

WORKING IN PARTNERSHIP

A COMMITMENT BY FAMILIES AND SCHOOLS



Catholic Education, Diocese of Wagga Wagga (CEDWW) is united in the belief that Jesus Christ is our greatest teacher. The Catholic School participates in the evangelising mission of the Diocese. It is an inclusive environment for Christian education where faith, life and culture are brought in harmony.

‘I came that they may have life, and have it to the full’ (John 10:10)

Inspired by this Gospel message and the actions of Jesus Christ, we nurture excellence as a Community of Learners, so all may flourish in the fullness of humanity. Therefore our schools:

- Share the good news of Jesus Christ.
- Educate with a Catholic perspective preparing the students to serve their communities with justice, integrity and a particular commitment to the poor.
- Create conditions for students to be inspired with a love of learning and a heart of hope.

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“Staff in child safe organisations understand that parents, carers and other important people in a child’s life have the primary responsibility for raising their children. A child safe organisation talks to, consults with and invites the participation of families, caregivers and the broader community to promote the rights of children.” (Standard 3: Child Safe Standards: Office of the Children’s Guardian 2020).

In choosing one of our Catholic Education: Diocese of Wagga Wagga schools, parents and carers enter into a partnership with the school where the responsibility of their child’s education is shared between parent / carers, as the primary educator of their child, and their school community.

This partnership between parents/carers and their school community is based on the guiding principles described within this document. It takes place in an environment of open, respectful and two-way communication where the expectations for the partnership are understood by everyone involved.

This Commitment also applies to all school sponsored meetings/functions within and outside of school hours.

For the purpose of this document, the term “parent/carer” is used as a term to include natural, adoptive or foster parents, guardians and caregivers of students.

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CEDWW Schools strive to nurture a partnership between parents and schools where:

- all relationships are based on mutual respect, trust and a spirit of collaboration in accordance with the ethos and values of the Catholic Church
- parents/carers are recognised and valued for the primary role they play in their child's faith formation, learning and wellbeing
- teachers and staff are respected and valued for their professional skills and competence in educating students in the context of Gospel teachings
- parents, schools and parishes work in partnership to achieve the best possible outcomes for each student.

Parents/carers at CEDWW Schools can expect that their child's school will:

- offer a caring, 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 and respect
- involve them in decisions that affect their child's faith formation, learning or wellbeing
- provide timely and accurate information about their child's progress
- enable them to ask questions and speak to their child's teacher or member of the school leadership team at a mutually convenient time
- listen to concerns, issues or complaints, addressing them as appropriate, while continuing respectful, professional relationships.

CEDWW Schools can expect that the parents/carers in the school community will:

- support and contribute to a caring faith-filled environment where each student comes to know the person of Jesus Christ
- model responsible and respectful behaviour within the school community in both the real and digital worlds
- treat every member of the school community with courtesy and respect
- listen, talk collaboratively and share relevant information with teachers and school which assists staff to understand and address any issues, misunderstandings or concerns
- respect the privacy of every member of the school community
- support student adherence to the school's standards for behaviour, dress and self discipline, application to course work and study and participation in school activities
- contribute to a safe school community where intimidation, bullying, harassment or inappropriate behaviour are not tolerated
- adhere to the commitments made at the time of enrolment, including the prompt payment of school fees.



COMMUNICATION WITHIN YOUR SCHOOL

CEDWW schools strive to be welcoming communities of faith, hope and care, where communication takes place in an environment of openness, trust, mutual respect and is in the interests of all students. To support effective communication, schools and parents/carers are asked to observe a number of guidelines.

Schools

It is expected that individual schools will:

- provide many opportunities to communicate and meet with parents through regular newsletters, mobile alerts and formal meetings, such as parent teacher interviews and information nights
- ensure information and communication regarding student's education and school activities is provided to families in a timely manner
- ensure the availability of appropriate school personnel (including leadership) at a mutually convenient time when further engagement with a family is required
- respond to phone calls or requests by parents for information or meetings as soon as is practical
- show a level of flexibility and understanding of a parent/carers capacity to respond immediately to a school request (eg. collection of a student from school)

Parents

It is expected that parents:

- will make an appointment at a mutually convenient time to meet the appropriate teacher should issues require further discussion. In Primary Schools, this would usually be the classroom teacher in the first instance whereas in Secondary Schools it may be the Year Coordinator or Pastoral Care Coordinator
- know they have the opportunity to meet with school leadership members in instances where issues haven't been resolved with the initial teacher(s)
- only approach or seek out school personnel in an appropriate forum or mutually agreed time
- will contact appropriate school personnel for school related matters that involve their own child. Under no circumstances should parent/carers approach other students or family members to clarify issues or concerns
- be constructive and courteous in all interactions with students, staff and members of the school community
- are respectful in all digital and electronic communication
- be aware that schools may not respond immediately to all emails and phone calls but will do so as soon as is practical
- utilise appropriate channels for communication eg. school email addresses and telephone numbers





RESOLVING ISSUES

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. Initial communications should always be with the appropriate school personnel eg classroom teacher / Year Coordinator and if further support is required, contact should be made with school leaders. If such contact fails to reach a satisfactory resolution, parents are encouraged to refer to the Complaints Handling Policy for guidelines on the process of making and resolving a complaint. The policy and supporting documentation is available through the CEDWW webpage using [this link](#) (or by visiting ww.catholic.edu.au/policy/complaints-management).

In the rare circumstance where there are consistent and/or proven breaches of this commitment as determined by the principal and, where necessary, in consultation with Catholic Education: Diocese of Wagga Wagga, the school has the right to implement certain actions, which may include:

- an informal meeting between the parent/s with the principal or a member of the school leadership team to remind parents about the expectations outlined in this commitment.
- a formal meeting between the parent/s and with the principal and/or a member of the school leadership team
- a formal escalation of the matter to the CEDWW Office where parents may be required to meet with staff and/or independent consultants
- 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.