

Yarram Early Learning Code of Conduct (Parents) Policy

Quality Area 6: Collaborative partnerships with families and communities

PURPOSE

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

- Promote desirable and appropriate behaviour
- Promote interactions at the service which are respectful, honest, courteous, sensitive, tactful and considerate.

POLICY STATEMENT

VALUES

Yarram Early Learning 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. It is encouraged that all family members of children enrolled at Yarram Early Learning will conduct themselves in an appropriate manner that is in accordance with this policy.

DEFINITIONS

The terms defined in this section relate specifically to this policy. For commonly used terms e.g. Approved Provider, Nominated Supervisor, Regulatory Authority etc. refer to the *General Definitions* section of this manual.

Administration

This refers to the person(s) who organises and supervise 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 is not limited to Facebook, Twitter, Instagram, Blogging, Snapchat etc.

LEGISLATION AND STANDARDS

Relevant legislation and standards include but are not limited to:

- *Charter of Human Rights and Responsibilities Act 2006 (Vic)*
- Education and Care Services National Law Act 2010: Sections 166, 167, 174
- Education and Care Services National Regulations 2011: Regulations 155, 156, 157, 175
- *Equal Opportunity Act 2010 (Vic)*
- National Quality Area 6: Collaborative partnerships with families and communities

- Standard 6.1 Supportive relationships with families: Respectful relationships with families are developed and maintained and families are supported in their parenting role.
- Element 6.1.1 Engagement with the service: Families are supported from enrolment to be involved in the service and contribute to service decisions.
- Element 6.1.2 Parent views are respected the expertise, culture, values and beliefs of families are respected and families share in decision-making about their child's learning and wellbeing.

SOURCES AND RELATED POLICIES

Sources

- National Quality Standards:
<https://www.acecqa.gov.au/sites/default/files/2018-07/RevisedNQSHandoutA4.pdf>

Service 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 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.
- Refrain from contacting staff members from YELC outside of their working about children or any other matters/concerns that relate to their YELC duties. Parents and guardians are welcome to contact the centre between the hours of 6:30am and 6pm Monday – Friday.

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 the 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 November 2020

REVIEWED BY MANAGEMENT - February 2023

TO BE REVIEWED - 2024