

Community Charter Policy & Procedure



St Michael's College Community Charter

PURPOSE

To build strong collaborative and productive partnerships between families and schools and between teachers and parents to lead to improved student outcomes.

St Michael's College fosters an inclusive and respectful environment that supports staff and students, allowing them to flourish.

The College promotes opportunities for community members to be positively engaged in ways that enable personal and collective growth.

The College values its diverse community and respects the rights, beliefs, and practices of individuals.

STATEMENT

The Community Charter outlines the standards of conduct expected by members of the St Michael's community. This document provides descriptions of principles relevant to a variety of contexts and a framework for actions and decision-making.

SCOPE

The policy applies to all adult members of the community, including parents, guardians, partners, stepparents, grandparents, extended family, and any others who visit, attend College associated activities or events or are involved in communication with the College and staff. For this document, the term "parent" refers to all as outlined above.

The policy applies to all conduct in person and includes conduct involving any technology and/or communication device and media.

DEFINITIONS

Parent: any parent, guardian, partner, step-parent, grandparent, extended family member or caregiver of a student attending St Michael's College.

Social Media: is a collective term for websites and applications that focus on communication, community-based input, interaction, content-sharing and collaboration. Social media may include (but is not limited to):

- Social networking sites (i.e. Facebook, Instagram, Yammer).
- Video and photo sharing websites (i.e. Youtube, Flickr, Vimeo).
- Blogs, including corporate blogs and personal blogs.
- Blogs hosted by media outlets (i.e. 'comments' or 'your say' features).
- Micro-blogging (i.e. Twitter).
- Wikis and online collaborations (i.e. Wikipedia)

Communication: is the act of giving, receiving, and sharing information -- in other words, talking or writing and listening or reading.

Mission statement: defines our College's purpose and its primary objectives. It is set in the present tense and explains why we exist as a College, both to members of our College and to people outside it. Mission statements tend to be short, clear, and powerful.

Vision statement: defines our College's purpose, but focus is on its goals and aspirations. These statements are designed to be uplifting and inspiring. They're also timeless: the vision will often stay the same even if the College changes its strategy.

Community Charter: A Community Charter is a common policy within an educational setting. This policy lays out the College's principles, standards, and moral and ethical expectations that all community members, employees and third parties are held to, as they interact with the organisation.

Natural Justice: St Michael's College is committed to ensuring procedural fairness when dealing with any matter relating to this policy.

RESPECTFUL RELATIONSHIPS

In order to maintain respectful relationships within the school community, community members will:

- Model respectful behaviour and act in the best interests of all students, their families, staff and all members of the school community.
- Not engage in harmful or judgmental conversation or correspondence including social media platforms.
- Use respectful and courteous written (including electronic) and verbal language in communication with students, staff, other parents, and all members of the College community.
- Refrain from actions and behaviour that constitute bullying, harassment, discrimination, or vilification.
- Refrain from offensive, insulting or derogatory language or conduct.
- Provide encouraging and constructive feedback.
- Behave respectfully and treat others with courtesy.
- Comply with the WHS and emergency processes and procedures as per the WHS Policy.
- Not interrupt or distract a teacher while giving instruction or when a teaching and learning activity is underway.
- Not discipline or reprimand a student who is not their child (excluding Primary Campus excursions when safety is an issue).
- Understand that at times, natural justice and restorative measures may be used in managing complex matters between students, parents, and staff.
- Ensure that their interactions with staff do not cause any unnecessary stress or undue anxiety, as all staff are entitled to work in a safe and conducive environment.

WORKING WITH STAFF

- The priority for staff is the welfare and education of our students. Staff are not obliged to respond to electronic communication, and telephone calls instantaneously. Response time to correspondence may be up to two (2) working days. Responses are not expected outside normal working hours, including weekends and school holidays, except where an emergency is identified.
- The College asks that correspondence be genuine, authentic and written in the parent's own voice, rather than excessive in length or generated by artificial intelligence. Concerns are most productively resolved through a brief, courteous email, a phone conversation or a prearranged meeting, where all parties can work in partnership towards positive student outcomes and shared solutions.
- The College has a duty of care to protect all staff and any aggressive or abusive behaviour will not be tolerated.
- A flow chart outlining grievance procedures for a parent or student are outlined later in this document.
- Face-to-face meetings that are required to discuss a specific issue that might arise are to be arranged at a mutually convenient time and will include disclosure of the meeting's objectives to allow all parties to prepare adequately.
- Filming and recording meetings can only occur with the consent of all parties. This includes any wearable or recording-capable device, such as smart glasses, AI-enabled eyewear, wearable cameras, smart watches or similar technologies capable of recording, livestreaming or transcribing. Community members must not wear or operate such devices in a way that records, livestreams or transcribes students, staff or other members of the College community while on College premises or at College events, without the prior

