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| **Purpose**  |
| Hester Hornbrook Academy (Hester Hornbrook) is committed to fostering a safe, respectful, and inclusive learning environment for all students, staff, and visitors. This Code of Conduct outlines the expectations for parents, caregivers, and visitors to ensure positive partnerships between families/significant others and Hester Hornbrook, while supporting the wellbeing for learning and learning for wellbeing of students  |
| **Scope**  |
| This Code applies to all parents, caregivers, significant others and visitors:* While on Hester Hornbrook premises.
* During Hester Hornbrook related activities and events, including excursions and sporting events. ​
* In interactions with staff, students, and other members of the Hester Hornbrook community, including online. ​
* At any time when actions or behaviour may impact the reputation of Hester Hornbrook
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1. **Principles**
* **Safety**: Actions must prioritize the health, safety, and wellbeing of all members of Hester Hornbrook community. ​
* **Respect**: All interactions must be respectful, courteous, and free from harassment, discrimination, or intimidation. ​
* **Productive**: At all times the focus of students and staff is for high quality educational and wellbeing outcomes. Staff and students will ensure productivity on campus at all times.
* **Partnership**: Parents/caregivers and significant others should actively support the Hester Hornbrook values (Safet, Respectful and Productive), policies, and educational goals. ​
* **Inclusivity**: Hester Hornbrook welcomes students with social and emotional challenges (imputed or diagnosed) and from diverse backgrounds .Parents/caregivers and significant others are expected to demonstrate respect for this diversity.
1. **Key Responsibilities**
	1. **Supporting Hester Hornbrook Values and Policies**

Parents, caregivers, and visitors are expected to:

* Actively support Hester Hornbrook’s ethos, values, and policies. ​
* Model respectful and appropriate behaviour for students. ​
* Encourage students to attend campus and engage in learning and participate in Hester Hornbrook activities, including extracurricular programs and special events. ​
* Provide accurate and timely information about their child’s educational, medical, or psychological needs. ​
* Respect Hester Hornbrook’s inclusive environment and avoid discriminatory or exclusionary behaviour. ​
	1. **Communication**

Parents/caregivers/significant others, and visitors must:

* Communicate respectfully with staff, students, and other members of the Hester Hornbrook community. ​
* Schedule appointments to discuss concerns with staff, rather than approaching them unannounced. ​
* Avoid raising their voice, using offensive language, or engaging in aggressive behaviour during discussions. ​
* Refrain from approaching other students or parents directly regarding grievances; instead, raise concerns through appropriate Hester Hornbrook channels. ​
	1. **Online Conduct ​**

When engaging online parents, caregivers, and visitors must:

* Avoid negative or defamatory comments about Hester Hornbrook staff, or community members. ​
* Not post photos or videos of students or staff without consent. ​
* Refrain from cyberbullying, harassment, or spreading rumours. ​
* Ensure their children comply with the Hester Hornbrook’s ICT Policy. (This can be found on our web site at . ​
* Not create or operate online groups or forums using Hester Hornbrook’s name or logo without authorisation. ​
	1. **Email ​Communication**
		1. **Prohibition of Bullying or Harassment via Email ​**

Parents, caregivers, and visitors must not use email communication to bully, harass, intimidate, or disrespect staff members. This includes, but is not limited to:

* Sending emails with aggressive, threatening, or abusive language. ​
* Using derogatory, defamatory, or offensive remarks. ​
* Repeatedly sending emails with the intent to overwhelm, pressure, or intimidate staff. ​
* Making unreasonable demands or accusations in an inappropriate tone. ​
	+ 1. **Expectations for Email Communication ​**

All email communication with staff must:

* Be courteous and respectful in tone and content. ​
* Focus on constructive dialogue and resolution of concerns. ​
* Avoid personal attacks, inflammatory language, or unsubstantiated allegations. ​
* Respect the professional boundaries of staff members. ​
	1. **Behaviour on Hester/the Academy Grounds and Events**

Parents, caregivers, and visitors must:

* Sign in at the front office upon arrival and follow visitor protocols. ​
* Comply with staff directions and Hester Hornbrook rules. ​
* Demonstrate good conduct and sportsmanship at Hester Hornbrook events. ​
* Avoid being under the influence of drugs or alcohol while on Hester Hornbrook campuses or attending events. ​
* Respect Hester Hornbrook property and promptly report any damage. ​
	1. **Drop-Off and Pick-Up**

Parents and caregivers must:

