

Parent / Caregiver Code of Conduct

Summary

At Springbank Secondary College (SSC) we aim to provide an open, welcoming and safe environment for all. Our focus is to work in partnership with families to support the growth of each student and develop compassionate and confident young people.

This Parent / Caregiver Code of Conduct outlines how SSC requires all parents / caregivers to conduct themselves when visiting SSC grounds, participating in SSC activities and communicating with members of our community (including students, staff, and other parents and caregivers). This encompasses all forms of interaction, whether in person, digital, or through telephonic and electronic correspondence.

Table 1: Document Details

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Developed By:	Andrew Dunn
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When visiting Springbank Secondary College

Parents / Caregivers must:

1. report to and sign in at the front office on arrival
2. model exemplary conduct for students at all times, including the use of courteous language and constructive approaches to resolving disagreements
3. comply with all policies and procedures in place at Springbank Secondary College
4. comply with relevant legal obligations under the legislation and any court order
5. listen respectfully, in the same manner required by students and staff, when attending any SSC assembly, presentation, performance, class event, school event or public meeting
6. treat all parents, caregivers, staff, contractors, volunteers, students, and visitors to SSC with courtesy, dignity and respect
7. uphold the reputation of SSC when visiting for any SSC or Department for Education event whether within the SSC grounds or at external venues
8. uphold the confidentiality and personal privacy of all SSC staff and students, including details observed or discussed within classrooms and other educational environments
9. accept the authority of staff members when visiting SSC grounds and comply with any reasonable direction related to student safety, wellbeing and behaviour management
10. acknowledge the school's legal duty of care obligations, including mandatory reporting and legislative requirements relating to student welfare

Parents / Caregivers must not:

1. discipline or reprimand a student about their behaviour
2. bully or harass other parents / caregivers, staff, contractors, volunteers, students, and visitors to SSC
3. engage in behaviour or encourage any behaviour of other parents, students, contractors or members of the community which brings or is likely to bring the reputation of SSC into disrepute
4. take a photo, video or audio recording of a child if that child is not their own child, unless the parent of the child is present at the time and consents to the recording being taken
5. attend SSC whilst intoxicated or affected by drugs or alcohol
6. threaten or perpetrate physical aggression against any staff, contractor, volunteer, student, or parent / caregiver

Instances involving physical aggression, threats of violence or behaviour that places the safety of others at risk may result in immediate action, including exclusion from school grounds and referral to South Australia Police (SAPOL).

When communicating with staff, contractors and volunteers

All staff, contractors and volunteers are entitled to a safe and enjoyable work environment.

If a parent / caregiver contacts a staff member about a query or concern, the recipient will respond within 2 working days. To most effectively discuss a query or concern in person, parents / caregivers must make an appointment in advance.

Parents / caregivers must:

1. ensure all verbal and written communication with staff, contractors and volunteers is clear, friendly, respectful and open
2. utilize established avenues for correspondence, such as official email or pre-arranged appointments, to address any inquiries or issues with transparency and kindness
3. respect the privacy of staff, contractors, and volunteers.

Parents / Caregivers must not:

1. raise their voice or interrupt whilst a staff member, contractor, volunteer or other parent is trying to speak
2. speak to staff, contractors, or volunteers in a derogatory or offensive manner
3. take a photo, video, or audio recording of a staff member, contractor or volunteer without prior consent
4. post a photo, video, or audio recording of a staff member, contractor or volunteer on social media without prior consent
5. assault a staff member, contractor or volunteer
6. intimidate, undermine, threaten, discriminate, bully or harass staff, contractors, or volunteers

When communicating with other parents

Parents / Caregivers must:

1. speak to other parents / caregivers with courtesy and respect
2. contribute to a positive and welcoming culture within the SSC community
3. support and encourage the values, activities and ethos of SSC
4. respect the privacy of other parents / caregivers and students

Parents / Caregivers must not:

1. raise their voice when speaking to other parents / caregivers
2. speak to other parents / caregivers in a derogatory or offensive manner
3. take a photo, video or audio recording of another parent / caregiver without their consent
4. post a photo, video or audio recording of another parent / caregiver on social media without their consent
5. intimidate, undermine, threaten, discriminate, bully or harass other parent / caregivers
6. disclose the personal details of another parent / caregiver to another person without their consent

When using social media

Parents / caregivers recognise the potential for damage to be caused, directly or indirectly, to SSC and others as a result of their personal use of social media, especially in circumstances when they can be identified as parents / caregivers of an SSC student.

When using social media, parents / caregivers must:

1. behave online in ways that do not harass, intimidate, threaten, bully or undermine others
2. act with integrity, respect, honour and dignity
3. be respectful to staff, contractors, volunteers, other parents / caregivers, and students while conducting themselves online
4. never reveal confidential information relating to SSC, staff members, contractors, volunteers, other parents, or students
5. not post anything on social media that could be considered defamatory, offensive, or other material that may damage the reputation of another student or family, or SSC

When making a complaint

Parents / caregivers have the right to raise issues and concerns related to the education of their child or other matters relating to SSC.

Parents / caregivers should ensure that they raise their issues and concerns with the right person and follow the correct communication channels according to SSC's policies and procedures.

When making a complaint to SSC, parents / caregivers are required to act in a manner consistent with the Parent Code of Conduct.

Consequences of a breach

Any parent / caregiver, student, staff member, contractor or volunteer may notify the Principal or their representative of a possible breach of the Parent Code of Conduct.

The Principal or their representative will endeavour to investigate the complaint to determine whether there has been a breach of the Parent Code of Conduct.

If satisfied that a breach has occurred, the Principal or their representative may implement disciplinary action against the respondent such as, but not limited to a warning, direction not to enter school grounds for a period of time, or report to SAPOL.

Related policies and procedures

- Education and Children's Services Act 2019 (SA) - [\[education.sa.gov.au\]](http://education.sa.gov.au)
- Safeguarding Children and Young People Policy (DfE) - [\[education.sa.gov.au\]](http://education.sa.gov.au)
- Mandatory Notification Procedure - [\[education.sa.gov.au\]](http://education.sa.gov.au)
- Child Safe Environments Compliance Framework - [\[education.sa.gov.au\]](http://education.sa.gov.au)
- Duty of Care to Children and Young People Policy - [\[cafeenfiel...sa.edu.au\]](http://cafeenfiel...sa.edu.au)
- Work Health and Safety Policy (DfE) - [\[egcc.sa.edu.au\]](http://egcc.sa.edu.au)
- Complaint Management Policy (DfE) - [\[education.sa.gov.au\]](http://education.sa.gov.au)