permission of the College and of the individuals concerned. Where a device is worn for medical, accessibility or assistive reasons, parents are asked to advise the College in advance so appropriate arrangements can be made. Further detail is set out in the College's Social Media Policy and Mobile and Wearable Devices Policy.

- Parents should not expect to meet with staff unless a time has been prearranged and should not attend the College without an appointment except in situations that involve critical student safety.
- Follow reasonable instructions from St Michael's College Staff.

CO-CURRICULAR AND SPORTING EVENTS

It is the responsibility of all Parents and Community member spectators to:

- Set an example of good sportspersonship by providing constructive and positive support rather than being critical and negative.
- Refrain from giving unsolicited advice or questioning a coach/manager, umpire or player during a match.
- Assume responsibility for being welcoming to visiting spectators and respecting a host school's premises and expectations.
- Exhibit high standards of sportspersonship and courtesy at all times.
- Accept the umpire's decisions.
- Use adult-designated toilets.

PARENT AND COMMUNITY MEMBER RESPONSIBILITIES – SOCIAL MEDIA

- Parents must also adhere to all points in the Social Media Policy.
- Parents are expected to demonstrate respectful and responsible behaviours when communicating with and about the College.
- Parents are to be aware of the Community Charter.
- Parents are not permitted to create a website, blog, podcast, Facebook page, Instagram or Twitter account or any other social media in the College's name or using the logo, crest or College branding without the Principal's written permission.
- There are legal implications in sharing personal information, which applies to images and videos presented online.
- Parents should never tag a child's image with any personal information.

PARENT RESPONSIBILITIES – OTHER

- Adhere to the financial commitments made at the time of enrolment including payment of all fees and levies in a timely manner
- Support the school rules and guidelines that are in place for the wellbeing and effective learning of students

BREACHES OF THE COMMUNITY CHARTER

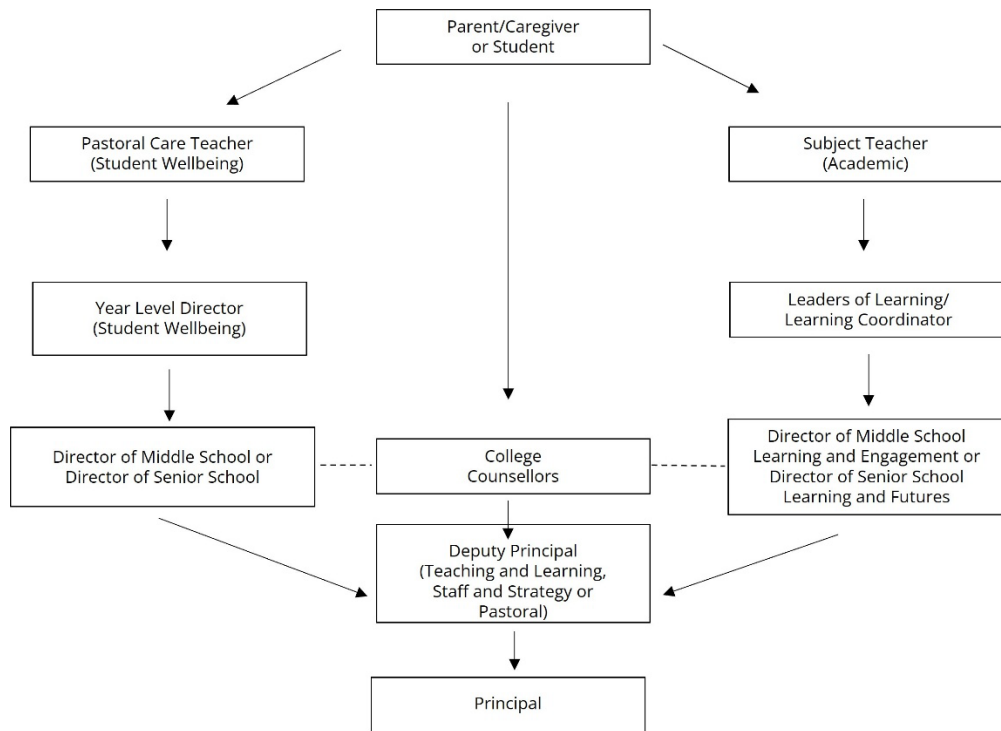
Parents are expected to support the College's mission, vision, and primary values and abide by the Community Charter.

