



Parent and Visitor Code of Conduct

Status:	Current	Supersedes: All previous Rockhampton Girls Grammar School Parent and Visitor Code of Conduct Policies
Authorised by:	Board Chair	Date of Authorisation: July 2025
References:	<ul style="list-style-type: none">• <i>RGGS-011-POL-ENROLMENT CONTRACT</i>• <i>RGGS-012-POL-MANAGEMENT OF FAMILY ARRANGEMENTS POLICY</i>• <i>RGGS-009-POL-COMPLAINTS HANDLING POLICY</i>• <i>RGGS-010-PRO-COMPLAINTS HANDLING PROCEDURE</i>• <i>RGGS-058-POL-CHILD PROTECTION POLICY</i>• <i>RGGS-024-POL-ACCEPTABLE USE OF TECHNOLOGY AND SOCIAL MEDIA POLICY</i>• <i>RGGS-044-POL-WORKPLACE BULLYING POLICY</i>• <i>RGGS-005-POL-BOARD CODE OF CONDUCT POLICY</i>• <i>RGGS-037-POL-STAFF, CONTRACTOR AND VOLUNTEER CODE OF CONDUCT</i>	
Review Date:	This policy will be reviewed every two (2) years, or as appropriate, to take account of new legislation or changes to school's operations and practices and to make sure it remains appropriate to the changing environment.	Next Review Date: July 2027
Policy Owner:	Board of Trustees of Rockhampton Girls Grammar School <i>trading</i> as Rockhampton Girls Grammar School CRICOS Provider No: 00508E	Access: Public - via the Rockhampton Girls Grammar School's landing page



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1. PURPOSE

Rockhampton Girls Grammar School is committed to ensuring a respectful learning environment that is safe, positive and supportive for all students, staff and visitors of the School.

It is the intention of Rockhampton Girls Grammar School to provide clear guidelines to all parents and visitors regarding the conduct expected of them whilst:

- on the school premises
- engaging in school-related activities
- representing the School
- interacting with other members of the school community.

Parents and visitors are expected to uphold the School's core values at all times.

2. SCOPE

The policy covers the parents', visitors' and community members' conduct in relation to their involvement with the School, their relationship with the Principal and staff and their relationship with other members of the school community including other parents, students and volunteers.

This policy is not intended to cover issues in relation to students. These are dealt with under the Rockhampton Girls Grammar School **RGGS-058-POL-CHILD PROTECTION POLICY**.

This Code applies to all Rockhampton Girls Grammar School parents and visitors to the School. The policy covers:

- the parents', visitors' and community members' conduct in relation to their involvement with the School, and their relationship with all members of the school community including the Principal and staff.
- all forms of communication, whether written, spoken, or through social media.

Rockhampton Girls Grammar School has an obligation to provide a safe environment for its students and staff and acknowledges the right of all persons to be treated with respect and dignity. We expect that all adults to which this policy applies will behave in a respectful, polite and reasonable manner towards each other, our students, teachers, staff, parents and all other visitors to the School. Parents and other visitors to the School, by being members of the Rockhampton Girls Grammar School community, have an obligation to ensure that their conduct supports this requirement.

The application of this Code is not limited to the school site or to school hours. It extends to all activities and events that are school-related and when visiting or representing the School. The Code also requires that parent or visitor actions do not bring the School into disrepute at any time regardless of whether the action occurs within or outside of school activities including all forms of communication (email, written, face to face, telephone or via social media).

COMMITMENT TO STAFF WELLBEING

In line with the *"Managing the Risk of Psychosocial Hazards at Work Code of Practice 2022"* and the Queensland Government's "No Excuse for School Abuse" and "Parent and Community Code of Conduct" initiatives, we are committed to ensuring a safe workplace for all staff members. This includes implementing measures to minimise risks posed by aggressive or disrespectful behaviour from members of the school community.

