

QA6 - FAMILY CONDUCT GUIDELINES (CODE OF CONDUCT)

INFORMATION

Building a strong, supportive relationship with each family is a key priority for us. We have developed these guidelines to help provide both families and team members, with a framework to support the development of those strong relationships so that we can meet each child's needs and ensure their learning journey is characterised by collaboration and family involvement.

RESPONSIBILITIES

All families, centre staff, volunteers and visitors are expected to comply with these guidelines.

PROCEDURE

FAMILY CONDUCT

To create a harmonious, supportive and safe learning environment, we expect all families to:

- Share all information regarding their child's health, wellbeing, needs and preferences at the time of enrolment, as soon as it is known, and as it changes
- Respect all members of our community
- Promote safety, health and wellbeing within the service
- Commit to an equal opportunity culture
- Embrace diversity
- Always behave respectfully
- Respect the rights of all children, and understand they are our priority at all times
- Not bully or engage in abusive, cruel, defamatory or malicious behaviour
- Maintain open and honest communication
- Maintain confidentiality and adhere to the service's privacy requirements
- Conduct themselves in an ethical and morally correct manner
- Adhere to all policies, procedures and guidelines
- Raise any risks, issues or hazards with a team member as soon as possible
- Follow the complaints and grievance procedure
- Not engage in conduct that is unlawful or of a danger to the service
- Participate in discussions to find solutions to problems
- Be positive role models for the children.

SHARING INFORMATION

In order to best support each child, we request that families share the following information with their child's educator:

- The child's routines
- Any changes that occur in the child's family/home life
- The child's learning journey so far

- Any changes that have been noticed in relation to the child's behaviour, personality or disposition.

We do ask that you consider the busyness of peak times (drop off and pick up) and understand that educators may not always be able to discuss matters immediately. If you would like to have a more focused, in-depth discussion with your child's educator, please don't hesitate to request this and a suitable time can be arranged where the educator will be able to give you their full-attention and careful consideration.

GRIEVANCES AND COMPLAINTS

- We are committed to resolving any grievance or complaint that may arise and we ask you to refer to and follow our 'Grievances and Complaints Procedure'.
- It is important to remember that some things are outside of our control such as Government rebates. Team members may not be able to assist, or resolve situations such as these, however, they will take every step possible to support and help a family by providing them with recommended support services.
- We also ask you to be mindful of the potentially negative impact that voicing a complaint to a third party or in public, such as via social media can have.
- As per our 'Grievances and Complaints Procedure' we only accept grievances in writing via email or in person via meeting or phone call.
- We reserve the right to delete any grievances or negative comments raised or aired on social media.

ALCOHOL, DRUGS AND TOBACCO

- Smoking of any nature (e-cigarettes, vaping etc.) is not permitted in the Centre grounds, within 10 metres of the perimeter fence and/or building or whilst on an excursion with the centre.
- Families must not be under the influence of alcohol or illicit substances whilst at the centre or attending a centre excursion. Any drugs or medication that have not been prescribed by a medical professional, or that do not have a specific use to treat an ailment, such as paracetamol for a headache, are not permitted at the centre
- If a parent/guardian or a person authorised to collect a child arrives and it is believed that they are under the influence of drugs/alcohol, the Nominated Supervisor/Responsible Person reserves the right to refuse the person from collecting the child and will contact other approved individuals to collect the child. If no other individual is available to collect the child, the police and/or relevant authorities may be contacted.

BABY-SITTING

The service does not coordinate or endorse team members babysitting for existing families. We state this to protect the confidentiality & privacy of families & team members. In the event that a team member and a family had an arrangement prior to the team member/family commencing at the centre, this situation should be shared with the Nominated Supervisor and a plan agreed upon to ensure that it does not interfere with current work arrangements, and that all parties understand that their arrangement is a personal one that does not involve the centre, and is not covered under the service's insurance.

SOCIAL MEDIA

When using social media, families are expected to:

- Engage with positive and respectful intentions
- Not discuss confidential matters or disclose private matters
- Not include any information that may identify a child or their location
- Not set up service groups, pages or other networks unless directed to do so by the Nominated Supervisor
- Keep passwords confidential
- Not be derogatory towards the service or families
- Only photograph their own child – if photos taken include other children these should be deleted
- Not share photos that include other children at the service.
- We reserve the right to delete any grievances or negative comments raised or aired on social media.

BREACH OF PROCEDURE

We are committed to working through any grievances or issues with you, however, we reserve the right to cease (temporarily or permanently) your child’s enrolment if this procedure is not followed.

DOCUMENT CONTROL

Date Reviewed	Modifications
Nov 2019	Reviewed and created new policy document
Oct 2020	Reviewed in line with smoking regulations
Sept 2025	Reviewed and updated to explicitly include the vaping regulation update