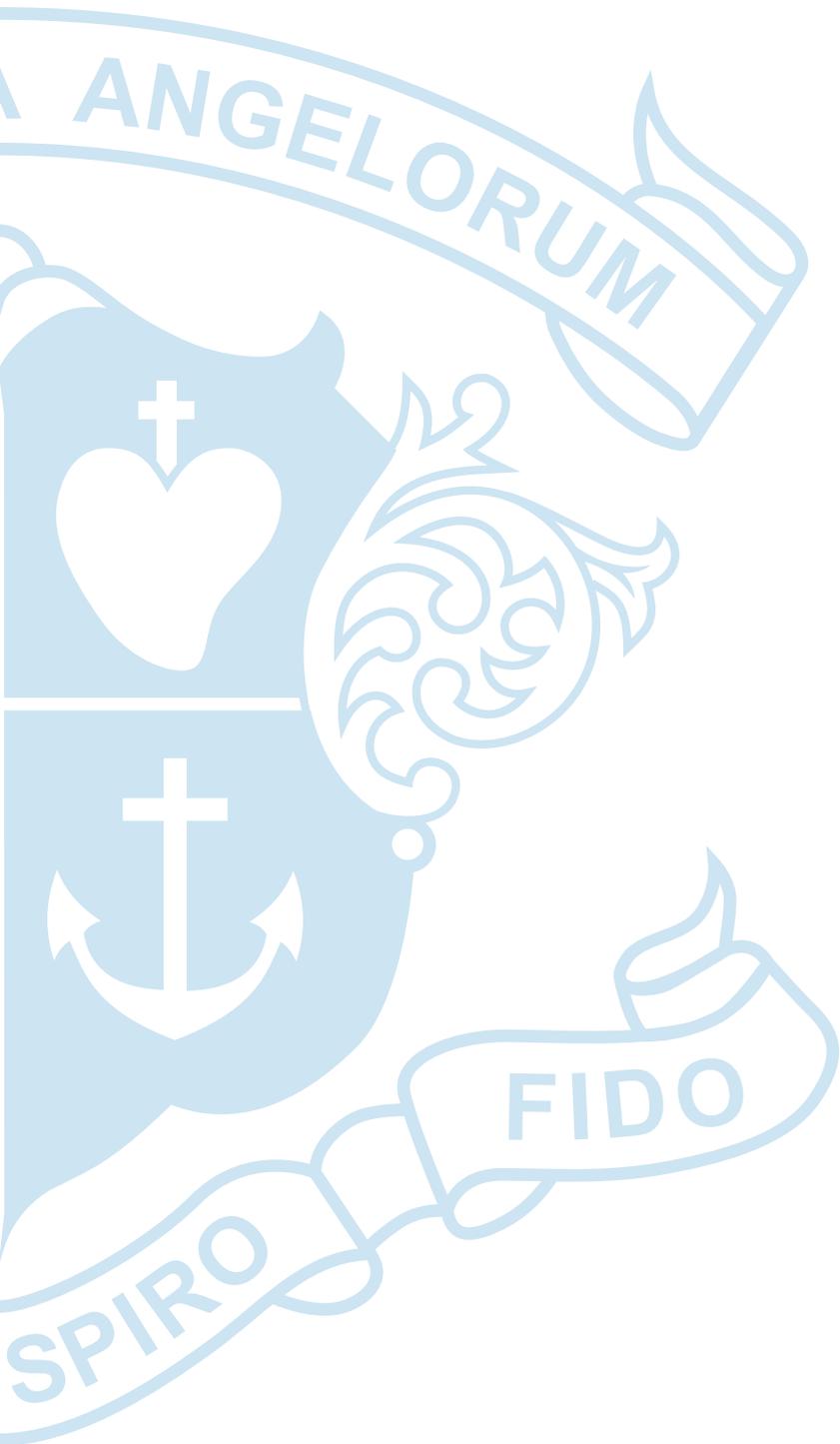


Parent Charter



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LORETO Mandeville Hall Toorak

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LORETO Mandeville Hall Toorak

INTRODUCTION

Loreto schools offer a Catholic education which liberates, empowers and motivates students to use their individual gifts with confidence, creativity and generosity in loving and responsible service.

