

PARENTAL CODE OF CONDUCT

POLICY STATEMENT

Maroubra Junction Before and After School and Vacation Care Centre is committed to engaging with families of children enrolled to our service in accordance with its values of respect, integrity, safety and collaboration.

We encourage families to actively participate in its education and care programs and aims to engage in constructive and co-operative working relationships with families. We also are committed to protection the safety and wellbeing of children in its care, their families, educators, volunteers and all other invitees or visitors to the service. To achieve these aims, it's expected that all parents, guardians and family members of children enrolled in our service will conduct themselves in a manner that is in accordance with the service values.

CONSIDERATIONS

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| Education and Care Services National Regulations | 82, 83, 155, 156, 157 |
| National Quality Standard | 2.2, 4.2, 5.1, QA6 |
| Other Service policies/documentation | <ul style="list-style-type: none"> • Family Handbook • Complaints & Grievances policy • Delivery & collection of Children policy • Child Management & Behaviour Guidance policy • Staff Code of Conduct policy • Interactions With Children policy |
| Other | <ul style="list-style-type: none"> • Network Communication Guidance for Families • Children, youth and families Act 2005 • Child wellbeing and Safety Act 2005 • Disability Discrimination Act 1992 • Equal Opportunity Act 2010 • Sex Discrimination Act 1984 • Work Health & Safety Act 2011 |

PROCEDURE

a) Application

This Code applies to all parents, carers, guardians and family members of children enrolled in our service and to any of their invitees or guests (including Emergency and AUTHORISATION Collection Personal Contacts nominated to the service). The Code must be observed in all conduct and interactions with the service. This includes attending the service, interacting with children, their families, educators and volunteers, and at any function or event held by or on behalf of the service.

b) Conduct

- Comply with Law & Regulations and service Policies & Procedures.
- Comply with service values when interacting with children and their families, educators and volunteers. Unsociable behaviour, including harassment, offensive language, aggressiveness, bullying or intimidation will not be accepted.
- Be respectful of cultural diversity and refrain from harassing, discrimination or vilifying children, their families, educators and volunteers on the basis of gender, race, ethnicity, sexuality, religion, age, disability, beliefs or opinions, or background.
- Be respectful of the privacy and confidentiality of the service, children, their families, educators and volunteers and refrain from taking photographs at the service without prior written consent.
- Comply with the reasonable directions given by Management Committee and educators to foster a safe and welcoming environment within the service.
- Raise any concerns in accordance with the service Complaints and Grievance procedure.
- Use the service facilities and property in an appropriate manner.
- Refrain from smoking at the service and events held by the service.
- Not be adversely affected by alcohol or other substances (with the exception of medically prescribed drugs) when attending the service and events held by the service.
- Contribute to program evaluations and surveys.
- Read notice boards, family handbook, program evaluations and memo notifications.
- Providing regular suggestions and feedback to educators when service decisions are being made that reflect the complexity of children and family lives.
- Ensure that all family members and Emergency & Authorised Collection Personal Contacts associated with a child's enrolment are made aware of this Code and ensure their compliance with this Code.

c) Consequences of Non-Compliance

- The service will endeavour to resolve any matter involving this Code by facilitating discussion between the parties. If the non-compliance is of serious nature or if, in the opinion of the Management Committee and Nominated Supervisor, there is a risk of future non-compliance, the service may take any action it considers appropriate in the circumstances. This may include cancelling a child's enrolment at the service.
- On notification of potential breach of the Code the Management Committee and Nominated Supervisor will activate the Complaints & Grievances Policy. In such instances, a subcommittee will be formed and, ultimately, will recommend a course of action to the Management Committee which may include, but is not limited to:
 - A verbal warning will be issued to the relevant person/s of breaching of the Code of Conduct.
 - A first and final warning meeting/letter being issued to inform the relevant person/s of the outcome of the investigation and that another breach of the Code of Conduct will not be tolerated.
 - The withdrawal or suspension of a child's place in the service due to the parents/guardians serious breach of the Code of Conduct. This action will only be taken if no other alternatives are deemed appropriate by the Management Committee.

d) Emergency Situations

- In an emergency situation, where it's believed that the service, children, their families, educators and volunteers are at immediate risk (for example, violence has been threatened), the educators and/or Management Committee involved need to be able to act quickly and decisively. The Management Committee, the Nominated Supervisor and all educators are authorised to contact the local police to advise them of the current situation
- The Management Committee is delegated the authority to determine suitable actions, which may include, but not be limited to:
 - Applying immediately for a restraining order (via the legal system).
 - Suspending the relevant person/s from attending the service until the Management Committee has investigated and decided on an appropriate course of action. If required, notify the parents/guardians that alternate arrangements will need to be organised for the delivery/collection of their child/ren to ensure that the suspended person/s does not attend the service.
 - Immediately terminating a child's place in the service due to the suspended person/s breaching our policy and still attending the service after they have been advised not to.