

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 and staff are aware of emergency evacuation and invacuation procedures.
- Support staff where a breach of the code is reported
- Be able to direct family members who are behaving in an offensive or threatening manner to leave the site (including direction to not return to the premises for 48 hours) or issue warning letters or barring notices.
- Consult with their Education Director and/or SAPOL if a visitor continues to breach this code of conduct.
- Report any incidents where a visitor is abusive, issues a threat or trespasses on site to the Department via IRMS and ESB via the ACECQA portal.

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 Centre's confidentiality guidelines. Respect confidential nature of information obtained, or behaviour observed, regarding other adults and children while 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 administration/leadership staff.

These spaces include and are not limited to:

- | | |
|-----------------------|-------------------------|
| ○ The staff prep room | ○ Shared office |
| ○ Directors office | ○ Quiet office |
| ○ Admin area | ○ LTAH resource room |
| ○ Meeting room | ○ Childcare store rooms |
| ○ Staff lunch room | ○ 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 obligation of staff to maintain professional relationship with parents e.g. refraining from seeking further relationships with staff where there is not an existing one via social media or otherwise.
- Understand they may be guilty of an offence if they act in an offensive or threatening manner to anyone employed by the site including via off-site behaviour (i.e. abusive or threatening phone calls, social media posts or emails.)

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 DfE 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 2.2.1. At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard

Element 6.2.2. Effective partnerships support children's access, inclusion and participation in the program.

Implemented: 01/07/2013

Reviewed: 16/09/2021

Next Review: 16/09/2022

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

Signature: _____ **Date:** ___/___/___