

PARENT/GUARDIAN CODE OF CONDUCT

AIM

To set out clear guidelines for all adults accessing the Centre to follow that ensure all visitors, employees, students, volunteers, families and children are supported in a safe and secure environment free from discrimination, bullying, harassment, violence and intimidation.

IMPLEMENTATION

As outlined in our *Statement of Principles*, we believe:

- The wellbeing of each child is fundamentally important.
- It is vital to provide a safe and secure environment for all people who access the site.
- In the importance of providing an open, welcoming environment where everyone's contribution is valued and respected.

Leadership will:

- Ensure visitors and staff are aware of the Code of Conduct and abide by it while on-site
- Ensure visitors to the site and staff are aware of emergency evacuation and invacuation procedures.
- Support staff where a breach of the code is reported

All parents/guardians/visitors/students to the site will:

- Follow all policies and procedures of the Centre (available on request).
- Always act in the best interests of children, their families and other users of the Centre.
- Work in a cooperative and positive manner.
- Use courteous and acceptable verbal and nonverbal language. Refrain from the use of profane, insulting, aggressive or otherwise offensive language.
- Value the rights, religious beliefs and practices of individuals.
- Refrain from actions and behaviour that constitute harassment or discrimination.
- Follow the Centre's confidentiality guidelines. Respect the confidential nature of information gained, or behaviour observed, in regards to other adults and children whilst participating in the program.
- Respect the privacy of staff, children and other visitors by seeking permission before taking photos/video footage. Permission should also be sought prior to using photos or footage in print publications or uploading onto the internet (including community or personal social media sites). See *Social Media Code of Conduct* for further details.
- Enter restricted spaces at the Centre only when accompanied by a member of the administration or leadership team.

These spaces include and are not limited to:

- The staff prep room
 - Directors office
 - Admin area
 - Meeting room
 - Staff lunch room
 - Shared office
 - Quiet office
 - LTAH resource room
 - Childcare store rooms
 - Kitchen
- If participating in the program, seek guidance and direction from staff. If unsure, ask staff for further information. Immediately refer any issues or concerns related to managing children's behaviour to staff.

- Respect the obligation of staff to maintain a professional relationship with parents. This includes refraining from seeking further relationships with staff where there is not an existing one via social media or otherwise.

When a Breach Occurs:

Families will be given a verbal reminder and copy of the code of conduct when they breach any of the above conditions. After three breaches (the same offence or three different behaviours), management will discuss the concern and implement a course of action. This will involve:

- Written communication being issued to inform the relevant person of their obligation under the code of conduct.
- In circumstances of violent or threatening behavior, advice from DECD Legal will be sought and actioned.
- The withdrawal or suspension of a child's place in the program due to the parents/guardians serious breach of code of conduct. This action will only be taken when all other possible options have been exhausted without success.
- In emergencies, the police will be called.

EVALUATION:

This policy is seen to be working effectively when:

All people accessing the site, whether they be parents, guardians, staff, students, volunteers or visitors, feel safe and supported and are aware of behavior expectations when on-site.

National Quality Standards:

Element 2.3.3

Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented.

Element 7.1.5

Adults working with children and those engaged in management of the service or residing on the premises are fit and proper.

Implemented: 01/07/2013

Reviewed: 17/09/2017

Next Review: 17/09/2018

Source:

FCC – site code of conduct

DSCCC – code of conduct policy staff/parents and volunteers

Dawson Street Childcare Co-operative Policy Manual

Parent/Guardian Name: _____ **(Please Print Clearly)**

Signature: _____

Date: __/__/__