child are central to all our decision making.

As a Catholic School in the Oblate Tradition, our commitment to child safety is grounded in respect for the inherent dignity of each person and our responsibility to care for all children.

A child safe culture is central to the mission, governance, leadership and culture of Iona College and is a shared responsibility of all staff, volunteers, contractors and members of the College community, including parents and carers.

Iona College explicitly upholds the Universal Principle, which recognises that an organisation cannot be child safe if it is not culturally safe. The College acknowledges that cultural safety is fundamental to child safety, particularly for First Nations children, and that safeguarding cannot be achieved without respect for culture, identity, voice and lived experience.

2. PURPOSE

St Eugene de Mazenod OMI, through the Oblate charism invited us all to "Learn who we are in the eyes of God". This invitation hopefully leads to a discovery of a God-given dignity that has great responsibilities and hopes to promote healthy and life-giving relationships.

As a Catholic college in the Oblate tradition, we believe that all human beings are created in the image and likeness of God. As a result of that understanding we believe that each of us has a fundamental human dignity.

As a school, that human dignity needs to be recognised, modelled and taught through the way we interact with one another. College policies and procedures, in part, exist to help us ensure that we treat each other with respect and dignity.

At Iona College respectful relationships are fundamental to our culture.

In our mission to form young people who are inspired to grow into their potential to live, learn, lead and serve we rely on a collaboration and partnership with students' families.

3. SCOPE

In developing this Code, the College recognises that parents, are the primary educators of and, ultimately want the best for their children.

To ensure this collaboration and partnership, this Code of Conduct outlines the College's expectations for a students' parents, step-parents, foster parents, guardians, grandparents, extended family members such as uncles and aunts and carers (for ease of reference collectively referred to as parents in this Code of Conduct).

It is understood that, from time-to-time parents may invite relatives, friends, supporters or other persons to be present at College events and in such circumstances are responsible to ensure that the person or persons act in a manner which is consistent with the College standards.

4. POLICY STATEMENT

The College recognises that when parents engage positively in their children's education that children are more likely to perform better. However, the College also expects parents to recognise that it must ultimately balance the interests of all of the College's stakeholders (including not only students and parents, but also the College's staff which includes volunteers, coaches, managers, conductors and others) and their right to a safe working environment.

This Code does not attempt to provide a detailed and exhaustive list of what to do in every aspect of a parent's interactions with the College and the College community. Instead, it sets out general expectations. As such, this Code is intended to be practical guide to appropriate behaviours for parents in order to successfully form our young people into authentic, grounded, respectful adults.

5. ROLES & RESPONSIBILITIES

5.1 Summary of Expectations

In summary, the five key expectations of parents expanded on in the following pages are as follows:

I. Support the educational ethos and values of the College.

Parents are expected to visibly support the educational ethos and values of the College, and role model responsible and safe behaviours for their children and others in the community to learn from.

II. Behave respectfully towards members of our community.

Parents should behave respectfully at all times towards the College's staff (including employees, contractors and volunteers), students and other parents.

III. Use technology and social media appropriately.

Parents are expected to be respectful in their communication with others, be mindful of privacy and safety in publishing information online, and ensure confidential information is not shared without permission.

IV. Be a responsible visitor and participant.

Parents must respect the College's risk-management procedures when visiting the College and attending College activities and events off-campus.

V. Raise complaints appropriately and productively.

Parents should raise genuine complaints directly with the College in an appropriate, constructive and respectful forum.

5.2 Expectations in Detail

Support the educational ethos and values of the College.

Parents are expected to support the educational ethos and values of the College, model appropriate behaviours for their children to learn from, and work with the College as it educates and provides pastoral support to all students.

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

a) Support and promote the College's commitment to child safety and cultural safety, including the safety, wellbeing and cultural safety of Aboriginal and Torres Strait Islander children and young people.

b) Comply with the College's codes of conduct, directions, policies, procedures, rules and regulations, and ensure their children do the same.

c) Respect (and show to their children that they respect) that the College is inclusive and welcomes students from a variety of backgrounds, and with different needs.

d) Respond to College communications (e.g. by completing forms and providing permissions in a timely manner) when requested to do so by the College.

e) Encourage their children to actively participate in the life of the College, including in the classroom and the many sporting and co-curricular activities available (noting that some co-curricular activities will be compulsory).

f) Support the College's commitment to developing a student's initiative, independence and sense of responsibility for their own lives and actions.

g) Support the College's approach to student behavioural concerns, which can include a range of outcomes (including those which are educational, pastoral or disciplinary in nature).

h) Be responsive to concerns raised by the College about their own child, including by being cooperative, providing information, and attending meetings when required.

i) Raise complaints directly with the College, and in a timely manner which allows the College to address the complaint.

