SUMMERLAND CHRISTIAN COLLEGE

Parent and Families Code of Conduct

Reviewed By	Completion Date	Next Review
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1. Introduction

At Summerland Christian College, we know families are seeking more than academic outcomes. Parents want their children to belong to a community that is safe, encouraging, values driven, and deeply committed to helping young people flourish. Maintaining that kind of culture requires partnership, trust, and shared expectations.

Our College community is founded on Christ centred values of respect, integrity, kindness, and responsibility. Parents and families play a vital role in nurturing these values and partnering with staff to support students' wellbeing, belonging, and holistic development. Students, staff, and parents all share responsibility for contributing to a safe, supportive, and thriving environment where young people can flourish.

This Code of Conduct sets out the expectations for parents, caregivers, and family members, while also providing guidance for engaging constructively with the College and one another. It exists to help make clear the behaviours, attitudes, and expectations that protect and strengthen the positive, respectful, and Christ centred community that families value at SCC.

The College is responsible for establishing and administering the policies, procedures, and rules that govern the day to day operation of the College. Positive partnerships between families and the College are strengthened when these roles are understood, respected, and approached in a spirit of cooperation and goodwill.

2. Scope

This Code applies to all parents, caregivers, and family members of enrolled students, and to any guests they bring onto school grounds or to school events.

Adherence to this Code is a condition of enrolment and continued enrolment at the College.

Parents are expected to ensure that extended family members or visitors associated with their child also comply with this Code when attending school events or visiting the College.

3. Guiding Principles

Parents and families are important partners in the life of the College. Our community is shaped by Christian values which guide how we relate to one another.

Parents and families are expected to demonstrate behaviours consistent with the Christian ethos of the College, including respect, humility, patience, honesty, and kindness.

This includes:

- speaking respectfully to staff, students, and other families
- approaching concerns in a spirit of cooperation and goodwill
- seeking understanding before forming conclusions
- modelling self control and gracious communication
- supporting the wellbeing and dignity of others.

Scripture encourages believers to “be completely humble and gentle, be patient, bearing with one another in love” (Ephesians 4:2–3) and to “love your neighbour as yourself” (Matthew 22:39). These principles guide how members of the College community interact, particularly when addressing concerns or disagreements.

Parents play an important role in modelling respectful behaviour for students and helping maintain a culture of trust, cooperation, and unity within the school community.

4. Partnership in Learning

Parents and families are expected to:

- show interest in their child’s learning, progress, and wellbeing
- support homework, assignments, attendance, and preparation for assessments
- provide required uniform, textbooks, and equipment in good condition
- respect and support the professional judgement of staff and the school’s decisions
- encourage participation in compulsory school programs, assemblies, sport, excursions, camps, and other events integral to the curriculum.

Students benefit most when parents and the College work together in a spirit of mutual respect and trust.

Guidance for Engaging with the College

The College conducts scheduled meetings with parents to discuss student progress, and additional meetings may be arranged as needed.

Parents should make appointments to meet with staff or the Principal at a mutually convenient time.

Staff should not be contacted at their homes or through private personal contact details unless this has been specifically invited by the staff member.

If parents have concerns about staff, they should raise them respectfully with the staff member concerned, with the relevant Head of School or with the Principal, observing the expectations of this Code of Conduct.

Aggressive, abusive, or intimidating behaviour towards staff will not be tolerated.

5. Conduct and Communication

Parents and families are expected to:

- interact respectfully, courteously, and honestly with staff, students, and other parents.
- direct concerns through appropriate channels rather than public forums or social media.
- arrange meetings through the College office rather than contacting staff at personal addresses.
- refrain from aggressive, intimidating, abusive, or confrontational behaviour.
- regularly check the school's parent portal, bulletin, and other communications to stay informed.

Parents must not disseminate inaccurate, misleading, or defamatory information about the College, its staff, students, or families.

Communication Guidance

Formal communications include:

- parent teacher interviews
- student diaries
- scheduled meetings
- information evenings

Informal communications include:

- newsletters (bulletin)
- emails
- website updates
- information sent via students.

For curriculum or academic questions, parents should contact the relevant teacher, Head of Faculty, or Curriculum Leader.

For pastoral matters, parents should contact the Stage Leader or relevant Primary Leader.

If dissatisfied with a staff response, parents may request an appointment with the Head of Department, Deputy Principal, or Principal.

