



COOLUM BEACH
CHRISTIAN COLLEGE

knowledge · wisdom · love

Parent and Community Code of Conduct

At Coolum Beach
Christian College, we believe
that together, we can build
a better world.

Exceptional Christian
education is built on a thriving
partnership between the
College and the home.

This Parent and Community Code of Conduct guides our daily interactions, ensuring that our campus, learning spaces, online spaces, and events remain safe, nurturing environments where every individual is known, valued, and respected. As adults, our behaviour serves as the ultimate living curriculum for our students. We model the maturity, grace, and integrity we wish to cultivate in them.

"Let all that you do be done in love."
1 Corinthians 16:14

Scope of this Code

This Code applies to all adults who interact with the College community, including parents, guardians, step-parents, grandparents, extended family, caregivers, and any visitors or volunteers. This includes engagement in any activities on the College campus, at external events and excursions, within the wider community where the College is represented, or in any communication related to CBCC.





1. Respectful & Lawful Conduct

Our community is built on the foundational truth that every person is made in the image of God and deserves to be treated with absolute dignity.

- **Constructive Communication:** We speak to one another with kindness, courtesy, and respect, even when discussing difficult matters or navigating disagreements.
- **Professional Boundaries:** We respect the professional expertise, dedication, and time of our educators and staff. Staff will be given reasonable time to investigate and respond to enquiries.
- **Lawful Spaces:** Members of our community must comply with all Australian laws, workplace health and safety requirements, and relevant parenting orders or legal agreements while interacting with the College.
- **Unacceptable Behaviour:** Aggressive, threatening, or abusive language, raised voices, intimidation, harassment, and discrimination have no place in our community and will not be tolerated.

2. Digital Citizenship & Online Behaviour

Online spaces should be an extension of our physical community—places of encouragement, clarity, and connection.

- **The Direct Communication Rule:** We resolve concerns directly through the appropriate College channels rather than airing grievances in public or semi-private digital forums.
- **Social Media & Public Forums:** Parents must refrain from posting negative, defamatory, or harmful comments about the College, leadership team, board members, staff, students, or other families on personal or public social media accounts.
- **Class & Cohort Groups (e.g., WhatsApp, Facebook Groups):** Community-led messaging groups are wonderful for logistics and building community connections. However, they must remain positive spaces. They must not be used to vent frustrations, spread hearsay, gather support for grievances, or gossip about staff, students or other members of the College community.
- **Protecting Identity:** Contact details shared within the community are confidential and must never be distributed or used for commercial purposes without explicit permission.

3. Communication Channels & Boundaries

Clear boundaries around communication protect the well-being of our staff and ensure the smooth running of our classrooms.

- **Official Channels:** Parents should use official College emails, phone lines, or portals to contact staff. Personal mobile numbers or private social media accounts of staff members must not be used for school-related matters.
- **Respecting Instruction Time:** Teachers cannot take phone calls or respond to messages during teaching times or while on playground duty. Urgent messages should always go through the Business Services Office. Relevant staff will contact parents as soon as possible to ensure timely communication.
- **Response Windows:** Our staff are committed to open communication but are often away from their computers teaching and supporting students throughout the day. Except in emergencies, please allow a reasonable window of 24 to 48 hours for our team to respond to non-urgent emails. If a matter is urgent, please contact the Business Services Office, who will assist in prioritising your inquiry.



4. Events, Activities & Sideline Behaviour

In every environment—both on campus and out in the wider community—our collective example guides our children.

- **Positivity on the Sidelines:** When attending College events, activities, or representing CBCC in the wider community, our role is to be a supportive and positive audience. We cheer enthusiastically for our students' effort, grit, and character, rather than just the outcome.
- **Respect for Officials & Competitors:** We treat match officials, referees, coaches, and opposing teams with the utmost respect. We accept decisions with grace, modelling good sportsmanship for our children.
- **Volunteering on Campus:** When assisting at College events or excursions, parents operate under the direction of the supervising staff member. While volunteers may remind students of expectations, any necessary behavioural corrections or consequences remain the sole responsibility of CBCC staff.

5. Responses to Decisions & Modelling Attitudes

Children learn how to navigate authority, conflict, and community by observing the adults closest to them. To foster a positive environment, parents and caregivers are expected to:

- **Work in Partnership:** Engage constructively with College policies and decisions. While parents may not always agree with every operational choice, concerns should be raised respectfully through the appropriate channels, maintaining a united front for the benefit of the student.
- **Guard Student Perceptions:** Refrain from discussing grievances or speaking negatively about the College or specific staff members within earshot or hearing of children. Undermining an educator's role at home creates confusion for the student and fractures the classroom learning environment.
- **Nurture Emotional Maturity:** Respond to student conflict or school consequences with a balanced perspective, recognising that every story has multiple sides. Partner calmly with staff to verify details and encourage children to take constructive responsibility for their behaviour.

