

## A-22 Code of Conduct for Parents, Guardians, Authorised Collectors, Visitors

### NQS

QA. 2.2	Safety.
QA. 2.2.1	Supervision.
QA. 2.2.2	Incident and emergency management.
QA. 2.2.3	Child Protection Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented.
QA.4.1	Staffing arrangements.
QA. 4.2	Professionalism.
QA.6.1	Supportive relationships with families.
QA. 6.1.2	Parents views are respected.
QA. 6.1.3	Families are supported.
QA. 7.1.2	Management systems.
QA. 7.1.3	Roles and responsibilities.
QA. 7.2.1	Continuous Improvement.

### 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

LO. 1	Children feel safe, secure, and supported
	Children learn to interact in relation to others with care, empathy and respect
LO. 2	Children develop a sense of belonging to groups and communities and an understanding of the reciprocal rights and responsibilities necessary for active community participation
	Children respond to diversity with respect
	Children become aware of fairness
LO. 3	Children have a strong sense of wellbeing
LO. 5	Children are effective communicators

### Policy Statement

At Normanhurst West OSHC, 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, as far as is practicable, a safe workplace that is free from discrimination, bullying and harassment.

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

## **Related Policies**

- Normanhurst West OSHC Policy A-3: Philosophy
- Normanhurst West OSHC Policy A-4: Enrolment
- Normanhurst West OSHC Policy A-8: Dropping Off and Picking Up
- Normanhurst West OSHC Policy A-14: Complaints
- Normanhurst West OSHC Policy A-15: Role of the Management Committee
- Normanhurst West OSHC Policy A-17: Privacy and Confidentiality
- Normanhurst West OSHC Policy C-4: Educator Professionalism
- Normanhurst West OSHC Policy C-7: Grievance Procedures
- Normanhurst West OSHC Policy C-9: Relief Educators
- Normanhurst West OSHC Policy C-10: Volunteers/Students/Visitors
- Normanhurst West OSHC Policy C-12: Communication
- Normanhurst West OSHC Policy D-9: Emergency Procedures
- Normanhurst West OSHC Policy D-22: Child Protection
- Normanhurst West OSHC Policy D-23: Child Management / Behaviour Guidance
- Normanhurst West OSHC Policy D-24: Exclusion for Unacceptable Behaviour
- Normanhurst West OSHC Policy D-25: Harassment, Bullying and Violence
- Normanhurst West OSHC Policy D-30: Supervision

## **Procedure**

Parents, guardians, authorised collectors and visitors have a responsibility to support the efforts of educators in maintaining a safe and respectful recreational environment for all educators, 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 and the environment and respect for the rights of others.

### **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 educators, 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 all interactions with educators are positive and non-confrontational. All centre educators are entitled to a safe and happy work environment; this is in the best interest of the children as well as the educators themselves.
- Not reprimand or discipline a child who is not their own; this is the role of the Centre educators. Any issue should be raised with the nominated supervisor or other educators and 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 *D-23 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 Normanhurst West OSHC and in the event of an emergency while on the Centre grounds follow the instructions given by the educators 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 *A-14 Complaints Policy*.
- Abide by the Centre's *A-17 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 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 parent, member of the centre, educator or student may notify the Nominated Supervisor or Management Committee Member of a breach of the *A-22 Code of Conduct - Parent, Guardian, Authorised Collector and Visitor*. 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 A-22 *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 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.

## Sources

- Education 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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