As part of our commitment to maintaining a safe, respectful, and supportive school environment, we remind all parents and carers that the wellbeing of our staff is a critical priority. In accordance with the *Education Act 2004* and obligations under Work Health and Safety legislation, including recent psychosocial hazard regulations, our school is dedicated to protecting the mental health and wellbeing of all employees. This includes fostering a workplace culture where staff feel safe, valued, and respected in their interactions with the school community. Parents and carers are expected to engage with staff in a courteous and constructive manner at all times. Any behaviour that may cause undue stress, intimidation, or harm to staff



will not be tolerated and may result in restricted access to school grounds, communication channels or cancellation of enrolment.

3. DEFINITION OF PARENT OR VISITOR

For the purposes of this policy, a 'parent' or 'visitor' of Rockhampton Girls Grammar School includes anyone visiting the School who is not a current student, employee, contractor or volunteer.

4. OUR VALUES

The School is committed to working with parents, volunteers and our wider school community in the education and nurturing of our students. We acknowledge the valuable contribution our parents, caregivers and volunteers play in this endeavour.

The Parent Code of Conduct is underpinned by the School's values of:

- **Connection** – We foster strong, respectful relationships within our school and the wider community, recognising that belonging and collaboration are essential to personal and collective success.
- **Curiosity** – We nurture a love of learning by encouraging inquisitiveness, creativity, and a desire to explore new ideas and perspectives.
- **Integrity** – We act with honesty, fairness, and responsibility, upholding the highest standards in all that we do.
- **Traditions** – We honour the rich heritage of our school, celebrating the customs and stories that shape our identity and inspire future generations.
- **Confidence** – We empower individuals to believe in themselves, to take initiative, and to face challenges with courage and resilience.

Each year, parents should be made aware of the contents of this Code and expectations of their behaviour and they and all visitors to the School should be met with a welcoming and safe environment.

5. ISSUES OUTSIDE OF THIS CODE OF CONDUCT

This Code of Conduct does not apply to the conduct of students, staff or Board members.

Student conduct is dealt with separately in the ***RGGS-061-POL-CODE OF BEHAVIOUR-STUDENTS*** and the ***RGGS-024-POL-ACCEPTABLE USE OF TECHNOLOGY AND SOCIAL MEDIA POLICY***.

The conduct of staff is dealt with under the ***RGGS-058-POL-CHILD PROTECTION POLICY***, the ***RGGS-037-POL-STAFF, CONTRACTOR AND VOLUNTEER CODE OF CONDUCT***, the ***RGGS-044-POL-WORKPLACE BULLYING POLICY***, the Rockhampton Girls Grammar School Enterprise Bargaining Agreement and each employee's contract of employment.

The conduct of members of the Board of Trustees is dealt with under the ***RGGS-005-POL-BOARD CODE OF CONDUCT POLICY***.

This Code of Conduct is not intended to limit the application of the Rockhampton Girls Grammar School ***RGGS-009-POL-COMPLAINTS HANDLING POLICY***. If any parent or visitor to Rockhampton Girls Grammar School has an objection to the manner in which this Code of Conduct has been implemented or applied, the ***RGGS-009-POL-COMPLAINTS HANDLING POLICY*** will apply to resolve that objection.

6. CONDUCT AND BEARING OF ALL PARENTS AND VISITORS

As a parent, caregiver or other visitor to the School you are required to observe the following standards of behaviour.

6.1. GENERAL REQUIREMENTS

- Act in accordance with the School's core values and beliefs.
- Comply with all Rockhampton Girls Grammar School policies.
- Respect the authority and dignity of members of staff.