j) Support the College's student protection and child safeguarding obligations, including the Reportable Conduct Scheme, by raising any concern about harm, abuse, inappropriate conduct, reportable conduct or a reportable conviction involving a College worker directly with the College as soon as possible.

k) Keep the College informed about a child's needs (including but not limited to their behavioural, educational, personal, and physical or mental health needs). This includes providing updated medical information, family developments and other like information as it becomes available. However, parents need to also appreciate that while the College will take into account any new information, and comply with its legal obligations, the College cannot necessarily accommodate every need.

l) Keep the College informed about a child's parenting arrangements, including any court orders that may be in place. However, parents should not involve the College in parenting disputes, or expect the College to act as the go-between for parents.

m) Recognise the damage that gossip can do within a College community, and avoid unconstructive commentary (including criticism, uninformed rumour or speculation) with other parents or students, including on social media.

Parents are expected to be a role model for responsible and safe behaviours. This includes ensuring the health and safety of all members of our College community (including staff, students, parents and alumni) and the wider community. Parents are expected to ensure that other individuals involved in their child's life, such as other relatives and carers, also comply with this Code.

5.3 Behave respectfully towards members of our community.

The College expects that parents will behave respectfully at all times towards other members of the College community. This applies not only to words used, but also to tone and body language, and similar expectations are embedded in the College's codes of conduct for staff and students.

"Respect" is intentionally a broad concept.

The following is a non-exhaustive list of behaviours that are not respectful:

a) Rude or insulting behaviour, including passive-aggressive, intimidating or derogatory language.

b) Bullying, intimidation, discrimination, sexual harassment, victimisation and child abuse. Please note that in addition to being a breach of this Code, such behaviour may also be unlawful and College staff may be legally required to report to relevant authorities.

c) Respect the confidentiality and integrity of any student protection, complaint, investigation or Reportable Conduct Scheme process, and avoid behaviour that could compromise the safety, wellbeing or privacy of any student, staff member, volunteer, contractor or other member of the College community.

d) Actual or threatened aggression (verbal or non-verbal) or violence.

e) Behaviour that causes a risk to a person's health, safety and wellbeing.

f) Defamatory or disrespectful comments.

g) Gossip, rumour, and innuendo.

h) Inappropriately raising one's voice, or using offensive language or actions, while communicating.

i) Age-inappropriate language when communicating with or about children (including rude and disrespectful language).

j) Vexatious complaints.

5.4 Use technology and social media appropriately.

The expectations set out in this Code can also apply to the way a parent uses technology and behaves online. For example, parents should:

a) Respect a staff member's professional and personal boundaries, by not using their personal online presence to raise College matters (or otherwise engage in disrespectful behaviour).

b) Not take photos, videos or other recordings of a staff member or parent without their consent, or of a 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 College community online without express consent.

c) Avoid publishing information which may bring the College (or any of its staff, students, parents and other members of the College community) into disrepute. This may include an image or recording which shows a student in College uniform, or a member of the College community at the College or at a College activity or event, behaving inappropriately.

d) Not communicate with students from another family outside of the College, including by email or on social media, without prior consent from that student's parent(s).

e) Not discuss confidential or sensitive College matters, including in relation to complaints about a particular staff member or student, online.

f) Not publish, circulate or comment on information about a student protection concern, reportable allegation, reportable conviction, investigation or related matter, except through appropriate College channels or where required by law.

g) Obtain express permission to use the College's name or insignia in the title of any online website, forum or group, or printed or online publication. In addition, no suggestion should be made that any such platform or material is operated or sanctioned by the College.

5.5 Be a responsible visitor and participant.

Parents must respect the College's risk-management procedures when visiting the College. Parents should immediately proceed to Reception upon arrival to sign in, unless there are other prior arrangements in place, 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 College only to:

a) Attend an activity or event to which all members of the College community have been invited.

b) Visit the College uniform shop.

c) Visit the College Chapel for morning Mass.

d) Drop-off or collect a child from College outside of College operating hours.

When visiting the College, or attending College activities and events, parents should model appropriate and respectful behaviours, and uphold the College's values; this includes:

a) Demonstrating good sporting conduct and fair play when attending the College's art, drama and sporting events.

b) Complying with applicable occupation, student and workplace health and safety and risk-management procedures.

c) Complying with any reasonable directions given by the College's staff.

d) Showing appropriate care and regard for the property of the College and others. Any damage should be promptly reported to the College.

e) Dressing appropriately for the occasion.

f) Not being under the influence of illicit drugs or alcohol (and otherwise not engaging in the possession, sale or supply of the same at the College).

g) Consuming alcohol responsibly.

h) Behaving lawfully on College grounds whether at events hosted by or connected to the College, whether conducted on site or otherwise.

i) Ensuring that physical contact with students is appropriate given the age of, and relationship with, the student.

j) Respecting the College's property and the property of other members of the College community (including staff, students and parents).

