2026

Al Zahra College

Parent Code of Conduct

Updated: November 2026

Statement of Purpose

The College recognises the integral role of parents and guardians in the College community and their right to participate in their child's education.

This Code has been developed to ensure that parents and guardians are aware of and meet the College's expectations regarding their interaction with the College, its staff, other parents, and students.

Adherence to this Code promotes respectful, safe, and productive relationships within the College community and supports the wellbeing and education of all students.

Role of the College

Al Zahra College is responsible for establishing and administering the policies, procedures and rules which govern the day-to-day operations of the College.

Parents are expected to:

- recognise and respect the College's authority
- support the College's policies and decisions
- ensure their children comply with College expectations.

The College makes decisions in the best interests of the entire school community and parents are expected to support these decisions.

Parent Responsibilities – The PARTNER Model

At Al Zahra College we value the vital role parents play in each student's development. The PARTNER model outlines the key expectations for meaningful and respectful parent engagement.

P – Participation in School Events: Attend interviews, assemblies, and school functions to remain actively involved in your child's learning journey.

A – Academic and Co-curricular Support: Support the College's academic and extracurricular decisions and reinforce them at home.

R – Respect for Staff Authority: Engage respectfully with staff and follow appropriate communication channels such as email or scheduled appointments.

T – Trust in School Decisions: Recognise that decisions made by the College are intended to serve the best interests of all students.

N – Nurture Positive Interactions: Maintain respectful, solution-focused communication with staff and other members of the College community.

E – Effective Communication: Respond to school correspondence and communication in a timely and respectful manner.

R – Responsible Social Media Use: Use social media responsibly and avoid sharing content that could harm the privacy, reputation or wellbeing of any member of the College community.

Discipline

The College expects students to comply with its rules and refrain from behaviour that harms others, is contrary to the College's ethos and philosophy, or damages the reputation of Al Zahra College.

Parents are expected to support the College in relation to its discipline policies and must not undermine the authority of the College.

In relation to minor disciplinary matters, the College will determine what occurred and what is an appropriate consequence. The College will not engage in debate regarding the details of the incident or the appropriateness of the consequence.

In relation to serious disciplinary matters, including those which may result in suspension or expulsion, the College will inform parents and address the matter in accordance with the College's Behaviour and Discipline Policy.

While parents may be consulted, the final decision rests with the College.

Due to privacy and child protection obligations, the College will not provide details regarding other students involved in incidents.

Parents must not address disciplinary matters with another child, either:

- on school grounds
- at school events
- online or via social media.

Academic and Co-curricular Activities

The College makes decisions regarding:

- class allocation
- academic programs
- assessments
- co-curricular opportunities
- leadership roles.

These are based on professional judgement and the needs of the College community.

Parents are encouraged to support and respect these decisions.

Parents are welcome to attend school events and sporting activities and are encouraged to support the College community. While attending these events, parents are expected to behave respectfully and appropriately at all times. Parents must not abuse, threaten, or intimidate any staff member, student, referee, umpire, coach, or representative of the College.

Interaction with Staff and the College

The College conducts regular meetings between staff and parents to discuss student progress. There may also be occasions where parents or staff request meetings to address concerns that arise during a student's schooling. If parents wish to meet with a staff member, they must

arrange an appointment through the College administration so that a mutually convenient time can be scheduled.

Parents should not attempt to contact staff at their home unless invited to do so by the staff member. If further discussion or support is required, parents may request a meeting with the Wellbeing Team or the Headmaster.

Parents are expected to show respect for staff at all times and must not publicly criticise or attempt to undermine their authority. If concerns arise regarding a staff member, these should be raised through the appropriate communication channels.

The College has a duty of care to protect staff, and aggressive, abusive or threatening behaviour towards staff members will not be tolerated.

Communication and Email

For general enquiries, parents may contact the College via:

info@azc.nsw.edu.au

Emails are monitored by office staff and forwarded to the relevant staff member.

Teachers check emails periodically throughout the day and will respond as soon as possible, generally within two school days.

Teachers are not expected to respond immediately or outside school hours.

For urgent matters, parents should contact the College office.

