



NEWCASTLE WALDORF SCHOOL

Parent, Carer and Visitor Code of Conduct

Date of Implementation	September 2023 Reviewed July 2025
Date of Next Review	July 2026
Approved by	Co-Principals, College of Teachers
Modification History	10/24
Related Documents	Child Protection Policy Staff Code of Conduct NWS Handbook Supporting Positive Behaviour Policy Complaints Handling Policy and Procedures Whole School Wellbeing Policy

Parent, Carer and Visitor Code of Conduct

Newcastle Waldorf School is committed to creating an environment which is safe, respectful and mutually supportive for students, staff, volunteers, parents and guardians; and which is free from abuse, bullying, harassment, discrimination, vilification, victimisation, and violence.

The School can only meet its purpose and obligation to support the development of each student when the School and teachers have a harmonious relationship with the parent(s) or guardian(s). NWS is a child-safe organisation: The School's Statement of Commitment to Child Safety (included on the School website) reflects the School's commitment to the National Principles for Child Safe Organisations.

Upholding the school's values and purpose

Newcastle Waldorf School Core Principles may be found in the whole school wellbeing policy which can be downloaded from the school downloads page [here](#). All parents and carers must seek to understand and act in accordance with these principles.

The School values the many ways in which the parents, guardians and carers are involved in the life of the School.

This Code of Conduct has been designed to guide them in their dealings with staff, other parents, students and the wider School community to promote positive interactions which:

- treat all people with respect and uphold human dignity and the rights of all;
- display courtesy and sensitivity in all written and spoken communication;
- reflect our responsibility to consider the health, wellbeing and safety of all;
- treat all fairly, and;
- maintain confidentiality and mutual trust.

In support of, and in addition to, adhering to the guiding principles above, at all times parents, guardians and carers are asked to:

- listen respectfully (in the same manner required by students and staff) when attending any kind of School assembly, activity, presentation, festival or other public event;
- respect the privacy of other members of the School community;
- not disparage the School's Mission or Values or otherwise act in a manner which is disrespectful or contradictory to the School's core principles;
- comply with all policies and procedures in place at the School (e.g. health and safety or notification/compliance required by any family court orders);

- report to the administration building if entering the School property for any reason at a time other than the normal pick up or drop off time for their child/ren;
- advise the School of any areas of potential conflict, such as parenting and family court orders;
- refrain from use of mobile phones during school hours in the school grounds, near school children;
- do not take photographs of the school property or students on school property without permission from the school;
- refrain from using violence or other abusive or aggressive behaviours when dealing with any member of the staff or community;
- utilise correct protocols for grievances and suggestions and refrain from malicious gossip or any activity that may undermine the harmony and stability of the School community, including on social media;
- respect teachers' and Board members' rights to privacy in their personal lives.
- refrain from using offensive, derogatory or insulting language or conduct on the school grounds;
- refrain from bullying, harassing and discriminating against any individual based on their age, race, gender, ability, ethnicity, sexuality, beliefs or ideals;
- not smoke or vape on the School grounds;
- dress appropriately according to the occasion; this includes avoiding wearing clothing with offensive words or insignias;
- not attend School grounds or events while under the influence of drugs or alcohol and not consume or be in the possession of alcohol on the School grounds;
- never possess or consume illicit drugs on School grounds;
- not bring pets, apart from service animals, inside the School gates;
- respect the School car park guidelines (from the School Handbook);
- respect and not damage School property and the property of others.

Communicating with School staff and volunteers

In order that all staff and volunteers can enjoy a safe and enjoyable work environment, parents and carers must comply with the following:

- Any verbal, written or electronic communication must adhere to the guidelines above.
- We encourage parents to communicate with teachers to build relationships that assist in our care and education of the children. In order to most effectively discuss a particular query with a staff member, (either in person or over the phone), parents and carers must make an appointment in advance wherever possible. Unless otherwise arranged, please ensure that communication with teachers is conducted during school hours. Each teacher can outline their

availability, however on the whole teachers are available to meet after school between 3.30pm and 4.30pm.

- Only provide quick notifications before school, for issues that are of immediate relevance to the morning lesson. Other messages can be left with the Office or addressed via other forms of communication.
- Parents can communicate with teachers via email using the address teacher's first name@newcastlewaldorfschool.nsw.edu.au . Teachers will respond to emails and telephone messages as soon as they can give it their full attention. This may be outside of business hours at the teacher's discretion, but should not be expected.
- If a parent or carer wishes to raise a concern about a staff member's actions and it cannot be resolved directly with the staff member then they must follow the procedure below.

Social Media

Recognising the potential for damage to be caused, directly or indirectly, to the School and members of the School community as a result of the use of social media, parents and carers must not post material which:

- contravenes any of the guidelines above;
- is negative, defamatory, offensive, sexually inappropriate or which may damage the reputation of the School, staff member, or other member of the School community;
- discloses the personal details of, or confidential information about, any member of the School community to third parties without the individual's prior consent or that of their parent or guardian;
- includes photos of students, staff, School community or grounds without specific permission.

Complaints Handling Procedures

Parents and Guardians have the right to raise issues and concerns related to the education of their child or other matters relating to the School. The School will take seriously any issues that are brought to its attention. Respect and dignity will be awarded to all members of the School community, staff and all children. Please follow the guidelines outlined in our Complaints Handling Policy and Procedures available [here](#).

Breaches of this Code of Conduct

Parents, carers and visitors are expected to follow this Code of Conduct. The Co-Principals will seek to remedy any breaches of this Code in the first instance. If

necessary, appropriate authorities may need to be contacted. If you choose to act outside of this Code, the School reserves the right to:

- Limit physical access to the School or School activities;
- Limit communication with School staff;
- Disallow you from becoming a member of the School Association;
- Have a child withdrawn from the School when the parent or guardian of the child engages in serious or persistent breaches of this Code which relate to a pupil, member of staff, another parent, or to the reputation of the School.

Newcastle Waldorf School “Whole School Wellbeing Policy” available [here](#) contains other aspects of parent involvement.