



## Family and Visitors Code of Conduct

Adamstown OOSH is committed to providing a child safe environment where the safety, wellbeing and best interests of children are the paramount consideration in all decisions, interactions and practices.

Families, authorised collectors and visitors play an important role in supporting the service's child safe culture and maintaining respectful, safe and professional interactions at all times.

### ***Relationships and Interactions at the Service***

#### **Family members and visitors are expected:**

- To act courteously at all times;
- To maintain respectful and professional interactions with Educators, children, families and visitors.
- To be respectful of the service's environment and property;
- To deliver and collect my children within booked hours;
- To communicate positively with children (i.e. do not discipline, intimidate, physically intervene with or approach other children inappropriately);
- Respect the diversity, culture, identity, beliefs, gender expression, abilities and rights of all children, families and educators;
- To understand that the curriculum is play-based;
- To pay accounts in a timely manner;
- Disclose any actual, perceived or potential conflicts of interest where relevant to the service;
- To maintain confidentiality and privacy regarding children, families, educators and service operations, recognising that the service must also comply with child protection and mandatory reporting obligations. We appreciate families reciprocating the same level of confidentiality;
- Not to use a raised voice/threatening or abusive language which may intimidate, bully or humiliate Educators, children and other parents/visitors;
- Not assault another person or to behave in a manner which causes another person to feel threatened, abused or harassed;
- Not falsify records, enrolment information, attendance records, bookings or other service documentation or make false claims;
- Not compromise an Educator's ability to undertake their role and responsibilities in the care environment;
- Not to be adversely affected by alcohol or other drugs;
- Not to smoke tobacco or other substances, use vaping devices or vaping products; and
- To raise all concerns and issues in accordance with the service's Complaints Handling policy;
- Value the diversity of the service and respect the rights, religious beliefs and practices of individuals and refrain from actions and behaviour that constitutes harassment or discrimination;
- To respect the privacy and confidentiality of children, families, educators and the service when using technology, social media or digital communication platforms;
- Not to photograph, video record or publish images of children other than their own without authorisation from the service and relevant families;



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- Not to engage in inappropriate online behaviour, cyberbullying or social media conduct that may negatively impact the safety, wellbeing or reputation of children, families, educators or the service;
- To report any concerns relating to child safety, inappropriate conduct, professional boundaries or wellbeing to the Nominated Supervisor or Approved Provider;
- To maintain appropriate professional boundaries with educators, children and other families at all times.
- Families and visitors will support children to express their views, raise concerns and participate safely within the service environment.

### **Service Premises**

- Family pets and animals (i.e. dog, cat etc.) should not be brought onto service grounds without prior permission;
- All families entering Adamstown Public School grounds by vehicle must only park in the allocated public car spaces between 7am and 8:20am Before School Care periods and not at any other time. Families are unable to park in the allocated car spaces at any other time.
- Family members and visitors will inform the Nominated Supervisor or Responsible Person in charge of the service of any Work Health and Safety issues witnessed or of which they are made aware.
- Personal devices capable of recording images, videos or audio must be used in accordance with service procedures and legislative requirements.
- Visitors, volunteers, contractors and other adults attending the service must comply with the service's Child Safe Environment Policy, visitor procedures and educator directions at all times.

### **Emergency Situation**

Where it is believed that Educators, children, or parents/guardians are at immediate risk (for example, violence has been threatened or perpetrated), the Educator or those involved will act quickly and decisively. The Educators will follow lock down procedures if necessary. The Nominated Supervisor, all Educators, and the Management Committee members are authorised to contact the NSW police to advise them of the situation. Where concerns involve child protection, inappropriate conduct or reportable conduct, the service will respond in accordance with the Child Protection Policy, Child Safe Environment Policy and legislative obligations.

### **Consequences of a breach of code of conduct by a Parent, Guardian, Authorised Collector or Visitor**

Any guardian, member of the service community, Educator or child may notify the Nominated Supervisor or Management Committee Member of a breach of the "Parent and Visitor Code of Conduct" policy. The service will manage concerns and alleged breaches fairly, respectfully and in accordance with principles of procedural fairness and natural justice. The Nominated Supervisor and/or the Management Committee will investigate the complaint and where it is determined a breach has occurred, the Management Committee will take a course of action which may include, but is not limited to the following:

- Provide a warning that a breach of the "Parent and Visitor Code of Conduct" policy has occurred and remind those responsible of their duty to abide by



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the Code of Conduct, if those persons wish to continue to utilise the services provided by the service.

- Advise those responsible for breaching the Code of Conduct that future breaches may result in those persons being restricted from attending the service premises.
- Where further breaches occur or if a particular breach of the Code of Conduct is determined by the Management Committee to have put the safety of educators, children or families in jeopardy, the Management Committee will seek advice from the NSW Police Force as to the most appropriate course of action and respond accordingly.
- Where continued breaches occur, the person/s responsible may be excluded from attending the Service by a method determined appropriate in accordance with the circumstances and/or the enrolment of the child/ren of those responsible may be suspended or cancelled for a period of time determined appropriate by the Management Committee.
- The service will manage concerns and breaches respectfully, fairly and confidentially where appropriate.

### CONSIDERATIONS

| Education and Care Services National Regulations | National Quality Standard | Other Service policies/documentation                                                                                                                                                                                                                                                                                                                     | Other                                                                                                                                                                                                                                                   |
|--------------------------------------------------|---------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Regulation: 155–157, 168, 175                    | QA2<br>QA4<br>QA6<br>QA7  | Parent Handbook<br>Child Safe Environment Policy<br>Enrolment and Orientation policy<br>Staff Code of Conduct<br>Supervision Policy<br>Emergency and Evacuation Policy<br>Technology Policy<br>Social Media Policy<br>Complaints Management Policy<br>Confidentiality and Privacy Policy<br>Reportable Conduct Policy<br>Safe Arrival of Children Policy | Armidale Family Day Care<br>Network of Community<br>Activities Code of Conduct for Parents/Caregivers and Visitor<br>Adamstown Public School<br>Parent and School Policy<br>My Time, Our Place<br>NSW Child Safe Standards<br>Reportable Conduct Scheme |

### ENDORSEMENT BY THE SERVICE

**Approval date: May 2026**

**Date for Review: July 2026**