Interactions within the School Community

All communication, whether verbal, written or online, between members of the school community must:

- show respect, courtesy and consideration
- not involve harassment or bullying
- not include abusive or aggressive language
- not be confrontational or threatening.

Parents must model appropriate behaviour for students at all times.

Parent Dress Code

Al Zahra College is a faith-based school that values modesty, dignity, and respect in accordance with Islamic principles.

Parents and guardians visiting the College or attending College events are expected to dress in a manner that reflects the values and respectful environment of the school community.

Clothing should be modest, appropriate and suitable for a school environment.

Parents are asked to avoid clothing that is:

• revealing or excessively tight
• excessively short (e.g., very short shorts or skirts)
• transparent or see-through
• displaying offensive language or imagery
• inappropriate for a school setting.

Parents attending the College are encouraged to dress in a manner that reflects the respectful and family-oriented environment of the College.

The College reserves the right to request that a parent adjust their attire or refrain from entering certain school events or areas if the clothing is considered inappropriate for the school setting.

Social Media and Online Conduct

Parents must use social media responsibly.

Parents must not:

• post negative or defamatory comments about staff or students
• engage in online disputes involving the College community
• share images of students in school uniform without consent
• discuss sensitive school matters publicly online.

If concerns arise, parents should contact the College directly rather than addressing issues on social media.

Behaviour occurring outside the College, including online or through social media, may still be considered a breach of this Code if it impacts the wellbeing, safety, or reputation of the College community.

Online Communication and Parent Group Chats

Parents and guardians are reminded that online communication, including participation in WhatsApp groups, social media platforms, and other digital forums, must always reflect the values and expectations of the College community.

Parents must not:

• post negative, defamatory, or misleading comments about the College, its staff, students, or other families
• engage in online discussions that speculate about or attempt to investigate student incidents or disciplinary matters
• share confidential information about students, staff, or College operations
• organise or encourage complaints or campaigns against the College or its staff through online forums.

Concerns about the College, staff members, or student matters must be raised directly with the College through the appropriate communication channels.

Pick-Up and Drop-Off

Parents must follow all traffic and safety rules when entering or leaving the College.

This includes:

• observing speed limits
• following all traffic signs
• parking safely and legally
• not double parking
• not blocking driveways
• minimising use of car horns.

Parents must follow the College traffic management procedures to ensure the safety of students and the surrounding community.

Leave During Term Time

Leave during term time, other than due to illness, is strongly discouraged. Parents must complete the Student Leave Application Form prior to any planned leave, and applications must be submitted at least one school term in advance.

A maximum of 10 school days of leave may be approved within a school year, if the student attendance rate exceeds 95% at the time of application.

Students and parents are responsible for managing any academic consequences resulting from absence.

Leave during assessment periods will only be approved in exceptional circumstances.

Separated Parents

Where parents are separated or divorced, the College will not become involved in parental disputes.

The College cannot make judgements regarding claims made by one parent against another and must not be asked to do so.

The College will comply with applicable court orders concerning students or communication with their parents or guardians. Parents and guardians are responsible for promptly providing the College with a copy of any relevant court order, including any updates or amendments.

Complaints and Grievances

The College is committed to addressing concerns in a respectful and constructive manner.

Where possible, concerns should be raised through the following process:

Classroom Teacher or Subject Teacher

- Wellbeing Team
- Headmaster

Parents must communicate respectfully and avoid abusive, aggressive or threatening language when raising concerns.

Parents are encouraged to raise concerns directly with the College rather than through social media or public forums.

Failure to Observe this Code

If a parent fails to observe this Code, the College may first provide a warning and request that the behaviour cease.

Where behaviour continues or is serious in nature, the College may take appropriate action to protect the wellbeing of the College community.

Such actions may include:

- limiting communication with staff to specific channels
- requiring meetings to occur with a member of the leadership team present
- limiting or prohibiting access to the College premises or events
- directing that communication occur in writing only
- terminating the enrolment of the student.

Where a parent's behaviour is considered aggressive, threatening or unsafe, the College may immediately restrict access to the school grounds without prior warning.

These measures are intended to ensure the safety, wellbeing and orderly operation of the College community.