NEGS

PARENT/CAREGIVER CODE OF CONDUCT

Category	Code of Conduct
Intended Audience	All staff and families
Date of Issue	-
Last Update	July 2026
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Author(s)	Principal
Pages	2
Implementation support documents	• Complaints Handling Policy and Procedure
Related Information	• Behaviour Management Policy • Student Code of Behaviour • Code of Conduct - Sport • Student Media Consent Policy and Procedure
Authorised by	NEGS Board

Rationale

This Code has been developed so that parents and those with parental responsibilities are aware of and meet the School's expectations with regard to their interaction with the School, its teachers, other parents and students. Adherence to this Code is important to promote positive and productive relationships within the School community.

1. Applicability

Role of the School Generally

1.1. The School is responsible for establishing and administering the policies, procedures and rules which govern the day to day operations of the school. It is important that parents recognise and respect this, adhere and have their children adhere to the School's requirements, and support these decisions.

Discipline

1.2. The School expects students to comply with its rules and not engage in behaviour which is harmful to others or is contrary to the ethos and philosophy of the School. Parents are expected to support the School in relation to its discipline policy and not do anything which undermines its authority. It must be understood that in the case of minor disciplinary matters, the School will be the arbiter of what took place and what is a fair consequence; it will not engage in debate about the details of the conduct or the appropriateness of the consequence.

1.3. In relation to more disciplinary matters which may result in suspension or expulsion the School will inform parents of the matter and will deal with it in accordance with the School's behaviour management policy. While parents will be consulted, the final decision will be the School's.

Interaction with Staff

1.4. The School conducts regular meetings between staff and parents at which the student's 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 student's schooling.

1.5. If a parent wishes to meet with a staff member, they should make an appointment so that a mutually convenient time can be arranged. This can be done through the school office.

1.6. Parents should never attempt to contact a staff member at their home.

1.7. Parents also can make an appointment to see the Principal about any particular concerns they may have relating to their son or daughter.

1.8. It is important that parents show respect for staff and not publicly criticise them or seek to undermine their authority. If a parent has a particular concern about a member of staff, they can raise it with the staff member concerned or with the Principal. However when doing so they should observe the general rules of conduct set out in this Code.

1.9. The School has a duty of care to protect all staff and for this reason any aggressive or abusive behavior will not be tolerated.

Complaints

1.10. If a parent has a complaint, it should be discussed in the first instance with the staff member responsible for that area, for example; the Head of Boarding, Junior School Coordinator or the Head of Faculty responsible for the area or activity. Unresolved or more serious issues may be raised with the Deputy Principal. In the case of child protection matters, they should be addressed to the Principal. Operational, financial or staff related complaints should be made to the Chief Operating Officer. Refer to NEGS Complaints Handling Policy and procedures for specific details.

1.11. If a parent wishes to make a complaint, they should not use rude or abusive language. This is not productive and can make it harder to resolve concerns.

Interactions Generally

1.12. Communications whether verbal or in writing with other members of the school community whether teachers, administration staff, other parents or students should:

- show respect, courtesy and consideration;
- not harass or bully another person;
- not use intemperate language; and
- not be confrontational.

1.13. Social media should not be used to criticise or denigrate others in the school community.

Sport

1.14. Parents are welcome to attend sporting events, but should exercise restraint when vocally supporting school teams. In particular, this should not abuse, threaten or otherwise seek to intimidate an umpire or referee or be directed against a player, or any School representatives.

1.15. The Sports coaches at the School, pick teams based on their view of the most appropriate selection at the relevant time. It is not appropriate for parents to complain about the failure of their daughter to be picked for a particular team.

1.16. Parents and visitors are welcome to photograph school performances, carnivals and graduation ceremonies, provided the media is kept strictly for private family use.

1.17. Parents must not upload or publish photographs containing images of other students or staff to public online platforms or personal social media accounts without the express consent of those student's families or the staff member

Separated Parents

1.18. Where some students have parents that are separated or divorced. Parents should not attempt to involve the School in any parental dispute that may arise. The School is not able to make judgments on the merits of claims made by one parent against another and should not be asked to do so. Nor should it be asked to take any action which would or is designed to disadvantage one party. The School will of course, observe any orders made by a Court in relation to a student or communications with parents.

2. Failure to Observe this Code

2.1. If a parent fails to observe this Code after being warned about a breach, the School may:

- limit access to a teacher or teachers;
- limit access to the school premises or sporting or other school events; or
- terminate the enrolment of the student.

3. Monitoring the policy

3.1. This Policy is to be reviewed Triannually by the NEGS Board

4. Appendices

Appendix 1 - NEGS Parent/Caregiver Code of Conduct Acknowledgement

Parent/Caregiver Name/s: _____

I am the parent/caregiver of _____(student name)

I declare and acknowledge that I have:

- Read and understand the NEGS Parent/Caregiver Code of Conduct provided to me.
- Read and understand the student Code of Behaviour expected of my child

Signature of Parent/Guardian 1:_____ Date:_____

Signature of Parent/Guardian 2:_____ Date:_____