



PARENTS AND CARERS CODE OF CONDUCT

PREAMBLE

All members of a Catholic school community are learners who build a culture of learning together through collaboration, partnerships and life-giving relationships which enable all to flourish.

Horizons of Hope

At Caroline Chisholm Catholic College (**College**), we are committed to nurturing respectful relationships and active partnerships with parents and carers. We believe that our students' learning journeys are enriched through mutually respectful and positive home and College relationships.

As parents and carers, you are one of the most influential role models in your child's life. We therefore seek your support in promoting and upholding the core Catholic values of our College community and its culture of respectful and positive relationships.

This Code of Conduct is intended to guide you in your dealings with staff, other parent(s)/carer(s), students and the wider College community. It outlines the College's key expectations of both staff and parent(s)/carer(s) with regard to respectful relationships and behaviours. It also specifies the College's position with regard to unacceptable behaviours that breach our culture of respect.

This Code of Conduct is to be read in conjunction with the College's *Conditions of Enrolment* and the *Guidelines for Parents and Carers to Express Concerns or Complaints*.

OUR CULTURE OF RESPECTFUL RELATIONSHIPS

Among students, staff and parent(s)/carers we strive to develop the following:

- A respect for the dignity and worth of every person
- An ability to understand the situation of others
- A cooperative attitude in working with others
- Open, positive and honest communication
- Respectful listening
- The ability to work respectfully with others
- Trusting relationships
- Accountable and responsible actions.

In promoting and upholding this culture, we expect that parents and carers will:

- Value and respect the Catholic identity of the College, its relationship to the Community and the expression of its Catholic ethos through rituals, symbols and the teaching of Catholic beliefs
- Share the responsibility for their children's faith, moral, social and emotional development
- Model Christian values in word and deed with all members of the College community
- Value and respect the diversity of faiths and cultures within the College Community
- Contribute to a welcoming and inclusive community
- Respect and support the College's policies
- Contribute to a culture where privacy and confidentiality are assured
- Contribute to the development of a safe school environment for students, staff and the wider community



- Contribute to the life of the College in ways that reflect their interests, skills, experience and capacity to do so
- Work towards resolving grievances appropriately and with respect
- Contribute to consultation and decision making processes
- Acknowledge and support the work of the College's governing body and associated committees
- Comply with any legal requirements relating to their family circumstances or other College community members and assist the College with investigating any allegations of 'reportable conduct'
- Fulfil their obligations to pay all fees and levies in a timely manner, however if they experience exceptional circumstances causing genuine financial difficulty, negotiate with the College to make appropriate arrangements for payment of any fees or levies.

As partners in the education of their children, parents and carers;

- Support the College in its efforts to maintain a positive teaching and learning environment
- Support their children's learning at College and home
- Understand the importance of healthy parent/carer//teacher/child relationships and strive to build the relationships
- Work collaboratively with all members of the College community
- Interact with staff and other parents or carers in a courteous and respectful manner
- Respect the skills, knowledge and experience of College leaders, teachers and staff
- Acknowledge and respond to staff communication
- Access information and resources provided by the College to support them in their role as the primary educators of their children
- Provide information in a timely fashion to the school in relation to foreseeable risks
- Support their children's consistent and punctual attendance at school
- Act as positive advocates for their children.

In promoting and upholding this culture, we expect that staff will:

- Communicate regularly regarding your child's learning, development and wellbeing
- Provide opportunities for involvement in your child's learning
- Maintain appropriate levels of confidentiality
- Relate with and respond in a respectful and professional manner
- Ensure a timely response to any concerns raised, keeping in mind other competing time factors.

RAISING CONCERNS AND RESOLVING CONFLICT

(Refer also to our Guidelines for Parents and Carers to Express Concerns or Complaints)

In raising concerns on behalf of your child, or making a complaint about the College's practices or treatment of your child, **we expect that parents and carers will:**

- Listen to your child, but remember that a different perspective may exist elsewhere;
- Observe the College's stated procedures for raising and resolving a grievance/complaint;
- Follow College guidelines including the use of email and Compass for communication with staff members, including making appointments at a mutually convenient time and communicating your concerns in a constructive and respectful manner;
- Refrain from approaching or contacting another child in the care of the College to discuss or challenge them. Refer the matter directly to your child's Learner Mentor or House Coordinator for follow-up and investigation by the College
- Respect the right of the College to independently investigate all matters.



In responding to your concerns or a complaint, **we expect that staff will:**

- Observe appropriate levels of confidentiality and a respect for sensitive issues;
- Ensure your views and opinions are heard and understood;
- Communicate and respond in ways that are constructive, fair and respectful;
- Ensure a response to your concerns/complaint within an appropriate timeframe given competing work demands of our College environment
- Strive for resolutions and outcomes that are satisfactory to all parties.

STAFF SAFETY AND WELLBEING

The College places high value and priority on maintaining a safe and respectful working environment for our staff. We regard certain behaviours as harmful and unacceptable insofar as they compromise the safety and professional wellbeing of our staff. These behaviours include, but are not limited to:

- Shouting or swearing, either in person or on the telephone
- Physical or verbal intimidation
- Writing rude, defamatory, aggressive or abusive comments to or about the College or College staff member (emails/social media)
- Racist or sexist comments
- Damage or violation of possessions or property.

In the event of any of the above behaviours, the staff member reserves the right to cease the conversation. When a parent or carer behaves in such unacceptable ways, the Principal or a senior staff member will seek to resolve the situation and repair relationships through discussion and/or mediation. Where a parent's or carer's behaviour is deemed likely to cause ongoing harm, distress or danger to the staff member and others, the College may exercise its legal right to impose a temporary or permanent exclusion from the parent or carer entering the College premises and/or may cancel the student's enrolment at the College, in accordance with applicable Catholic Education Melbourne policies.