6. Use of Social Media and Photography

Appropriate Use of Social Media

Parents and families must:

- not use social media to criticise, misrepresent, or disparage the College, staff, students, or other families
- not use social media to harass, bully, or intimidate members of the school community
- raise concerns directly with the College rather than posting publicly online.

Parents must not post or distribute material that may damage the reputation, wellbeing, or safety of members of the school community.

Photography and Recording at College Events

Parents and families must:

- only photograph or video their own child during school events unless explicit written permission has been granted through College processes
- not share photos or videos including others publicly or on social media without consent
- not photograph, video, or record during class time or on campus without authorisation.

Secret or unauthorised recording of staff or students is not permitted.

7. Safety and Wellbeing

Parents and families are expected to:

- follow College safety and security procedures, including signing in and wearing visitor identification

- not approach or discipline other students, all concerns must be referred to staff
- not approach other families to resolve College based matters, these must be referred to staff
- ensure children only make contact with them during school hours via the College office except in emergencies
- notify the College promptly of any special needs, medical, physical, or psychological conditions affecting their child.

Prohibited on school premises and at school events

(unless authorised by the Principal)

- weapons or dangerous items including imitation weapons
- alcohol, cigarettes, e cigarettes, or illegal substances
- pornographic, violent, or offensive material
- animals except approved service animals or authorised cases.

Parents must not attend the school or school events while under the influence of alcohol, drugs, or other prohibited substances.

8. Sport and Extra Curricular Events

Parents and families are expected to:

- encourage participation, enjoyment, and effort over competition
- respect the decisions of staff, referees, and officials
- model positive support and encouragement for all students
- refrain from abusive or intimidating behaviour towards referees, players, or staff.

Parents must not attempt to direct team selection decisions or interfere with coaching staff.

9. Family Circumstances

Separated or divorced parents must not involve the College in personal disputes.

The College is not able to make judgements on disputes between parents and should not be asked to take sides in such matters.

The College will comply with any court orders relating to the student. Parents are responsible for providing up to date copies of relevant orders.

10. Emergencies

Parents should normally not communicate directly with children during school hours.

In emergencies, parents should contact the school office, and staff will facilitate communication between parent and child.

11. Complaints

Concerns or complaints should first be addressed respectfully with the relevant staff member or the Principal.

Where concerns remain unresolved, parents may lodge a formal complaint in accordance with the College's Complaints Handling Policy.

The College will address complaints in accordance with its policies and procedural fairness processes.

Constructive Engagement and Repeated Concerns

The College welcomes respectful feedback and concerns raised in good faith. Constructive engagement helps the College respond appropriately and maintain a strong partnership with families.

However, concerns may become difficult to manage where communication is:

- repetitive or persistent after the matter has been addressed
- based on incomplete or inaccurate information
- conducted in an aggressive or unreasonable manner
- directed to multiple staff members simultaneously in ways that disrupt the work of the College.

Where this occurs, the College may determine reasonable limits on communication, including:

- directing communication through a single staff member
- limiting the frequency or format of communication

• requiring concerns to be raised through formal processes.

Temporary Pause in Engagement

In some situations, the College may temporarily pause engagement on a matter while it gathers information, conducts an investigation, or seeks appropriate advice.

During this time the College may advise parents that communication regarding the matter will resume once the relevant review process has been completed. This approach helps ensure concerns are addressed carefully, fairly, and without unnecessary escalation.

12. Breaches of the Code

The College seeks to address concerns and breaches of this Code through respectful dialogue, education, and restorative processes wherever possible.

All matters will be managed with fairness, procedural integrity, and due process, with the aim of maintaining trust, wellbeing, and positive relationships within the school community.

Failure to follow this Code may result in:

• restricted access to staff, facilities, or communication channels

• suspension from school premises or events

• termination of a student's enrolment following due process.

These actions may occur where behaviour damages the wellbeing of students or staff, disrupts the functioning of the College, or undermines the relationship of trust and cooperation required between families and the College.

13. Review

This Code will be reviewed regularly to ensure it continues to reflect the values and needs of the College community.

We are grateful for the partnership we share with families and recognise the vital role parents and caregivers play in the life of the College. When schools and families work together with trust, grace, and mutual respect, students thrive. Our hope is that this Code not only provides clarity around expectations, but also strengthens the strong sense of community, belonging, and shared purpose that makes SCC such a special place