* Follow traffic rules and the Hester Hornbrook’s traffic management system. ​
* Park safely and avoid obstructing others. ​
* Ensure the safety of all members of the Hester Hornbrook community during drop-off and pick-up times. ​
	1. **Raising Concerns**

Hester Hornbrook encourages parents and caregivers to raise concerns constructively. ​ Concerns can be raised by:

* Scheduling a meeting with the relevant staff member (e.g., teacher, wellbeing coordinator, or Executive Principal). ​
* Submitting a written complaint via email or the Hester Hornbrook’s official grievance channels. (see further information on our website at [Policies & Procedures](https://www.hhacademy.vic.edu.au/page/221/Policies-%26-Procedures-))
* Following the Hester Hornbrook’s Complaints and Grievances Policy, which outlines the process for addressing concerns. (see further information on our website at [Policies & Procedures](https://www.hhacademy.vic.edu.au/page/221/Policies-%26-Procedures-))

When raising concerns, parents and caregivers can expect:

* To be listened to respectfully and communicated with courteously. ​
* Confidentiality to be maintained. ​
* A timely response to their concerns. ​

By adhering to this process, parents, caregivers, and visitors contribute to a professional and respectful environment that supports the wellbeing of staff and the broader Hester Hornbrook community. ​

1. **Breaches of the Code ​**
	1. **Obligation and Commitment to Protect Staff Wellbeing ​**

Hester Hornbrook is committed to ensuring the health, safety, and wellbeing of all staff members. Hester Hornbrook recognises its obligation to provide a respectful and supportive working environment free from harassment, intimidation, and undue stress. **​**

Hester Hornbrook will:

* Foster a workplace culture that prioritises respect, inclusivity, and professionalism. ​
* Take proactive measures to address any behaviour that may negatively impact staff wellbeing, including bullying, harassment, or aggressive conduct from parents, caregivers, or visitors. ​
* Provide staff with the resources and support needed to manage concerns related to their interactions with Hester Hornbrook community. ​
	1. **Zero Tolerance for Harmful Behaviour ​**

Hester Hornbrook has zero tolerance for any behaviour that threatens the physical, emotional, or psychological wellbeing of staff. ​ This includes, but is not limited to:

* Verbal abuse, intimidation, or threats. ​
* Disrespectful communication, whether in person, via email, or online. ​
* Actions that undermine staff authority or professionalism. ​
	1. **Staff Empowerment ​**

Staff are empowered to:

* End interactions with parents, caregivers, or visitors if they feel their wellbeing is at risk. ​
* Request that inappropriate behaviour cease immediately. ​
* Request that the offending behaviour stop. ​
* End a meeting, phone call, or discussion if the behaviour persists. ​
* Ask the individual to leave Hester Hornbrook grounds or events.
* Report incidents of harmful behaviour to Academy leadership for further action.
	1. **Hester Hornbrook Academy Response to Breaches**

Hester Hornbrook takes breaches of this Code seriously. ​ The Executive Principal or their delegate will determine the appropriate response, which may include any or all of the below:

* Requesting that the inappropriate behaviour cease immediately. ​
* Issuing warnings or restrictions on communication. ​
* Restricting access to Hester Hornbrook grounds or events for a specified period and/or permanently.
* Restrict the individual’s ability to communicate with staff via email or in person, requiring all communication to go through a nominated representative. ​
* In extreme cases, terminating the student’s enrolment. ​
* Escalating the matter to external authorities if necessary.

By upholding this obligation, Hester Hornbrook ensures a safe and respectful environment that supports the wellbeing of staff and enables them to focus on delivering high-quality education and care to students.

By adhering to this Code of Conduct, parents, caregivers, and visitors contribute to a positive and respectful environment that supports the success and wellbeing of all students at Hester Hornbrook Academy.

**Supporting Material**

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| **Document number** | **Document title** |
| Document 1  | HHA Child Safety Policy |
| Document 2 | HHA Complaints and Grievances Policy and Procedure |
| Document 3  | HHA ICT Policy |
| Document 4  | HHA Enrolment Policy  |
| Document 5 | HHA Student Welfare Policy  |
| Document 6 | HHA Behaviour Management Policy  |
| Document 7 | HHA Visitors policy  |

**Version Control**

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| **Version** | **Comments** |
| Version 1 | August 2025 Original Document  |
| Version 2 | August 2027 |
| Version 3 |  |

**Development and Review**

Owner: Principal, Hester Hornbrook Academy

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