

Woden Valley Child Care Centre Association Incorporated

Code of conduct for families

Date Reviewed:

April 14, 2021

Regulation:

168(2)(i)

Standards:

4.2, 7

Statement of purpose

Woden Valley Early Learning Centre (WVELC) provides an open, welcoming and safe environment. We believe parents/guardians and staff play an important role in enriching children's experience at the Centre and in its effective operation. WVELC aims to provide an inclusive, positive and supportive environment for children, educators and parents alike.

Aim

This document outlines appropriate behaviour for all parents/guardians and visitors of the Centre, and reflects the values and beliefs of WVELC. It seeks to uphold WVELC's obligation and duty of care for the emotional and social wellbeing of all its members. It will assist in ensuring the safety and wellbeing of children, families and staff. WVELC has a legal responsibility to provide a safe and happy environment for all children and staff, and a responsibility to provide, as far as is practical, a safe workplace that is free from discrimination, bullying and/or harassment.

Scope

This code of conduct applies to all adults, including parents/guardians, extended family and emergency contacts while interacting with the WVELC.

Definitions

Harassment is unwelcome conduct that humiliates, offends or intimidates people - and the conduct can be reasonably considered to adversely affect the welfare of any member of the WVELC community.

Bullying is the repeated and intentional use of words or actions against someone, or a group of people, which causes distress and risk to their wellbeing. Bullying is not the same as conflict between people or disliking someone, even though people may bully another because of conflict and dislike.

Bullying behaviour may include

- Unfair and excessive criticism
- Publicly insulting people
- Undervaluing people's efforts or contributions

Parent/family responsibility

In general

- Agree to abide by the WVELC's philosophy;

- Follow the WVELC's policy and procedure documents;
- Respect the privacy of children, staff and other families;
- Treat all users of the centre and staff with courtesy, respect and consideration;
- Use respectful, courteous and acceptable verbal and non-verbal language. Refrain from the use of profane, insulting, harassing, aggressive or otherwise offensive language;
- Under no circumstances should a child, parent/guardian or member of staff be approached directly in a confrontational manner;
- Maintain confidentiality regarding WVELC at all times;
- Refrain from public criticism of children and adults at WVCC, which includes social media;
- Parents/guardians are not to use social network sites to publish negative comments or confidential information about WVELC, other users, children or staff;
- Be aware of emergency evacuation procedures; and
- Parents/guardians are not to approach or contact WVELC Committee members personally to discuss concerns or grievances. These and any queries are to be tabled in a written format and submitted via the Director or the WVELC Committee email address. Responses will be a consensus from the WVELC Committee as a body, not the expressed opinions of any individual member. Parents/guardians are to be respectful that the WVELC Committee runs on a volunteer basis, and appreciate queries directed to the WVELC Committee will be addressed in a manner as timely as possible with this understanding.

In relation to children

- Be aware of routines and guidelines for children's play within WVELC, abide by them and seek advice when unsure;
- Managing children's behaviour is the responsibility of the staff. Never reprimand another person's child, refer all matters of concern regarding children's behaviour directly to staff;
- Be responsible for any child/children you bring to the WVELC if they are not enrolled. This includes supervising them and ensuring they do not damage property; and
- Be discrete and respectful of parent's wishes, all times regarding any photography taken at WVELC.

In relation to staff

- Give encouraging and constructive feedback rather than negative criticism;
- Prevent inappropriate gossip, as malicious and negative talk is destructive and to the detriment of the WVELC and staff/parent morale;
- Accept staff decisions and follow their directions. Speak with staff if you have any problem complying with any direction;
- Avoid approaching staff to discuss a child mid-session. Seek an alternative time when staff are free from contact duties with children;
- Do not approach staff during their rostered hours to arrange babysitting outside of WVELC. Such discussions are to occur outside of the rostered staff hours;
- Understand that under staff's contractual obligations, they are unable to discuss with accounting procedures, costing structures, policies under development, operational decisions of management, waiting list arrangements or staff rostering. They are also unable to discuss confidential personal information about other children in the service;

- Should a staff member approach a parent/guardian with a concern pertaining to any matter other than their own child, the parent/guardian must respond professionally and encourage the staff member to address the concern through the WVELC's conflict resolution process;
- Parents/guardians are encouraged to seek the input of a relevant Room Leader wherever possible, when discussing any concerns about their child with staff. This will ensure a clear line of communication between staff in the relevant room, and the Director; and
- Inappropriate gossip, malicious and negative talk is destructive and to the detriment of the Centre and staff/parent morale.

Procedure for dealing with a breach in the Code of Conduct for families

On notification of a potential breach of this code of conduct, the Director/WVELC Committee will activate the complaints policy.

The Director/Committee will commence a course of action, which may include, but is not limited to

- Communicating with the relevant parties to seek an understanding of the situation;
- Implementing internal or independent mediation for relevant parties, where deemed necessary, by the Director and/or WVELC Committee;
- Convening a *first and final warning meeting*, or issuing a letter to the relevant parties on the outcomes of any investigation, reaffirming that any other breach of this code of conduct will not be tolerated; and
- Requesting the withdrawal or suspension of a child/ren's place in the program due to a serious breach of the code of conduct. Please note this will only be taken if no other alternative is deemed appropriate by the WVELC Committee. This can include circumstances where an issue is ongoing, unresolved, or unable to be resolved where a parent/guardian is unable or unwilling to join in mediation activities.