

# Yarram Early Learning Code of Conduct (Parents) Policy

## **PURPOSE**

To provide the expectations around the conduct of all parents, carers and visitors connected to the Centre

## **POLICY STATEMENT**

Administration and Educators aim to provide a non-disruptive, physically and emotionally safe environment, where conflict can be resolved in a positive non-threatening manner.

## **DEFINITIONS**

### **Administration**

This refers to the person(s) who organise and supervise of the day to day running of the centre

### **Parents**

For the purpose of this policy, this includes parents, guardians, caregivers and immediate families.

### **Social Media**

This includes, but not limited to Facebook, Twitter, Instagram, Blogging, etc.

## **SOURCES AND RELATED POLICIES**

- *Code of Conduct Policy*
- *Social media Policy*
- *Complaints and Grievances Policy*
- *Privacy and Confidentiality Policy*

## **PROCEDURES**

Parents have a responsibility to:

- Read the *Code of Conduct (Parents) Policy*, and abide by the standards of conduct, as set out in this policy.
- Support management and educators in the implementation of the Centre philosophy and policies.
- Sign a statement on their child's enrolment form confirming their adherence to centre policies and philosophy.
- Display respectful and courteous behaviour.
- Engage in open communication and work collaboratively with educators to enhance their child's learning journey and family involvement.
- Inform educators of events that may impact on their child's behaviour at the Centre. (e.g. moving house, relationships issues, a new sibling)
- Inform educators of any concerns regarding their child's behaviour or the impact of other children's behaviour in a private meeting.
- Interact civilly with educators, students and other parents at all times. Abusive language, raised voices, aggressive, disruptive, threatening or violent behaviour to anyone on Centre grounds, or social media will not be tolerated.
- Adhere to the procedure for dealing with complaints as per the complaints policy.
- Request a meeting to discuss complaints as complaints will not be discussed while educators are working with children.
- Comply with all policies of the service.
- Abide by the law.

## **BREACHES OF RESPONSIBILITIES**

- Should a parent or family member behave inappropriately or in a manner perceived to be threatening in any way the Director will request a meeting to explain to the parent the behaviour or actions that were inappropriate and to formulate an action plan to resolve any issues.
- Should there be a recurrence of the inappropriate behaviour, then a warning will be issued via Administration. This will involve a written notification to the parent outlining the dates and incidents that have occurred.
- Where a breach is deemed by the Director and Administration to adversely impact the wellbeing and safety of educators or children and/or an action plan has failed to resolve issues the family's booking could be cancelled.

## **EVALUATION**

In order to assess whether the values and purposes of the policy have been achieved, the Approved Provider will:

- regularly seek feedback from staff, parents/guardians, children, management, and all affected by the policy, regarding its effectiveness.
- monitor the implementation, compliance, complaints and incidents in relation to this policy.
- keep the policy up to date with current legislation, research, policy and best practice.
- revise the policy and procedures as part of the service's policy review cycle, or as required.
- notify parents/guardians at least 14 days before making any change to this policy or its procedures.

**AUTHORISATION** This policy was adopted by Yarram Early Learning Incorporated in May, 2018.

**REVIEW DATE:** May 2019