



Parent and Carer Code of Conduct

Document name:	Parent and Carer Code of Conduct
Applies to:	Whole College
Contact person:	College Principal
Date last reviewed:	October 2025

Introduction

Masada College is well known for its beautiful, respectful, non-judgemental, and caring community. This Code of Conduct exists to safeguard that unique environment and ensure that the special culture that defines Masada continues to flourish. The College takes great pride in fostering a spirit of warmth, mutual respect, and inclusion, where every interaction reflects the values of kindness and *menschlichkeit* that are at the heart of our Jewish ethos. Families who join Masada become part of this community, and as such, all are expected to uphold and contribute positively to this culture through their words and actions. Behaviour that is inconsistent with these shared values may lead the College to review a family's ongoing participation in the community.

Purpose

The Masada College community comprises a diverse group who work together to educate students to become confident, well-educated individuals prepared to contribute as citizens, to work and live with others, and to find satisfaction in their chosen life path.

Students thrive when all parents, carers, and friends of students enrolled at Masada College support and encourage the values, activities, and ethos of the College and are encouraged to read and understand the policies and procedures of the College (including this Code of Conduct).

This Code applies to all adults including parents, carers, guardians, stepparents, grandparents, extended family members and caregivers. In this policy the word "Parents" applies to all caregivers listed above.

Adherence to this Code promotes positive and productive relationships within the College community. We believe that parents are valuable contributors in our community and that a strong partnership between parents and the College is critical to the educational success of our students. To this end, we aim to work in partnership with parents in the care and growth of each student. The College has a zero-tolerance policy regarding violence of any kind.

Ongoing Enrolment Commitments

Parents and carers agree to uphold the College's values and expectations as a condition of their child's ongoing enrolment. These include maintaining respectful relationships with staff, students, and families, supporting the educational partnership between home and school, and modelling conduct consistent with the College's ethos of kindness, responsibility, and community-mindedness. Families are also expected to follow normal College processes in all matters, recognising that these procedures ensure fairness, transparency, and consistency for the entire community.

Parents and carers

Ethical Conduct and Communication with Staff and Students

Parents play a key role in the education of their children and should act in the best interests of all members of the College community. The College expects parents to:

- model respectful, lawful, and courteous behaviour at all times;
- respect the privacy and dignity of students, staff, and families;
- communicate with honesty, patience, and integrity;
- uphold the College's reputation through respectful conduct in all settings.

Parents on campus

Parents are invited onto campus for morning drop off and pick-up and should leave the school grounds promptly before the first morning session commences (8:15am for Senior School and 8:30am for Junior School, and within 5 minutes after the daily finishing times for ELC - 4:30pm or 6:00pm). Parents of Junior School children should only drop their children at designated zones or on College Crescent.

In relation to the College or any College-related events, parents must:

- be mindful to ensure that anything they say about others is fair and truthful;
- refrain from actions and behaviour that constitutes bullying, harassment, discrimination or vilification;
- refrain from offensive, insulting or derogatory language or conduct;
- not smoke or vape on school grounds or within four metres of any entrance in line with NSW law;
- not possess alcohol on school grounds unless it is an after-hours event for adults only and has been sanctioned by the College;
- not possess or be under the influence of illicit drugs on school grounds;
- not attend school events if affected by alcohol or other intoxicants;
- show proper care and regard for College property, the property of others and occupational health and safety concerns.

Parents should ensure that their presence on campus is in line with normal College expectations and appropriate to the purpose of their visit, respecting the need for staff and students to focus on learning during the school day.

General obligations for parents

Parents:

- must accept and abide by the requirements and directions of the College and the Principal relating to their child's education and wellbeing;
- are required to support the goals, values, and activities of the College;
- should work cooperatively and in partnership with the College to support their child's growth and wellbeing;
- must model respect, trust, and cooperation in all interactions with staff, students, and other parents;
- must advise the College of any changes to personal, contact, or medical information;
- must provide full and accurate information to the College about their child's needs, including any changes to learning, behavioural, medical, or social circumstances, and supply supporting reports when requested;
- must cooperate with the College in implementing strategies or adjustments for the student's educational or wellbeing needs;
- must ensure all communication follows the processes outlined in the **Parent Communications Flowchart**, directing queries through the appropriate staff member in the correct order;
- must not approach other students or parents directly about College-related matters;
- must treat information shared by the College, staff, or other families as confidential, ensuring that private information is not circulated or discussed outside appropriate College channels.

