



Statement of Expectations of Parents

1. Purpose

Pymble Ladies' College (*Pymble*) appreciates 'Parents' (defined as Parent/s or legal Guardian of the Student) as integral members of the *Pymble* community. Recognising they will be actively involved in their child's education, *Pymble* emphasises the importance of co-operation, collaboration, and partnership with Parents. This relationship bolsters student learning, wellbeing, and upholds the core values of Care, Courage, Integrity, Respect, and Responsibility.

Value	Behaviour statements
Care	I am kind to myself and others
Courage	I am open to new experiences to learn and grow
Integrity	I do the right thing, even when no one is watching
Respect	I value diversity, my worth and the worth of others
Responsibility	I take ownership of my actions

The Statement of Expectations of Parents outlines the behaviour expected from all Parents and those with parental responsibility. This document aims to ensure that Parents are aware of and meet *Pymble*'s expectations regarding their interaction with our staff, other Parents, students, and other members of the *Pymble* community.

Meeting the Statement of Expectations of Parents is a requirement of the Enrolment Contract for each Student at *Pymble*. Conduct inconsistent with these expectations may impact upon a Student's enrolment.

2. Scope

The Statement of Expectations of Parents applies to all Parents across all *Pymble* environments, facilities and programs, including:

- the main campus, Vision Valley, Boarding Houses, Aquatic and Fitness Centre, Out of School Hours Care centre and Early Years School;
- while engaging in school-related activities and events or representing *Pymble*, at College campuses and other venues, such as sporting grounds; and
- in communications with *Pymble* staff, other Parents, Students, and other members of the *Pymble* community including on social media, online forums, or other digital platforms.

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3. General expectations

3.1 *Act as a positive role model and support Pymble*

Parents are expected to support the educational ethos and values of *Pymble*, model appropriate behaviours for their children to learn from, and work with the College as it educates and provides wellbeing support to all Students. Parents are expected to support *Pymble* and be positive role models by:

- Adhering to *Pymble*'s policies, procedures and directions, and ensuring their children do the same.
- Respecting that *Pymble* is inclusive and welcomes Students from a variety of backgrounds, and with different needs.
- Encouraging their children to actively participate in the life of *Pymble*, including compulsory events and activities.
- Being responsive to concerns raised by *Pymble* about their own child by co-operating, providing information, and attending meetings when required.
- Supporting *Pymble* in relation to steps or action taken by the College where a Student has not complied with *Pymble*'s expectations.
- Keeping *Pymble* informed about their child's behavioural, educational and medical needs.
- Encouraging their children to address their concerns and/or queries respectfully with the relevant *Pymble* staff.

3.2 *Behave respectfully towards members of our community*

Pymble expects that Parents will behave and communicate respectfully and courteously towards all *Pymble* staff (including employees, contractors and volunteers), Students, visitors to the College and other Parents, by:

- Fostering an environment of respect, safety and inclusion.
- Focusing on the situation, not the person; focusing on solutions, not the problem.
- Communicating calmly and respectfully, with the use of appropriate language.
- Refraining from aggressive, abusive, threatening, or intimidating behaviour towards staff. Such behaviour may include:
 - persistent or unreasonable phone calls to staff members;
 - repeated or unreasonable emails to staff members;
 - pressuring staff to immediately respond to communications or make a decision about a *Pymble* matter;
 - insisting on meeting with a member of staff without having a prior appointment;
 - using raised voices or offensive language towards a staff member;
 - threatening a staff member physically or verbally; and/or
 - using racist, sexist, bigoted or any other discriminatory language.
- Role modelling respect for staff and not criticising them in front of Students or seeking to undermine their authority. This does not mean that a Parent cannot raise a concern about a staff member's conduct, but Parents should use appropriate avenues and observe the general rules of conduct in this document when doing so.

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- Promoting a positive *Pymble* community by engaging in constructive and supportive communication with other Parents and staff. Parents should not be confrontational or harass or bully any other members of the College community.

3.3 *Use technology and social media appropriately*

The expectations also apply to the way Parents use technology and conduct themselves online. For example, Parents must:

- Respect staff members' professional and personal boundaries by addressing *Pymble* matters through appropriate channels and during business hours. Parents should never attempt to contact a staff member at their home, on their personal phone, private email or via social media.
- Ensure the privacy and consent of others by obtaining permission before taking photos, videos, audio or other recordings of Students and staff, and before publishing any personal information or images of staff members, Parents, Students, or other community members online.
- Not publish or communicate information which may bring *Pymble* (or any of its staff, Students, Parents and other members of the College community) into disrepute or disparage other members of the *Pymble* community. This includes sharing an image or recording of a *Pymble* Student in uniform behaving inappropriately, or using social media to criticise or denigrate *Pymble* or other members of the *Pymble* community.
- Foster a respectful and considerate environment by communicating with external (non-*Pymble*) students only with the prior consent of their parent(s). Parents should not post comments or speak about Students (other than their own children) publicly.
- Maintain the confidentiality of sensitive *Pymble* matters and grievances by discussing these issues through the proper, designated channels rather than online.
- Support *Pymble*'s integrity by not creating online websites, chat forums, or groups using the *Pymble* name or suggesting affiliation without authorisation.
- Advise their children to not exclude or criticise other Students on social media.

