



**Mary Mother of the Church  
Catholic Parish Ivanhoe**

**Mary Immaculate Primary School  
St. Bernadette's Primary School**

**OUR PARISH SCHOOL PARENT CODE OF CONDUCT**

As a Catholic Community, we are committed to nurturing respectful relationships and active partnerships within our schools, our parish and our local community. This is a commitment expected of all students, parents, guardians, school and parish staff and parishioners.

We believe that our students' wellbeing, learning and life journeys are enriched through positive and reciprocal home and school relationships. As parents/guardians, you are the most influential role models in your child's life. We therefore seek your support in promoting and upholding the vision and core values of our parish and the school community, in line with Catholic Social Justice Teaching, Respectful Relationships, Positive Education and Restorative Justice.

This Policy is intended to guide you in your dealings with staff, other parents/guardians, students and the wider school and parish community. It articulates the school's key expectations of both staff and parents/guardians with regard to respectful relationships and behaviours. It also specifies the parish and schools' position with regard to unacceptable behaviours that breach our culture of respect.

**Our Culture of Respectful Relationships**

Among students, staff, parents/guardians we strive to develop the following:

- a respect for the innate dignity and worth of every person
- an ability to understand the situations of others
- a cooperative attitude in working with others
- open, positive and honest communication
- the ability to work respectfully with other people
- trusting relationships
- responsibility for one's own actions.

**In promoting and upholding this culture, we expect that parents/guardians will:**

- support the schools' Catholic ethos, traditions and practices
- support the school in its efforts to maintain a positive teaching and learning environment
- understand the importance of healthy parent/teacher/child relationships and strive to foster those relationships
- support and adhere to the schools' policies, as outlined on the school website
- treat staff, other parents/guardians, students and members of the wider school and parish community with respect and courtesy
- positively promote and support the school in the wider community, including on social media.

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

- communicate with parents/guardians regularly regarding their child's learning, development and wellbeing
- provide opportunities for parent/guardian involvement in their child's learning
- maintain confidentiality over sensitive issues
- relate and respond to parents/guardians in a respectful and professional manner
- ensure a timely response to any concerns raised by parents/guardians.



## Mary Mother of the Church Catholic Parish Ivanhoe

### **Raising Concerns and Resolving Conflict** (refer also to the schools' Grievance Policy)

In raising concerns on behalf of your child, or making a complaint about the schools' practices or treatment of your child, we expect that parents/guardians will:

- listen to their child, but be mindful that their child's views or opinions may reflect only one side of the story
- observe the school's stated procedures for raising and resolving a grievance/complaint
- follow specified protocols for communication with staff members, including making appointments at a mutually convenient time and communicating any concerns in a constructive and respectful manner
- refrain from approaching another child while in the care of the school to discuss or chastise them because of any alleged actions towards their child. Parents are expected to refrain from contacting parents/guardians of other students because of any alleged actions towards their child. Rather, parents/guardians should refer the matter directly to their child's teacher for follow-up by the school.

### **In responding to a parent's/guardian's concerns or a complaint, we expect that staff will:**

- observe confidentiality and a respect for sensitive issues
- ensure that the parent's/guardian's views and opinions are heard and understood
- communicate with and respond to parents/guardians in a constructive and respectful manner
- as far as is practicable, ensure a timely response to any parent/guardian concerns/complaints
- strive for resolutions and outcomes that are satisfactory to all parties.

### **Staff Safety and Wellbeing**

The Parish places high value and priority on maintaining a safe and respectful working environment for all staff in our parish schools. The parish and school regard certain behaviours as harmful, distressful and unacceptable insofar as they compromise, or threaten to compromise the safety and wellbeing of staff. These behaviours include, but are not limited to:

- shouting, aggressive tone or swearing (regardless of whom the behaviour is directed towards), including in person or on the telephone
- physical intimidation including stalking (or threats to engage in behaviour of that kind)
- verbal intimidation including persistent complaints and harassment
- aggressive hand gestures
- saying or writing rude, defamatory, aggressive or abusive comments to/about a staff member (including via email or on social media)
- racist, sexist or otherwise insensitive and inappropriate comments
- damage to or violation of possessions/property (or threats to engage in behaviour of that kind).

### **Resolutions and/or Sanctions**

In circumstances where a parent/guardian behaves in an unacceptable way, the principal or senior staff members may, as a first step, seek to resolve the situation and attempt to repair the relevant relationship. This may include engaging in discussions and/or mediation. However, where a parent's/guardian's behaviour is considered by the principal or parish priest as being likely to cause ongoing harm, distress or danger to the staff member or others, the school may exercise its right to:



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- impose a temporary or permanent ban on the parent/guardian entering the school premises
- suspend or terminate the parent's/guardian's child's enrolment at the school
- in serious circumstances, refer the matter to the police
- respond in any way that the school considers necessary and appropriate.

**This Policy is to be read in conjunction with the schools':**

- Anti-Bullying Policy
- Behaviour Management Policy
- Student Wellbeing Policy
- Grievance Policy
- Occupational Health and Safety Policy
- Child Safe Policy and Code of Conduct

(September 2018)