



# Parent Charter

The purpose of this Charter is to outline the foundations of the relationship between Mother Teresa Catholic Primary School and parents, the principles for appropriate communication between Mother Teresa Catholic Primary and parents, and procedures applying in the case of breaches of this Charter by parents.

## Mother Teresa Catholic Primary School Parent Charter

At Baptism, the Catholic Church makes the commitment to support parents in their role as the primary educators of their child. When children go to school, parents share their educational responsibility with the teachers, staff, and parish priest/s of their local Catholic school community.

The partnership between parents and their school community is based on a spirituality of communion, which sits at the heart of every Catholic school. At Mother Teresa Catholic Primary School parents are recognised for the primary role they play in their child's faith formation, learning and well-being.

In choosing Mother Teresa Catholic Primary School, parents enter into a partnership with the school where the responsibility of their child's education is shared between them, as the primary educator of their child, and their school community to achieve the best possible outcomes for each student. This partnership takes place in an environment of open, respectful and two way communication where the expectations for the partnership are understood by everyone.

### Parents can expect that Mother Teresa Catholic Primary School will:

- offer a loving, faith filled environment where each student comes to know the person of Jesus Christ
- be a place where each student can learn and feel safe
- treat every member of the school community with courtesy, respect, trust and a spirit of collaboration in accordance with the ethos and values of the Catholic Church
- collaborate with parents in decisions that affect their child's faith formation, learning or (and) wellbeing
- provide timely and accurate information about their child's progress
- enable parents to ask questions and speak to their child's teacher or member of the local school leadership team at a mutually convenient time
- allow any concern or complaint to be heard
- support children with Special needs through Inclusion Support programs



## **Mother Teresa Catholic Primary School can expect that Parents in their community will:**

- model responsible and respectful behaviour within the school community in both the real and digital worlds
- respect teachers and staff for their professional skills and competence in educating students in the context of Gospel teachings
- treat each member of the school community with courtesy and respect
- listen, talk collaboratively and share relevant information with teachers and school staff to understand and resolve any issues, misunderstandings or concerns
- respect the privacy of every member of the school community
- uphold the school rules and guidelines that are in place for the well-being and effective learning of students
- contribute to a safe school community where intimidation, bullying or harassment are not tolerated
- adhere to the commitment made at the time of enrolment, including the prompt payment of school fees

## **Communicating with Mother Teresa Catholic Primary School**

Mother Teresa Catholic Primary School strives to be a welcoming community of faith, hope and love, where communication takes place in an environment of openness, trust, mutual respect and in the interests of all students.

Mother Teresa Catholic Primary School provides many opportunities to communicate and meet with parents through regular school newsletters and formal meetings, such as Parent teacher meetings and Learning and information nights.

It is natural that there will be additional times that parents will need to speak with their child's teacher or members of the school leadership team to discuss and resolve issues, misunderstandings or concerns. For everyone's wellbeing, these matters should be carried out in the spirit of this Parent Charter.

As a welcoming and inclusive community, Mother Teresa Catholic Primary School encourages two-way communication with parents. For respectful and meaningful communication, parents are requested to observe a number of guidelines when communicating with Mother Teresa Catholic Primary School:

- Teachers are the first point of contact. Parents should refrain from seeking clarification from other students or parents about issues concerning their child. Parents are asked to make an appointment to meet with the appropriate teacher so these issues can be discussed constructively. This teacher can then address the matter appropriately with the relevant staff and/or students.



- If the appropriate teacher cannot resolve the issue or concern, members of the Mother Teresa Catholic Primary School leadership team are also available to talk with parents. Parents are asked to make an appointment to meet at a mutually convenient time.

**Please be patient:**

Schools are busy places where the main priority of each staff member is to provide a high-quality Catholic Education to each student. Phone calls, emails, or requests by parents for information or meetings will be responded to as soon as possible.

There will be times when parents disagree with a school decision or process. These matters are best addressed within a framework of dignity, respect and truth. In the rare circumstances where there are consistent and or proven breaches by a parent or parents of this Parent Charter, as determined by the Principal, and, where necessary, in consultation with the Catholic Education Northern Territory (CENT) Principal Advisor, Mother Teresa Catholic Primary School has the right to implement certain actions, which may include:

- an informal meeting between the parent/s with the Principal or member of Mother Teresa Catholic Primary School leadership team to clarify the expectations outlined in the Parent Charter
- a formal meeting between the parent/s and with the Principal and/or a member of the Mother Teresa Catholic Primary School leadership team
- a formal escalation of the matter to the CENT where parents may be required to meet with staff and/or independent consultants. (CENT CE 2001 Investigating Complaints Procedure.)
- exclusion of a parent from the school in exceptional circumstances.
- in the case of unlawful or aggressive behaviour, bullying or intimidation of school staff, the matter may be referred to the NT Police or other appropriate agencies.

**Acknowledgement:**

- Parent Charter for Sydney Catholic School Published October 2015
- CENT CE 2001 Investigating Complaints Procedure
- CENT CEC/Ref no 230 Procedure for dealing with allegations of misconduct against employees in Schools
- St Paul's Catholic Primary School. Cnr Trower Road & Francis Street Nightcliff

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**Mother Teresa Catholic Primary School strives to have a community based on mutual respect that places the needs of the child at the centre for everyone involved.**