



Working in Partnership

Parent Charter for systemic
Catholic Schools in the
Diocese of Broken Bay

Working in Partnership

A Commitment by Families and Schools

Catholic Schools Broken Bay (CSBB) mission is to support parents as the first and foremost educators of their children, and the role they play in their child's faith formation, learning and wellbeing.*

This Charter outlines the principles and responsibilities of all members of the CSBB community. These will enable us to work together in a partnership of mutual respect, trust, and a spirit of collaboration in accordance with the ethos and values of the Catholic Church for the educational outcomes of children.

“A school becomes a place of dialogue and peaceful encounter promoting attitudes of respect, listening, friendship and spirit of partnership.”

(Pope Francis, 2013)

Catholic Schools Broken Bay strives to nurture a partnership between parents and schools where:

- Parents are recognised and valued as the first and foremost educators of their children, and the role they play in their child's faith formation, learning and wellbeing.
- All relationships are based on mutual respect, trust, and a spirit of collaboration in accordance with the ethos and values of the Catholic Church.
- Teachers and staff are respected and valued for their professional skills and competence in educating students in the context of Gospel teachings.
- Parents are supported by schools and parishes to achieve the best possible outcomes for each student.



Parents can expect that our schools will support them in:

- Offering a loving, faith-filled environment where each student can come to know the meaning of Christ in their lives.
- Being places where each student can learn and feel safe, and parents are recognised and welcomed in a spirit of partnership in student formation and leadership.
- Treating every member of the school community with dignity, courtesy, and respect.
- Involving them in decisions that affect their child's faith formation, learning and wellbeing and providing timely and accurate information about their child's progress.
- Listening to concerns, issues, or complaints, addressing them as appropriate, while continuing respectful, professional relationships.



Our schools can expect that parents will support them in:

- Sharing their insights regarding their children, whilst respecting the skills, knowledge and expertise of school leaders and teachers.
- Adhering to the school's policies and processes, and any reasonable request by staff.
- Modelling responsible and respectful behaviour within the school community in all interactions.
- Contributing to a safe, harmonious school community where intimidation, bullying, or inappropriate behaviour are not tolerated.
- Requesting a formal interview time with their child's teacher when there is a concern to be discussed.
- Fulfilling the commitment made at the time of enrolment, including prompt payment of school fees; and in hardship circumstances to actively work with the school to seek mutually suitable payment arrangements.



“The family, as the fundamental and essential educating community, is the privileged means for transmitting the religious and cultural values which help the person to acquire his or her own identity. Founded on love and open to the gift of life, the family contains in itself the very future of society.”
(St John Paul II, 1994)

As key partners within school communities, our schools share a co-responsibility with parents in:

- Valuing and championing the Catholic identity of the school and its relationship to its parish community.
- Contributing to a welcoming, inclusive school community, valuing, and respecting the diversity of faiths and cultures.
- Treating every member of the school community with courtesy, respect, and positive regard.
- Striving towards resolving concerns through respectful discussions and constructive negotiation.
- Ensuring respectful and positive relationships are reflected in the ways in which staff, students and parents interact when engaging in sporting and extra-curricular activities.



Communication & Engagement with Schools

CSBB schools strive to be welcoming communities of faith, joy, and compassion, where communication takes place in an environment of openness, trust, mutual respect and is in the interests of all students. Our hope is that the following guidelines will support effective communication between schools and parents.

Schools

It is expected that individual schools will:

- Ensure information and communication regarding students' education and school activities is effectively provided to families.
- Regularly communicate with parents through formal meetings, including parent-teacher interviews and information evenings, and through newsletters and mobile alerts.
- Ensure the availability of appropriate school personnel (including school leadership) at a mutually convenient time when further engagement with a family is required.
- Respond to phone calls or email requests from parents as soon as is practical – usually within 2 school days.

Parents

It is expected that parents will:

- Make an appointment at a mutually convenient time to meet with the appropriate teacher should issues require further discussion. In Primary Schools, this would usually be the classroom teacher, and in Secondary Schools it may be the Year Coordinator or Pastoral Care Coordinator.
- Know they can meet with school leadership members in instances where issues haven't been satisfactorily resolved.
- Use appropriate channels for communication e.g. school email addresses and telephone numbers, and understand that schools may not respond immediately to all emails and phone calls, but will do so as soon as is practical.
- Not approach other students or their family members to clarify issues or concerns, nor should they involve other school staff in their grievances.
- Be constructive and courteous in all interactions with students, staff, and members of the school community, including in all digital and electronic communications.
- In the case of separated parents, not attempt to involve schools, staff, or other parents in any parental dispute that may arise.

Unacceptable Behaviour

To ensure the wellbeing of students, staff, and the wider community across our schools in the Diocese of Broken Bay, steps will be taken to address unacceptable behaviour, which may include but is not limited to:

- Aggressive or intimidating actions, such as violence, threatening gestures, or close physical proximity
- Aggressive or intimidating language, including the use of obscenities, making sexist, racist or derogatory comments – either face to face or via digital and electronic communications.
- Inappropriate, time-wasting communications or vexatious complaints.
- Inappropriate, aggressive, or intimidating posts on social media or online forums.

In the rare circumstances where there are consistent and/or proven breaches of this Charter as determined by the school Principal and in consultation with CSBB central office leaders, the school can implement certain actions which may include:

- A meeting between the parent/s and members of the school leadership team to discuss the expectations outlined in this Charter.
- Formal escalation of the matter to the CSBB central office where parents may be asked to meet with senior staff to discuss breaches of this Charter.
- Exclusion of a parent from the school under the Inclosed Lands Protection Act 1901 (NSW).

In the case of unlawful or aggressive behaviour, bullying or intimidation of school staff, the matter may be referred to the NSW Police or other appropriate agencies; and/or may result in the termination of enrolment of their child.



Complaint and Issue Resolution

CSBB is committed to maintaining positive and harmonious relationships with our parent community and effectively dealing with issues and complaints when these arise. Parents are encouraged to refer to the Complaints Management Policy and Resolution Process (available on the Catholic Schools Broken Bay website) for guidelines on making and resolving a complaint.

Contact details

Community Engagement Team

e. CET@dbb.catholic.edu.au



Scan for Complaints
Resolution and
Feedback Form

Catholic Schools Broken Bay Safeguarding Office

e. safeguarding@dbb.catholic.edu.au

Catholic Schools Broken Bay

w. csbb.catholic.edu.au

** Parent is used in this document as a term to include natural, adoptive, or foster parents, guardians, and caregivers of students.*



For more information
csbb.catholic.edu.au

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VALUES



FAITH



JOY



WITNESS



COMPASSION



COURAGE