The five stated values of Loreto worldwide, founded in the tradition of Mary Ward, and enunciated in our Mission Statement, are Justice, Felicity, Freedom, Verity and Sincerity. For our School, these foundational Loreto values provide the framework for our everyday interactions and conduct, and are fundamental to the education that we provide.

“It is our task to educate beyond the stereotypes. It is our hope that those involved in our schools will act freely, courageously and in the spirit of collaboration to affirm the dignity of each individual”

Loreto Schools Australia Committee Mission Statement

RATIONALE

At Loreto Toorak, we aim to provide an open, welcoming, inclusive and safe environment for all. The School prides itself on the strength of the parent community who are valuable contributors in the life of the school.

The Parent Charter outlines the way in which the school requires all parents, visitors, associates and family members to conduct themselves when visiting Loreto Toorak, participating in school activities and communicating with members of our school community including students, school staff, other parents and visitors.

The Charter applies to all adults including parents, guardians, associates, step parents, grandparents, extended family, babysitters and any others while involved in activities or communications related to Loreto Toorak. For ease of use, the term “parents” will be used throughout the document, but includes all the aforementioned.

Parents are expected to support the philosophy, values, policies and practices of the School. Parents do this by abiding by the tenets of the Parent Charter, as enunciated, and also by assisting their daughter to meet her own commitments to learning, to other School activities and to the School's Behaviour Management Policy.

It is equally critical to the School's Mission and successful operation, that parents support their daughters' teachers, coaches and the staff of their school.

Catholic schools have a moral, legal and mission-driven responsibility to create nurturing school environments where children and young people are respected, their voices are heard and they are safe and feel safe ([CECV Commitment Statement to Child Safety](#)).

This policy should be read in conjunction with other school policies, especially the Privacy Policy, Grievance Policy, Communication Policy, Staff Charter, Child Safety Policy and Enrolment Policy and the CECV Commitment Statement to Child Safety.

In Victoria, all adults who work with children must have a Working With Children Check or be VIT registered



GENERAL PRINCIPLES

Respect

We respect each other.

Respect for the dignity of each person is a foundational Gospel value and a significant signpost for all interactions at Loreto Toorak. We value our diverse community and respect the rights, beliefs and practices of individuals and their families. We respect points of view that are different from our own. We are a tolerant and accepting community. We refrain from actions and behaviours that constitute harassment, discrimination, vilification or exclusion. As a parent and adult community, we refrain from: destructive behaviours; the disrespect of privacy; the inappropriate use of social media.

The Loreto Toorak culture is one of working together to solve problems, always in the best interests of the students and community. If a school related problem is identified, it can be solved through correct process.

Abiding by these protocols ensures the continuation of our respectful community, and a healthy school culture.

Values Alignment

Parents are expected to uphold the values associated with the Catholic identity and Loreto charism of the School.

Parents fortunate enough to be part of the Loreto Toorak community become natural advocates for the excellence of our School across various areas. It is expected that parents will always speak well of our School in the broader community, as their advocacy means much.

Ethical Conduct

Parents act in the best interests of students, their families and staff members.

The School models and promotes fair and truthful conversations and comment. The School advises parents to use the communication protocols, including email protocols, established for those as a Parent Representative and outlined in Appendix 1.

Communication

Communication from parents is encouraged.

The School undertakes to respond to verbal or written communication in a timely fashion. When communicating verbally or in writing, both parents and staff share the desire to problem solve for the benefit of the daughter/student, and thereby to reach the best pastoral and academic outcomes.



GENERAL PRINCIPLES (CONTINUED)

Communication (Continued)

Parents will use courteous and acceptable written and verbal language in all communication with students, staff, and other parents and members of the school community. It is never appropriate to use aggressive or provocative language, ironic or cynical comment, angry or uncontrolled tone, nor insulting, harassing or profane language.

Parents who are on the School Board are expected to support the Principal and Leadership Team and speak well of the School at all times.

Staff

Staff have the child's best interest as their highest priority.

The Staff of Loreto Toorak are the school's most valuable asset and we value them as such.

The Academic Staff are dedicated and professional educators, experts in their field or discipline. The Administrative and General Staff are, equally, professionals of excellent calibre, dedicated to working to provide the very finest support to teachers and students. Loreto Toorak is proud of the high calibre of its staff and works to support them and their important work by providing a positive workplace within a collaborative and appreciative culture.