- Uphold and comply with all applicable laws, policies and procedures at a school, local, state and federal level (including all Child Protection and Workplace Health and Safety rules).
- Conduct yourself in a manner which enhances the operation of the School.
- Disclose fully and accurately any information required by Rockhampton Girls Grammar School in its enrolment process.
- Ensure that your presentation, language and behaviour are appropriate for the school community.
- Refrain from activities, conduct or communication that would reasonably be seen to undermine the reputation of the School, employees or students of the School (including activities on social media).
- Be welcoming to all members of the school community and treat all persons with respect and dignity.
- Refrain from all forms of bullying and harassment.
- Avoid harm to school property and show proper care and regard for school property, the property of others and Workplace, Health and Safety considerations.
- If participating in a school program on a voluntary basis, seek guidance and direction from staff and follow those directions in all school activities, including but not limited to camps, excursions, sporting and other co-curricular activities.
- Where parents, through their business interests, seek to act as a supplier of goods or services to the school, parents should avoid conflict between commercial interests and their role and responsibilities as parents. Compliance with this Code should always guide their behaviour.

6.2. COMMUNICATION AND BEHAVIOUR

- Communicate at all times in a constructive, timely, honest and courteous manner. Respect the wishes of other persons with whom you are communicating.
- At all times, interact civilly with staff, students and other parents. Written and spoken communication should be courteous and respectful.
- Recognise that there are appropriate ways of discussing or raising concerns or issues. Do not use school events or activities as an opportunity or forum to publicly criticise the school or its staff or as a means of embarrassing or humiliating any member of the staff or community.
- Refrain from abusive language, raising your voice, insulting, offensive or violent behaviour to anyone on school grounds or at any school-related event.
- Recognise that you are students' most significant role models and therefore must uphold a high standard of personal behaviour when on school grounds, attending events or communicating with staff or other students.
- Refrain from engaging in derogatory, malicious or judgmental gossip (either directly or online) and ensure that anything said about others is fair and truthful.
- Commit to a school community that is free from unlawful discrimination, victimisation or harassment.
- Refrain from actions, communication and behaviour that constitute bullying, harassment, discrimination or vilification.
- In accordance with Queensland law, refrain from smoking on school grounds or within 5 metres of the school boundary.
- Refrain from possessing alcohol on school grounds, unless the event has been sanctioned by the School.
- Do not attend School functions, visit the School or engage in school-based activities whilst under the influence of alcohol or other substances.

6.3. USE OF SOCIAL MEDIA

Social media can be defined as how we use technology to communicate and connect with others. Despite the range of positive uses for social media, there are also a number of ethical and legal issues associated with its use.

Parents should be aware that there are a number of potential legal liabilities that may arise, particularly in relation to issues pertaining to reputational damage, and defamation.

Parents can ensure they abide by the laws and the School's expectations of its parents, by complying with the following:



- The School, its staff and members of its community, should not be mentioned or discussed in a negative or defamatory way.
- Photographs of students in school uniform (including all sporting uniforms) represent the School and its students and should not be posted without the prior permission of the School (in writing).
- Photographs containing other students should not be posted without the express consent of the other child/children's parents.
- Email addresses of parents, staff and students should not be given to other people without their express consent.

7. ACCEPTANCE

By entering into the Enrolment Contract, all parents are accepting this Code of Conduct in its entirety and acknowledge that they will at all times comply with its requirements.

By entering onto the Rockhampton Girls Grammar School grounds or agreeing to be a volunteer at a Rockhampton Girls Grammar School event, all persons agree to be bound by and comply with the requirements of this Code of Conduct.

8. CONSEQUENCES OF BREACHING THIS POLICY

Parents and visitors who breach the Code of Conduct will be contacted by the applicable Executive Staff Member.

Appropriate action, which may include being banned from coming onto School grounds, attending School functions or School based activities, is at the discretion of the Principal and may include one of the following:

- The School may ban a parent, guardian or visitor from entry to School grounds or from attending co-curricular activities or other events.
- The School may direct that a parent/guardian may only communicate with members of staff through a nominated School representative.
- In cases of extreme or prolonged breach of this Code of Conduct by a parent, the School may terminate the enrolment of the child of that parent.
- The School may, where appropriate, involve other authorities, including the police or relevant government departments.
- The School may take other such steps as it deems appropriate, including legal action, according to the nature of the breach.