

COLLEGE COMMUNITY CODE OF CONDUCT POLICY

Effective from	March 2021
Approved by	The Principal
Policy Owner	The Principal
Policy Administrator	Heads of School
Application	All Parents, Carers and College Community Members
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Next review date	March 2027
Version	2.0
Published externally	Yes
Related Documents	Confidentiality Agreement Social Media Policy Volunteer Policy
File/Functional reference	College Community
NESA reference	B8 Safe and Supportive Environment, B9 Discipline

Margaret Jurd College provides an alternative education setting dedicated to supporting young people who find mainstream schooling challenging.

Our schools are each designed to meet the needs of students requiring tailored support:

Special Schools

Our Special Schools (Shortland and associated campuses) provide specialised support for students who:

- *Live with diagnosed mental health conditions and associated challenging behaviours as defined by the Department of Education and Training;*
- *Have histories of complex trauma; or*
- *Have Autism Spectrum Disorder (ASD).*

Special Assistance Schools

Our Special Assistance Schools (Tuncurry and associated campuses) provide targeted support for students who:

- *Live with mental health conditions and associated challenging behaviours.*

Our Commitment

The College is committed to delivering education that is trauma-informed, inclusive, and individually responsive, ensuring every student has the opportunity to complete their secondary schooling with dignity and support.

1 Purpose

This policy outlines the expected standards of behaviour for all members of the College community of Margaret Jurd College (the College) including parents, carers, guardians, extended family members, and other visitors. It supports a safe, respectful and inclusive environment that aligns with the College's mission, values, and strategic goals.

2 Scope

This policy applies to all non-staff members of the College community, including but not limited to:

- Parents and carers
- Guardians
- Extended family members
- Volunteers and visitors
- External contractors and service providers.

It applies at all times when engaging with the College community - including during school hours, at school events, online interactions, and while representing the College in any capacity.

3 Policy Statement

The College is committed to fostering a safe, inclusive, and respectful environment for students, staff, and all members of the community. Parents, carers, and visitors are expected to conduct themselves in a manner that upholds the College's values and supports positive partnerships.

This includes:

- Treating others with dignity, courtesy and respect
- Supporting trauma-informed and inclusive practices
- Communicating honestly and constructively
- Respecting the roles, responsibilities, and professional judgment of staff
- Following College processes and policies
- Contributing to a community that prioritises student wellbeing and success.

These expectations apply to all interactions on school grounds, during College events, and in online communications.

4 Application of Policy

Code of Conduct - Expectations

4.1 Members of our College community are expected to:

- Respect the rights, dignity and authority of all staff, students and other families
- Support the College's values and strategic direction
- Engage respectfully in communications, including emails, phone calls, meetings and online forums
- Use appropriate language and tone, avoiding aggression, shouting, swearing, or defamatory remarks
- Respect school processes and decision-making, understanding that staff act in the best interests of students and the College community

- Raise concerns constructively and through appropriate channels, following the College's complaints or feedback procedures
- Respect the privacy and confidentiality of students, families and staff
- Support a safe learning environment, including complying with visitor protocols and not engaging in behaviour that may cause harm, fear or disruption.

Unacceptable Behaviour

4.2 The following behaviours are deemed unacceptable and may result in action by the College:

- Aggressive or intimidating conduct (verbal or physical)
- Threats, bullying or harassment
- Defamation or spreading of misinformation
- Unreasonable or excessive demands of staff
- Public or online disparagement of the College or its community
- Interference in school operations or undermining staff authority
- Breach of privacy or confidentiality obligations.

Breach of this Policy

4.3 Where behaviour breaches this Code, the College may take one or more of the following actions, depending on severity and context:

- Verbal or written warning
- Mediation or facilitated meeting
- Restriction or withdrawal of access to College premises, events or communication channels
- Reporting to external authorities where safety or legal obligations are concerned
- Termination of volunteer or contractor arrangements
- Where relevant, review of enrolment agreements.

Community Expectations

4.4 The College expects parents, carers, and all community members to uphold and demonstrate behaviours that align with our values of respect, inclusion, compassion, and dignity. This includes the way we communicate, participate, and resolve concerns in both formal and informal contexts, and through in-person or online interactions.

Social Media Use

4.5 Expectations for the use of social media by parents and carers align with those set for students. Social media should be used to build community, promote positive and inclusive interactions, and enhance - not undermine - the wellbeing of others. The following principles apply:

- Social media is not a primary communication tool of the College. All formal College communications will occur through approved channels such as email, newsletters, or SMS, even if reminders are also shared via social platforms.
- Not all parents and carers use social media, and no assumptions should be made that messages posted there are seen by all.
- Ethical and legal boundaries apply to all online interactions.
- Parents and carers must not:
 - Post photographs of other students without College consent or the express permission of that student's parent or carer

- Post photographs of students in College uniform
- Create social media groups or pages using the name “Margaret Jurd” or similar wording that may imply official affiliation
- Share personal information (eg phone numbers or email addresses) of others without their explicit consent.

Resolving Conflict and Communicating Concerns

4.6 From time to time, misunderstandings or conflict may arise. Parents and carers are expected to respond constructively and in ways that build student confidence and community trust:

- Encourage your student to resolve peer-related issues with appropriate guidance
- If resolution is not achieved, raise the concern with a relevant teacher, caseworker, Head of School or Head of Student Services.
- Do not approach another student or parent/carer directly to resolve concerns. Doing so risks further harm and undermines safe, structured support
- Always engage with others respectfully, assuming good intent, and modelling inclusive behaviour.

Volunteering and the Working With Children Check

4.7 Parents, carers or community members volunteering in any formal capacity must complete a Working With Children Check (WWCC) and follow all College volunteer protocols. This is a legal requirement and part of our broader commitment to student safety.

Confidentiality Obligations

4.8 Volunteers or others in official roles may become aware of sensitive student information. Such information must:

- Remain confidential
- Only be shared with a staff member where necessary or if not already known
- Not be discussed with any other person under any circumstance

4.9 Volunteers must sign a Confidentiality Agreement as part of their induction in accordance with College policy.

College Sport

4.10 The College values the role of sport in student growth and wellbeing. The College leadership welcomes community support at future sporting events - provided this support contributes positively to student self-esteem and inclusivity. If you would like to be considered as a spectator or helper, please reach out to the College.

College Excursions

4.11 The College welcomes interest from parents and carers to support excursions. Due to the nature of our student cohort and College model, volunteers must complete official training and satisfy the requirements of the Volunteer Policy and Confidentiality Agreement. Please contact the College if you wish to assist.

College Celebration Events

4.12 Celebration events are designed to honour student effort and progress. The College encourages full participation from the community - but not as a forum for raising grievances, confronting others, or drawing attention to past conflicts. For example, if there has been a bullying incident, it is not appropriate to confront another child or their parent/carer at a public event. Such actions will not be tolerated and may lead to removal from events or further action by the College.

4.13 All attendees are expected to gather in the spirit of celebration and community - supporting every student’s journey.

Variation

4.14 The College reserves the right to vary, replace or terminate this policy from time to time.

5 Policy Administration

5.1 Definitions, Acronyms & Abbreviations

Events	Any event organised by Margaret Jurd College held either on or external to College facilities/schools and campuses.
Head of School	The Head of School has complete oversight of their Margaret Jurd College including daily operations, strategy implementation and stakeholder management.
Head of Student Services	The Head of Student Services refers to the staff member responsible for providing administrative oversight to the Student Services department, specifically in relation to enrolment processes and associated record-keeping.
Social Media	Any social media platform where Margaret Jurd College has an official page.