



Parent Partnerships



CHISHOLM CATHOLIC COLLEGE
Live Christ's Challenge

The **Chisholm Catholic College and Parent Partnership Document** defines the responsibilities that *all* parents are asked to uphold and it recognises the significance of the College and the household working together congruently.

This Parent Partnership document reinforces that collaborative and respectful relationships between the College and the Parents is a key contributor to student success.

The College strives for excellence in education—an education that reflects quality in teaching and quality in learning. Chisholm Catholic College aims to deliver high-calibre education, providing an engaging curriculum, pastoral, sporting, musical and all other domains and will make every effort to ensure the conduit between Home and College is clear, caring, compassionate and understanding.



It "REALLY" takes a whole village to raise a child.

*I dreamed I stood in a studio
And watched two sculptors there,
The clay they used was a young child's mind
And they finished it with care.*

*One was a teacher; the tools he used
Were books and music and art;
One a parent with a guiding hand
And a gentle and loving heart.*

*Day after day the teacher toiled
With a touch that was deft and sure
While the parent laboured by his side
And polished and smoothed it o'er.*

*And when at last their task was done
They were proud of what they had wrought,
For the things they had moulded into the child
Could neither be sold nor bought
And each agreed he would have failed
If he had worked alone.
For behind the parent stood the school
And behind the teacher, the home.*

Author Unknown, 1998



Grievance and Resolution Procedure

Scenario 1 – Managing a complaint about a teacher or a student

Complainant talks with a teacher and work together to resolve complaint

If the matter cannot be resolved, the complainant talks with a senior school employee e.g. Deputy Principal, Assistant Principal or other nominated school employee and work together to resolve complaint

If the matter cannot be resolved, complainant talks with Principal and work together to resolve complaint

Scenario 2 – Managing a complaint about a school process or policy

Complainant talks with Deputy Principal, Assistant Principal or other nominated school employee and work together to resolve complaint

If the matter cannot be resolved, complainant talks with Principal and work together to resolve complaint

Scenario 3 – Managing a complaint about a Principal

Prior to escalating, every effort should be made by a school to resolve at the lowest level, this could include a discussion with the Senior Leader Learning and Identity

If the matter cannot be resolved, the complainant submits a written complaint to BCE School Operations, GPO Box 1201, Brisbane QLD 4001

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To work in partnership with the College, Parents are asked to:

- ◆ *Show an active interest in their child's schooling and progress.*
- ◆ *Co-operate with the College to achieve the best outcomes for their child.*
- ◆ *Support College staff in maintaining a safe and respectful learning environment for all students.*
- ◆ *Initiate and maintain constructive communication and relationships with College staff regarding their child's learning, well being and behaviour.*
- ◆ *Contribute positively to behaviour support plans that concern their child.*
- ◆ *Make every effort for their child to be at College every day and on time. When their child is not going to be present, parents will notify the College.*
- ◆ *Ensure that their child is prepared for College each day with sustaining food, adequate sleep and clean presentation.*
- ◆ *Recognise that less than 30% of student academic achievement is attributable to the College and that the quality of the home environment is a major factor also.*
- ◆ *Appreciate that teachers will make every effort to respond to requests, but a 24 – 48 hour time frame to respond is reasonable.*
- ◆ *Keep updated on regular events via the Parent Portal.*
- ◆ *Engage, with and attend where possible College events to develop and strengthen our community.*
- ◆ *Notify the College of any change in contact details (phone numbers / addresses etc.) and/or medical conditions particularly those requiring medication.*
- ◆ *Meet the financial obligations associated with enrolment.*
- ◆ *Show reverence and respect for the prayer life of the College.*
- ◆ *Assist the College by ensuring their children adhere to College rules and regulations in regard to grooming, College uniform and the behaviour management procedures.*
- ◆ *Speak positively about the College and teachers in the presence of students who attend the College.*

Parent Code of Conduct

Scope:

This policy applies to all adults including parents, guardians, step-parents, grandparents, extended family, caregivers and any others while involved in activities or communications related to Chisholm Catholic College, Cornubia. For the purpose of this policy the term “parent” refers to all caregivers as listed above.

Ethical Conduct:

Parents play a key role in the education of their children and should act in the best interest of students, their families, staff and the College community.

The College values its diverse community and respects the rights, beliefs and practices of individuals and their families.

