



Code of Conduct

Family and Visitors Code of Conduct

Relationships and Interactions at the Service

Family members and visitors are expected:

- To act courteously at all times;
- To maintain a professional relationship with Educators;
- 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 or approach other children in the care environment);
- To respect the cultural differences of Educators and other families;
- To understand that the curriculum is play-based;
- To pay accounts in a timely manner;
- To divulge any conflicts of interest;
- To maintain confidentiality; Adamstown Out of School Hours Care will treat all relevant matters with the highest level of confidentiality while maintaining our obligations under mandatory reporting. 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 falsifying documents (i.e. enrolment details, absences) or making 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.

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.



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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.

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

Any guardian, member of the centre, 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 Nominated Supervisor and/or the Management Committee will investigate the complaint and if satisfied 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 the Code of Conduct, if those persons wish to continue to utilise the services provided by the centre.
- Advise those responsible for breaching the Code of Conduct that future breaches may result in those persons being excluded from attending the centre.
- 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 Centre 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.

CONSIDERATIONS

Education and Care Services National Regulations	National Quality Standard	Other Service policies/documentation	Other
Regulation: 155,156,157,168,175	QA2 QA4 QA6 QA7	Parent Handbook Providing a Child Safe Environment Policy Child Safe Environment Policy Enrolment and Orientation policy Code of Conduct -Educators Supervision Policy Emergency Procedures Policy	Armidale Family Day Care Network of Community Activities Code of Conduct for Parents/Caregivers and Visitor Adamstown Public School Parent and School Policy My Time, Our Place

ENDORSEMENT BY THE SERVICE

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