

# A-17 Code of Conduct- Parents, Guardians, Authorised collectors & Visitors

## National Quality Standards (NQS)

2.2	Each child is protected
2.2.1	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard
2.2.2	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented
4.1	Staffing arrangements enhance children's learning and development.
4.1.2	Every effort is made for children to experience continuity of educators at the service.
4.2	Management, educators and staff are collaborative, respectful and ethical.
4.2.2	Professional standards guide practice, interactions and relationships.
6.1	Respectful relationships with families are developed and maintained and families are supported in their parenting role.
6.1.2	The expertise, culture, values and beliefs of families are respected and families share in decision-making about their child's learning and wellbeing.
6.1.3	Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing.
7.1.2	Systems are in place to manage risk and enable the effective management and operation of a quality service.
7.1.3	Roles and responsibilities are clearly defined, and understood, and support effective decision making and operation of the service.
7.2	Effective leadership builds and promotes a positive organisational culture and professional learning community.
7.2.1	There is an effective self-assessment and quality improvement process in place.
7.3	Administrative systems enable the effective management of a quality service.
7.3.4	Processes are in place to ensure that all grievances and complaints are addressed, investigated fairly and documented in a timely manner.

## Education and Care Services National Regulations

Reg. 155	Interactions with children
Reg. 156	Relationships in groups
Reg. 157	Access for parents
Reg. 168	Education and care service must have policies and procedures
Reg. 175	Prescribed information to be notified to Regulatory Authority

## My Time, Our Place

1.1	Children feel safe, secure, and supported
1.4	Children learn to interact in relation to others with care, empathy and respect

2.1	Children develop a sense of belonging to groups and communities and an understanding of the reciprocal rights and responsibilities necessary for active community participation
2.2	Children respond to diversity with respect
2.3	Children become aware of fairness
3	Children have a strong sense of wellbeing
5	Children are effective communicators

## Policy Statement

At West Ryde BASC, we aim to provide an open, welcoming, inclusive, and safe environment for all. We believe parents play a crucial and valuable role in the effective operation of the Centre and in enriching the children's program. The Centre has a legal responsibility to provide a safe workplace that is free from discrimination, bullying and harassment.

This code of conduct is for parents, guardians, authorised collectors, and visitors and outlines the type of practice West Ryde BASC requires of all adults and reflects the values and beliefs of the Centre. It assists in the safety and wellbeing of children, families, and staff.

## Related Policies

- Arrivals and Departures Policy
- Child Management / Behaviour Guidance Policy
- Child Protection Policy
- Communication Policy
- Complaints and Feedback Policy
- Emergency Procedures Policy
- Enrolment and Orientation Policy
- Exclusion for Unacceptable Behaviour
- Grievance Procedures Policy
- Privacy and Confidentiality Policy
- Relief Staff Policy
- Role of Management Committee Policy
- Staff Professionalism and Code of Conduct
- Supervision
- Volunteers/students/visitors

## Procedure

Parents, guardians, authorised collectors and visitors have a responsibility to support the efforts of staff in maintaining a safe and respectful recreational environment for all staff, children and families.

Parents, guardians, authorised collectors and visitors should both display and encourage their children to appreciate the importance of honesty, respect for property, the environment, other children, families and staff.

**Code of conduct that parents, guardians, authorised collectors and visitors are to follow at the Centre:**

- To be a positive role model at all times.
- Value the diversity of the Centre and respect the rights, religious beliefs and practices of individuals and refrain from actions and behaviour that constitutes harassment or discrimination.
- Display respect for all people while at the centre and never use raised voices or threatening language which may intimidate or humiliate staff, children or other visitors. This also applies to their children whilst at the service.
- Use courteous and acceptable written and spoken language in all communications with educators and other parents and members of the centre community. No profane, insulting, harassing, aggressive or otherwise offensive language may be used.
- Ensure that interactions with staff are positive and non-confrontational. All centre staff are entitled to a safe and happy work environment; this is in the best interest of the children as well as the staff themselves.
- Not reprimand or discipline a child who is not their own; this is the role of the Centre staff. Any issue should be raised with the nominated supervisor, member of the Leadership team, or Director, it is their responsibility to deal with these issues. Those who are volunteering at the Centre are to follow the guidelines set by the Centre's *Child Management / Behaviour Guidance Policy*.
- Not to have physical contact with any children, other than their own, or those authorised to be collected.
- Comply with all safety and emergency procedures in place at West Ryde BASC and in the event of an emergency while on the Centre grounds follow the instructions given by the staff of the centre.
- Ensure any issues and concerns related to the care of their child are raised in accordance with the guidelines set in the Centre's *Complaints and Feedback Policy*.
- Abide by the Centre's *Privacy and Confidentiality Policy* in regards to any information gained or witnessed about the Centre and not to disclose any information to unauthorised individuals.
- Inform the Nominated Supervisor or responsible person in charge of the Centre of any Work Health and Safety issues witnessed or which they are made aware of.
- Smoking and alcohol is prohibited on school grounds. Any persons found to be smoking or suspected to be under the influence of drugs or alcohol will be asked to leave the School grounds.

## Emergency situation

Where it is believed that staff, children, or parents/guardians are at immediate risk, staff will follow lock down procedures if necessary or remove the people involved from the area. The Nominated Supervisor, all staff, 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 parent, member of the centre, staff or student may notify the Nominated Supervisor, Director or Management Committee Member of a breach of the *Code of Conduct - Parent, Guardian, Authorised Collector and Visitor*. The Nominated Supervisor, Director 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 *Code of Conduct - Parent, Guardian, Authorised Collector and Visitor* 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 staff, 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

## Sources

- Educational and Care Services National Regulations 2011
- National Quality Standard
- My Time, Our Place Framework for School Age Care in Australia
- Privacy Act 1988
- Children's and Young Persons (Care and Protection) Act 1998
- Work Health and Safety Act 2011
- Duty of Care
- United Nations Convention on the Rights of the Child
- Disability Discrimination Act 1992
- Child Protection (Working with Children) Act 2012
- Sex Discrimination Act 1984
- Children (Education and Care Services National Law Application) Act 2010

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