Parents are students’ most significant role models. Accordingly, the College expects a high standard of personal behaviour from parents, when they are on College grounds, attending events or communicating with staff or other students. For example:

- Refraining from engaging in malicious or judgmental gossip (either directly or online), and ensuring that anything they say about others is fair and truthful.
- Refraining from actions and behaviour that constitutes bullying, harassment, discrimination or vilification.
- Refraining from offensive, insulting or derogatory language or conduct. This includes wearing clothing with offensive language or insignia.
- Dressing appropriately according to the occasion. Not smoking on College grounds or within 5 meters of the College boundary (this is required by Queensland law).
- Not possessing alcohol on College grounds, unless the event has been sanctioned by the College.
- Not attending College events if affected by alcohol or any other intoxicant.
- Showing proper care and regard for College Property, the property of others and Occupational Health and Safety considerations.

Communications and interactions with staff, other parents and students.

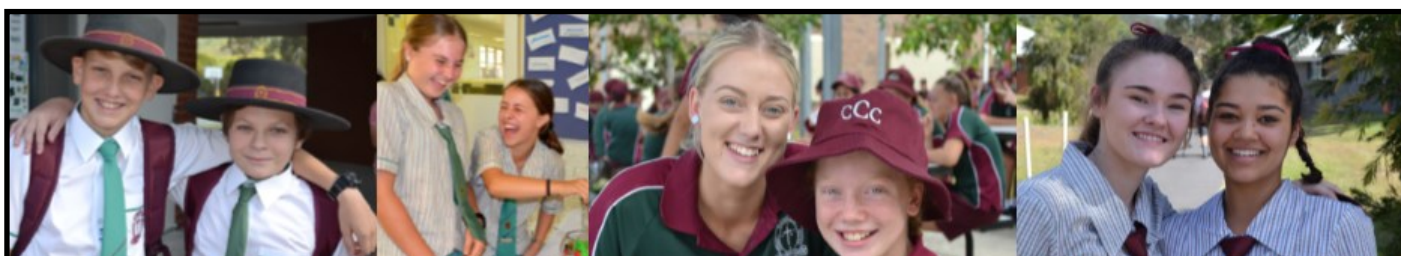
Parents are expected to interact civilly with staff, students and other parents at all times. Written and spoken communication should be courteous and respectful. Abusive language, raising your voice, insulting or violent behaviour to anyone on College grounds or at any College-related event, is not appropriate.

Parents are expected to ensure that relationships with students are strictly in accordance with appropriate roles and that favouritism and special treatment are avoided.

Parents are expected to ensure that physical contact with all students is appropriate given the age of, and relationship with the student such that questions of impropriety do not arise.

Whilst interaction between students can be unruly, it is not appropriate to discipline another parent’s child whilst on College grounds, unless there is a reasonable health and safety concern.

In some circumstances parents are required by law to advise the College of areas of potential conflict such as parenting and family court orders. The College expects parents to behave lawfully on College grounds and observe the terms of any order, obligation or undertaking to which they may be subject.



What parents can expect from a staff member if communication becomes inappropriate

In cases where a parent does not interact civilly with staff, either in person in or outside of the College grounds, during a phone call, or via email, the staff member may take the following actions:

- Request that the parent cease their inappropriate communication in order to allow the communication to proceed.
- Inform the parent that unless the inappropriate communication ceases, the staff member may put an end to the phone call, meeting or discussion.
- Request another staff member be present for the remainder of the meeting, if deemed necessary to proceed with such.
- Lodge a complaint against the offending parent.

Use of social media

Social media can be defined as how we use technology to communicate and connect with others. Despite the range of positive uses for social media, there are also a number of ethical and legal issues associated with its use. Many people may hold the mistaken belief that anything published online will be without legal consequence. However, parents should be aware that there are a number of potential legal liabilities that may arise, particularly in relation to issues pertaining to reputational damage and defamation.

Parents must ensure they abide by the laws and the College's expectations of its parents, by complying with the following:

- The College, its staff and members of its community should not be mentioned or discussed in a negative or defamatory way.
- Photographs of students in College uniform represent the College and its students, and should not be posted if they have the potential to bring negative connotations towards the College or its staff and students.
- Photographs containing other students should not be posted without the express consent of the other child/children's parents.
- Email addresses of parents, staff and students should not be given to other people without their express consent.
- Parents are not permitted to make contact with other students via any form of social media without the express consent of the student's parents.

What parents can expect from the College

The College takes seriously any issues that are brought to its attention. If parents express their concerns to the College, they can expect to be treated with courtesy and respect in order to try and resolve the matter.

As a general guide, minor issues may be raised with your child's teacher or Pastoral Leader. Cases of more serious inappropriate conduct or misconduct ought to be directed to the College Leadership Team.

Each situation will be considered as it arises and based on the issues presented.

The College will act in accordance with its Complaints Resolution Policy when dealing with complaints. (see page 2)