Compliances

Loreto Toorak promotes partnerships between all members of our community and these partnership interactions are positive, courteous and respectful and carried out in a professional manner. Legislatively, the conduct of staff at the school is regulated by The Victorian Institute of Teaching Code of Conduct for Teachers, and the professional requirements of the Catholic Education Commission of Victoria. In addition, a copy of the Loreto Toorak Staff Charter is provided for your information.

Loreto Toorak is a safe place for children. Loreto Toorak is committed to uphold the seven standards of Ministerial Order Number 870. Our policies and procedures comply with legislative requirements and our practices, policies and procedures align with the provision of best possible care.

Together with parents, staff foster and promote a positive education community, enabling a prevailing disposition of optimism and grit. We aspire to create a learning community which is strengths focused, engenders resilience and enables individuals to flourish. In accordance with the aim to develop these character strengths, student behaviour is regulated by the Behaviour Management Policy which forms part of the overarching Pastoral Care Policy of the school.



PROCEDURES

Whilst we welcome parents and guests to our School, the safety of our students is our first responsibility. We abide legislatively by Ministerial Order Number 870. The seven standards of Ministerial Order No 870 are outlined in Appendix 2.

Loreto Toorak is a secure site with clear protocols and procedures for visits, which include:

Visiting School During School Hours

- All visitors to the School are required to sign in at Mandeville Centre Reception so that their presence in the school is recorded in the event of an emergency and for safety and security.
- Parents will comply with all safety and emergency procedures in place at Loreto Toorak in the event of an emergency while they are on the school premises.
- When attending any kind of school assembly or public meeting parents listen respectfully, giving due attention to the speaker/s. Often questions are invited, otherwise, any questions may be asked post-presentation if relevant.
- Parents, staff, students and peers are mutually respectful and polite on School premises.
- In Rathfarnham, if a parent is invited into a classroom at any time, parents accept the authority of the teacher or other staff. A WWCC may be required prior to entry. The teacher may ask a parent to leave the classroom as appropriate to his/her conduct of the lesson.
- Parents are not permitted in classrooms in the Year 7-12 buildings.

Communication With School Staff

As the priority for school staff is the wellbeing and education of all students in the school, all staff need to feel safe and happy in their environment. Communication with staff should therefore be thoughtful, prepared, measured, factual and reasonable; we work to avoid the stress or anxiety which may sometimes be caused through poor or aggravated tone in rushed or emotional communications.

The role of a teacher does not allow Academic Staff to respond to emails and telephone calls instantaneously. Reasonable response time is defined as “within twenty four hours”. In general, responses from staff to parents are not expected out of normal school hours or in school holiday periods. Loreto Toorak Communications Policy requires staff to call parents to discuss a matter, and then make a record of the conversation. Staff are not permitted to email parents about matters arising, or in response to matters arising, but are required to call.

Parents are asked to raise any behavioral or peer group matters with their daughter’s homeroom teacher for follow up.

Emergency situations should initially be directed to the Deputy Principal.



PROCEDURES (CONTINUED)

Communication With The School Board

The School Board welcomes feedback. If communication at Board level is appropriate, letters may be directed to the Chair of the Board.

Communication With Other Parents

Loreto Toorak encourages the links and awareness that comes with peer parental communication. The parents of individual year levels meet socially and at School meetings, and communications and conversations happen at many levels. At all times, parents are expected to be positive advocates of Loreto Toorak, their school of choice. The School greatly values and expects the positive advocacy of its community.

Parents respect the privacy of other parents' email addresses, addresses, phone numbers and other details, which, when distributed for whatever reason, are to be used for school matters only.

In practical terms, group communications are managed through the Development Office.

Parental Behaviour At Sporting Events And Other Cocurricular Activities

At sporting events, parents are expected to model good behaviour towards the opposition and umpires at all times, in the spirit of the game and in line with School values.

This expectation follows for any out of hours event.

Consequences of a Breach of the Parent Charter

Breaches

A condition of enrolment is acceptance of and alignment to School values, the Parent Charter and Commitments agreed to upon enrolment. Clearly repeated instances of unacceptable behavior which represent a serious breach of the Parent Charter may result in the cessation of the student's enrolment at the Principal's discretion.