Communication and interaction with staff, other parents and students

At all times, written and spoken communication to anyone in the College community should be courteous and respectful. Parents are expected to respond to communications from College staff promptly.

When communicating, parents must:

- interact civilly, courteously, and respectfully at all times;
- recognise teachers as partners in learning and treat them with dignity and respect;
- approach issues in a spirit of openness and collaboration rather than attributing difficulties to individual staff members;

- follow the channels of communication described in the **Parent Communications Flowchart**, beginning with the relevant teacher or staff member rather than escalating concerns directly to senior staff;
- respect staff workloads and availability. Staff will endeavour to respond to concerns within two working days during College office hours (Monday to Thursday, 8:00 am – 4:00 pm, Friday, 8:00am - 3:00pm);
- respect that as a Jewish school, Masada College and its staff observe Shabbat and Jewish festivals. During these times, the College is closed and staff will not respond to emails, calls, or messages. Parents are asked to plan communication with this in mind and to respect the religious observances of the College community;
- understand that staff are not expected to respond to communications outside of working hours. Excessive or repeated messages or emails to staff are not considered respectful and place undue pressure on staff members;
- avoid any conduct, including written, verbal or online communication, that disrespects or undermines the College or its staff;
- refrain from intimidation, bullying, or threatening behaviour in any form;
- ensure that all College-related matters are directed through Masada College using the appropriate channels and that no parent contacts other students or families directly.

Role of the College generally

The College is responsible for establishing and administering the policies, procedures, and rules which govern its day-to-day operations. Parents are expected to recognise and respect this responsibility and to support these decisions in partnership with the College.

Behaviour

The College expects students to comply with its rules and not engage in behaviour harmful to others or contrary to the ethos of the College. Parents are expected to support the College in relation to its Behaviour Policy and not engage in activities that undermine its authority.

Interaction with staff

Parents should arrange appointments to meet staff at mutually convenient times and through appropriate College channels, by prior appointment only. Parents must not contact staff on their private numbers, including via mobile, WhatsApp, or social media, unless at the staff member's request. Parents are expected to respect staff privacy and not publicly criticise or undermine their authority.

Use of social media

Parents must use social media responsibly, respectfully, and in line with College values. They must not post, tag, or share photos, comments, or information that could harm the College's reputation or the privacy of

others. Any online activity that intimidates, undermines, or damages relationships within the College community will be treated as a breach of this Code.

Complaints

Parents have the right to raise genuine concerns respectfully through the appropriate channels as outlined in the **Complaints Handling Policy and Procedures**. Concerns should first be raised with the relevant teacher or staff member, then referred through the appropriate leadership line if necessary.

Interactions generally

Communications – whether verbal or written – with members of the College community should:

- show respect, courtesy, and consideration;
- not harass, bully, or intimidate another person;
- not use intemperate or confrontational language;
- avoid social media platforms as a forum for criticism or complaint.

Process for making a complaint

Parents are encouraged to follow the proper process for raising concerns as outlined in the Complaints Handling Policy and Procedures. Staff may end meetings or correspondence if behaviour becomes inappropriate, aggressive, or disrespectful.

Student absence from school

Parents are required by law (Education Act 1900) to ensure their children attend school daily, including co-curricular and sporting activities, unless legitimately excused. Absences must be communicated through official College channels.

Sport

Parents attending College sporting events are expected to display good sportsmanship, respect for referees, and positive support for all players. Complaints about team selection or coaching decisions are inappropriate.

Separated parents

The College will not become involved in parental disputes. It will follow any lawful court orders and ensure both parties are treated respectfully within the bounds of those orders.

Breaches of the code of conduct

With these guidelines in place, it is expected that parents and carers can appropriately direct their concerns and contribute to a harmonious College community that reflects the College's values.

Consequences for breaches may include:

- being banned from College grounds or events;
- communication restricted through a nominated representative;
- in cases of serious or prolonged breach, review or termination of enrolment;
- referral to relevant legal or professional authorities.

Conclusion

Masada College believes that open, respectful, and transparent communication between families and the College forms the foundation for each student's success. Through shared commitment to respect, kindness, and cooperation, we protect and strengthen our caring community and ensure that Masada remains a place where every family feels valued and every child can thrive.