Adherence to the Community Charter is an ongoing requirement of the student's continued enrolment. Any serious breach of the Community Charter may ultimately result in parents being excluded from the College or attending College events and activities and may lead to a cancellation of enrolment. Such an outcome is made at the Principal's discretion in accordance with associated due process, consultation and deliberation.

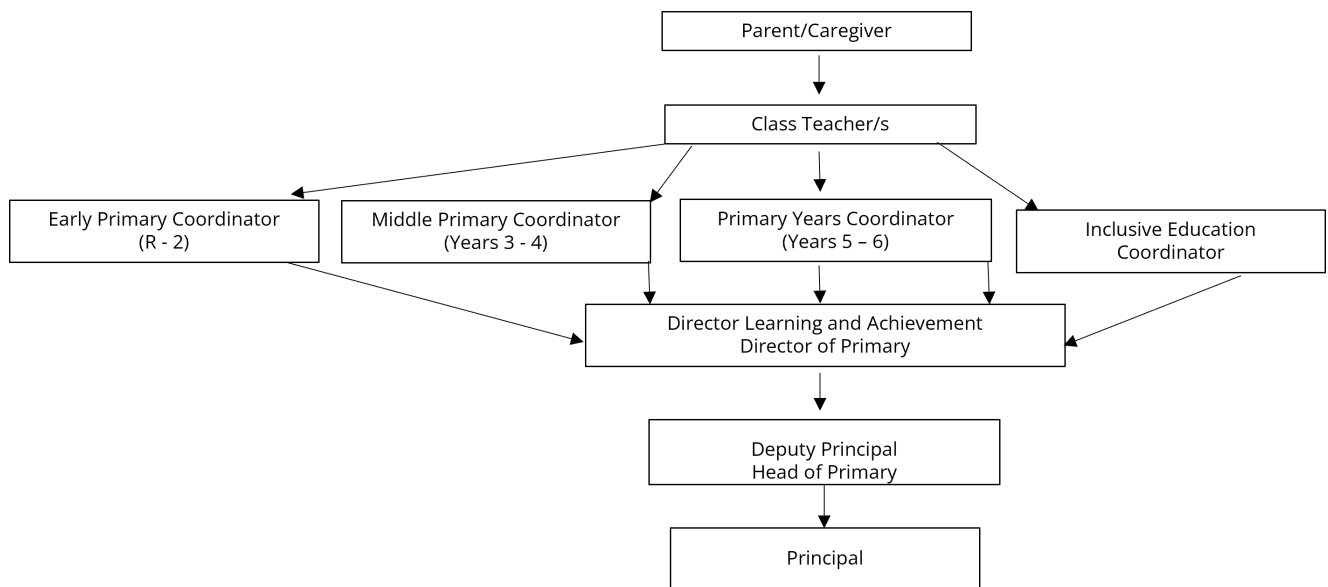
Breaches of this policy can be addressed using formal lines of College communication as expressed on the following page.

COMMUNICATION FLOW CHART

Secondary Campus



Primary Campus



RELATED POLICIES, PROCEDURES AND SUPPORT DOCUMENTS

This policy is to be read in conjunction with the following documents:

College Mission and Vision Statement
Enrolment Policy
Respectful Relationships and Positive Behavior Support Policy and Procedure
Protective Practices for Staff in their Interactions with Children and Young People Co-curricular (Sports) Policy
Social Media Policy
Complaints Handling Policy
ICT Acceptable Use Policy
ICT Access Management Policy
The Charter for Parents in SA Catholic Schools
SAAS, IGSSA, NWJS and St Clair Basketball Codes of Conduct

OTHER LEGISLATION THAT MAY BE RELEVANT TO THE COMMUNITY CHARTER

Children and Young People Safety Act 2017 (SA)
Privacy Act 1988
Education and Children's services Act 2019

REVIEW RECORD

Policy Owner	Principal
Approval Authority	College Board
Reviewed	Amended September 2026
Next Review Date	September 2027
Risk Rating	Extreme