Any member of the school community may notify the Principal, Deputy Principal or Director of Rathfarnham of a breach of the Parent Charter. The complaint will be considered, according to the Loreto Toorak Grievance Policy.



PROCEDURES (CONTINUED)

Breaches (Continued)

In summary the following are possible outcomes of a serious breach of the Parent Charter:

- Resolution is reached after a meeting and no further action is required.
- The complaint is upheld, and the Principal gives a caution that a breach has occurred and that a further breach will not be tolerated.
- Correspondence that is in breach of the Parent Charter because of language content or tone will not receive a response, but will be reported to the Deputy Principal and Principal.
- Correspondence which is deemed “vexatious” according to the Grievance Policy will not receive a response.
- Where the breach constitutes clearly unacceptable behaviour on a visit to the school, it may result in the issue of trespass warning to the parent. In extreme cases, and, if the behaviour continues, parents will be reminded that a condition of enrolment is acceptance of, and alignment to, School values, the Parent Charter, and the Commitments agreed to upon enrolment.

These potential consequences outline our principles and processes in the rare case that an unsatisfactory relationship or attitude translates into behaviour that does not align with our values based culture.

In conclusion, the parent community and the strength of the positive relationships, founded on our School values, enunciated in the Loreto Mission Statement, is a renowned hallmark of Loreto Toorak.

We work actively to promote a positive disposition and a values based culture in all we do, to build positive community and whole school wellness.

Please Note:

Nothing in this Policy precludes any person from exercising his/her individual rights in respect of obtaining intervention orders, reporting assault, bringing action for defamation, exercising rights under the discrimination or vilification laws, or in any other way.



APPENDIX 1: COMMUNICATIO PROTOCOLS FOR PARENTS

MAIN COMMUNICATORS

Each Year Level has a nominated Parent Representative as their Main Communicator with regard to the sending of emails. This will ensure there is no duplication of emails being sent to parents, and that the Group Email addresses for each Year Level are completely up to date at all times. The Parent Representative role entails emailing all invitations (prepared by the Development Office) to Year Level functions as well as any other requests for communication that will arise periodically.

EMAIL

The School's policy is to reduce our environmental impact through printing and postage. In order to support this policy, the Development Office will design all invitations and flyers to promote Year Level events. The Development Office will send a PDF version of the invitation/flyer to the Main Communicator who will then be able to email it on to all parents in their Year Level as an attachment.

EMAIL PROTOCOL

- Restrict content of emails to School matters
- Insert email addresses in the BCC field so that other parents do not have access to private email lists
- If seeking support from parent groups for School run functions or events, please confirm with the Development Office prior to sending your email
- Insert an email signature at the end of your email, to ensure authentic messages.



APPENDIX 2: MINISTERIAL ORDER NO. 870

There are seven minimum child safe standards with an overarching principle of inclusion which applies across each of the Standards. These are:

1. Strategies to embed an organisational culture of child safety
2. A Child Safety Policy or Statement of Commitment to child safety
3. A Child Safety Code of Conduct
4. School staff selection, supervision and management practices for a child safe environment
5. Procedures for responding to and reporting allegations of suspected child abuse
6. Strategies to identify and reduce or remove risks of child abuse
7. Strategies to promote child empowerment and participation



LORETO Mandeville Hall Toorak

Responsible Officer	Deputy Principal
Approved By	
Approved and Commenced	29 July 2016
Review By	May 2017
Relevant Legislation	Children, Youth and Families Act 2005 (Vic.), Crimes Act 1958 (Vic.) Education and Training Reform Act 2006 (Vic.) Equal Opportunity Act 2010 (Vic.) Ministerial Order No 870 – <i>Child Safe Standards: Managing the Risk of Child Abuse in Schools</i> Privacy and Data Protection Bill 2014 (Vic) Working with Children Act 2005
Related Policies & Procedures	Child Safety Policy Grievance Procedures ICT Parent and Student Policy Pastoral Care Policy Privacy Policy Parent Charter Staff Charter Student Code of Conduct
Version	1 (Parent Charter)
Amendments to Version	



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