When dropping off and picking up students from the College, parents are expected to ensure the health and safety of all members of our College community, as well as the wider community, at all times.

Parents must comply with all traffic rules and any College 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 must also comply with any government issued health orders or directions in response to the COVID-19 pandemic. This includes adhering to vaccination, social distancing and face mask requirements.

5.6 Raise complaints appropriately and productively.

The College is committed to the education and wellbeing of each student. It is therefore critical that parents are able to raise genuine complaints they may have about such matters in an appropriate, constructive and respectful forum.

Parents with complaints need to raise them appropriately with the College as soon as possible. In general, following the principles outlined below:

a) Parents should take care with volume, tone and vocabulary when communicating with another family's child.

b) Parents should not communicate with another student about an issue concerning their own child. In particular, parents should refrain from any attempt to discipline a student who is not their child, unless they are attempting to restrain a student from causing a risk to themselves or others.

c) Parents should raise their complaint with their child's teacher, coach, manager or conductor in the first instance. More serious concerns or complaints, including where a parent is dissatisfied with a teacher's response to a complaint, may be raised with the appropriate member of the College (as set out in the policy).

d) Where a concern relates to harm, abuse, inappropriate conduct, reportable conduct or a reportable conviction involving a College worker, parents should notify the Principal, a Student Protection Contact or the Student Protection Delegate as soon as possible, rather than managing the matter informally or through social media or other public forums.

e) Parents should not investigate student protection or Reportable Conduct Scheme concerns themselves, approach or contact a person alleged to have caused harm, or share information more broadly than necessary. This supports student safety, procedural fairness, confidentiality and the integrity of any required reporting or investigation process.

f) Where possible parents should arrange a face-to-face meeting to discuss their complaint, rather than relying on email or other written communications.

g) Parents should clearly identify their complaint, and what they would practically like to see happen. If there is more than one issue or problem, parents should write a list so that they are adequately prepared and then decide which issues or problems matter most.

h) Parents should appreciate that while the College is committed to dealing with their complaint in a timely manner, it will not always be practicable for staff to provide an immediate acknowledgement or response (particularly where a concern or complaint is sent by email).

i) Parents should respect that the College employs qualified educators and other professionals who are well-trained in making academic, disciplinary, co-curricular, pastoral and wellbeing decisions every day. Please understand that while the College will always take into account the interests of the parent's child, the College must ultimately make decisions that take into account the interests of all students (and others who may be affected by the College's decisions).

j) Parents should recognise that just as the College will seek to respect each student's privacy, the College will also respect the privacy of other members of the College community. This means there are limits to what information the College will share with a parent when issues arise. This does not mean that the College is not taking an issue or situation seriously, or hiding information from a parent.

k) If a parent is not satisfied with the College's response to a complaint, a College policy may provide a parent with a right to request an internal review of the College's decision. Alternatively, an external body, court or tribunal may be able to deal with the issue. The College respects a parent's right to invoke any formal complaint-resolution procedures which may exist. However, parents who refuse to engage in constructive processes that may resolve their complaint, or who choose to publicly air their complaints about the College (and especially about staff or students) on social media, are likely to find the enrolment of their child/ren may be cancelled.

6. BREACHES OF THE CODE OF CONDUCT

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

Where a concern raised under this Code may involve student protection, reportable conduct, a reportable allegation or a reportable conviction, the matter will be managed in accordance with the College's Student Protection Processes and any applicable legal reporting obligations, including obligations under the Queensland Reportable Conduct Scheme.

Where the Principal considers that a parent has breached this Code, the Principal may implement one or more of the following consequences (and not necessarily in any particular order):

1. A request that the relevant conduct immediately cease.
2. A written warning.
3. A parent (or another relevant person) being banned from the College grounds, either for a particular period of time or permanently.
4. A parent (or another relevant person) being excluded from College activities or events.
5. A requirement that a parent (or another relevant person) only communicate with a nominated College representative.
6. Termination of the enrolment of a parent's child/(ren).

Staff and volunteers are empowered to take steps to protect their own health, safety 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 immediately concluding a meeting or phone call, or requiring that a parent immediately leave the College grounds (or a College activity or event).

7. INFORMTION & DOCUMENT CONTROL

Issue Date	16 / 07 / 2026	**Review Date**	02 / 03/ 2028
Document number	COM-PAR-001	**Version**	2.1
Authorised by	Principal/CEO	**Owner**	Deputy Principal

8. AMENDMENTS

Version	Details of the changes made	Section	Date	Author
2	Minor updates, updating and formatting for new template.	All	02/03/26	Risk & Compliance Manager
2.1	Included commitments to "Child Safety" and "Universal Principle". Added references to the Reportable Conduct Scheme and parent expectations for reporting, confidentiality and non-interference with student protection matters.	Section 1, Section 5 and Section 6	16/07/26	Risk & Compliance Manager