3.4 *Model appropriate and respectful behaviour when visiting Pymble campuses or attending Pymble activities and events*

Parents must respect *Pymble*'s risk management procedures when visiting the College. Parents should sign in at reception and only enter a classroom or other student environment when invited to do so by a staff member. This requirement does not apply when visiting a *Pymble* campus to:

- attend an activity or event to which all members of the *Pymble* community have been invited;
- visit the College Uniform Shop; or
- drop or collect a child from reception or pick-up points.

Appropriate and respectful behaviour includes:

- Organising appointment times with staff in advance.
- Demonstrating College Values when supporting students at sporting and other co-curricular events.

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- Not abusing, threatening, criticising or otherwise seeking to intimidate an umpire, referee, a player, or any external School representatives or member of the *Pymble* community.
- Following any reasonable directions given by *Pymble* staff.
- Showing appropriate care and regard for the property of *Pymble* and others. This includes promptly reporting any damage to the College.
- Not being under the influence of drugs or alcohol.
- Not smoking or vaping anywhere on school premises or at *Pymble*-related events.
- Refraining from approaching or making contact with the opposition's coaches, Parents, Students, or school directly with a complaint. If a Parent or participant wishes to bring a complaint or express a concern about any aspect of a sporting or cocurricular event, they may do so by contacting the Executive Director of Co-curricular.

3.5 *Observe pedestrian and driver safety*

When dropping off and picking up students from the College, Parents are expected to ensure the health and safety of all members of our College community, as well as the wider community, at all times.

Parents must adhere to all traffic rules and any College traffic management system in place. This includes:

- adhering to applicable speed limits;
- observing all traffic signs and directions by Security or other staff;
- limiting the use of car horns (unless indicating imminent danger); and
- parking appropriately and safely.

3.6 *Raise concerns in an appropriate and constructive manner*

Pymble is committed to the education and wellbeing of each student. It is therefore critical that parents can raise genuine concerns and grievances they may have about such matters in an appropriate, constructive and respectful forum. If a Parent wishes to raise a concern about an issue, they should follow our Complaints Policy and Complaints Procedure, which can be found on the *Pymble* website. Should a Parent wish to contact a member of the Senior Executive, the appropriate contact details can be found on the *Pymble* website. Parents must not approach students or the Parents of other Students in relation to concerns or disputes about actions toward their child at *Pymble*.

4. Consequences for breaching these expectations

The Principal, or the Principal's delegate, will have absolute discretion for deciding how to best respond to concerns about a Parent's compliance with these expectations. Where the Principal considers that a Parent has breached these expectations, the Principal may take any such action as the Principal deems appropriate in the circumstances, which may include, but is not limited to one or more of the following actions:

- Direct that the relevant conduct immediately cease.
- Provide a written warning.

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- Direct that a Parent (or another relevant person) be excluded from the *Pymble* grounds or other location where a *Pymble* activity is taking place either for a particular period or permanently.
- Direct that a Parent (or another relevant person) be excluded from *Pymble* activities or events either for a particular period or permanently.
- Direct that a Parent (or another relevant person) only communicate with a nominated *Pymble* representative.
- Review the enrolment of the Parent's child or children at *Pymble* and determine to suspend or terminate their enrolment.

Failure to comply with the directions of the Principal or the Principal's delegate may also lead to a review and/or determination of the enrolment of the Parent's child or children.

5. Responsibilities

5.1 The **Board** is responsible for supporting these expectations

5.2 The **Principal** is responsible for defining these expectations and implementing the standards of conduct.

5.3 **Staff members** are responsible for providing guidance to Parents through positive role modelling and when appropriate, clear and respectful directions.

Staff are authorised to take actions to safeguard their health and wellbeing. Should they encounter inappropriate behaviour from a Parent, they are urged to voice their concerns and request that it ceases. If the behaviour persists, or if a staff member perceives that a parent's actions are jeopardising their health or safety, or that of others, they are entitled to extricate themselves from the situation. This may include ending a meeting or phone call immediately or demanding that the Parent promptly vacates the College premises, activity, or event. Staff are also encouraged to report any Parent related concerns and matters to their relevant supervisor for additional support.

5.4 **Parents** are responsible for adhering to these expectations in support of *Pymble's* effort to maintain a safe and respectful learning environment for students and workplace for staff. Parents agree to be bound by these expectations when they accept an offer of enrolment for their daughter(s) from *Pymble*.