6. Safeguarding Children & Media Privacy

CBCC is unconditionally committed to the safety and wellbeing of all children. Safeguarding is a shared community responsibility.

- **Appropriate Boundaries & Conflict Resolution:** Adults must maintain healthy, transparent, and appropriate personal boundaries with all students. Regarding any personal dispute or concern, parents must never discipline, interrogate, or directly approach another family's child, family, or staff member on campus. Instead, any such matters must be brought to the College's attention using the established procedural channels outlined in our complaints policy to ensure a safe, fair, and orderly resolution.
- **Photography & Video Privacy:**
 - Parents are welcome to take photos or videos of *their own children* at public school performances and sporting events for personal use.
 - **Strictly Prohibited:** Images or videos featuring other identifiable CBCC students must never be posted to public social media platforms, shared in group messages, or published outside of official College channels without the express, prior consent of that child's parent or guardian.
 - Photos or videos of CBCC staff members must not be captured or posted without their explicit consent.

Note: For further information on the College's commitment to student safety, reporting obligations, and statutory frameworks, please refer to the full CBCC [Child Protection Policy](#), available on the College website or MyCool parent portal.



7. Resolving Concerns & Complaints

We value open communication and strive to follow biblical wisdom when conflict arises by seeking resolution directly with the party involved in the first instance.

- **First Step:** Raise the matter directly, calmly, and privately with the relevant staff member or teacher involved to seek clarity and understanding.
- **Escalation:** If the matter remains unresolved, it may be escalated to the relevant Head of School or member of the College Leadership Team.
- **Formal Review:** Please submit formal complaints in writing. For general operational or staff matters, these are directed to the Principal or Business Manager. In accordance with College policy, any formal complaint specifically regarding the Principal must be sent directly to the Board Chair.

Note: For a detailed overview of timelines, tracking, and institutional reviews, please refer to the full CBCC [Complaints Handling Policy and Procedures](#), which can be accessed at any time via the College website or MyCool parent portal.

8. What the Community Can Expect from Staff

To ensure mutual respect, our communication operates as a two-way street.

- **Professional Courtesy:** Parents can expect to be treated with care, respect, and courtesy by all College staff.
- **Confidentiality:** Sensitive or personal issues raised regarding a student or family will be handled with high confidentiality, except where disclosure is mandated by law or child safety policies.
- **The Right to a Safe Workplace:** Our staff have a right to feel safe at work. If a parent's communication becomes abusive, threatening, or aggressive during a meeting or phone call, staff members are empowered to set a clear boundary, request that the behaviour cease, or end the interaction immediately. The matter will then be escalated directly to College Leadership for review.

9. Addressing Concerns and Breaches

Coolum Beach Christian College seeks to resolve any concerns related to parent or caregiver conduct graciously, constructively, and with a spirit of cooperation.

If commitments are not met, which leads to a strain in the relationship between home and school, the College will engage with open, respectful dialogue, seeking a mutually acceptable resolution. Other actions that may be taken by the Principal, depending on the circumstances, are:

- *Issue a reminder of the Parent and Community Code of Conduct expectations.*
- *If needed, provide a formal request to follow the Parent and Community Code of Conduct expectations.*
- *Implement specific measures, if necessary, such as directing that all future communications occur through a single, nominated College representative or communication channel.*

In severe cases, the College may:

- Restrict access to the campus in line with Section 340 of the Education (General Provisions) Act 2006 (Qld) regarding the direction of persons to leave, or not enter, school premises.
- Seek advice on mediation.
- Review or terminate enrolment where a persistent misalignment of values or ongoing breaches significantly impact the operation, safety, or community of the College.
- Where behaviour is unlawful or involves a critical child safety risk, report the matter immediately to the police or relevant statutory authorities.



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By enrolling your child at Coolum Beach Christian College, families enter into a Partnership in Purpose. You acknowledge and agree to uphold this Code of Conduct, working together with us to build a healthy, vibrant, and safe culture in which our students can flourish.

Please confirm your awareness and commitment to this Code by completing the QR form.

Alternatively, visit MyCool to complete the acknowledgement form.

"Let all that you do be done in love."
1 Corinthians 16:14

Acknowledgement



Thank you for your
commitment to our
community. Together, we are
building a space where every
student can thrive.





Policies that may relate to this document

All policies can be accessed via the [CBCC website](#).

[Acceptable Use Policy](#)

[Privacy Policy](#)

[Bus Service Policy](#)

[Child Protection Policy](#)

[CBCC Child Safe Standards Statement](#)

[Complaints Handling Policy](#)

[Complaints Handling Procedure](#)

[CBCC Volunteer Policy](#)

[Child Risk Management Strategy](#)

[Student Bullying Policy](#)

[Alcohol, Tobacco & Illicit Drugs Policy](#)