



## Parent Code of Conduct

As a professional provider of quality early childhood education, this service supports the rights of children and is

- Committed to providing a standard of service that ensures their safety and well-being. This document sets out the
- Code of conduct to support parents/caregivers and visitors to respond in a way that supports the safety, welfare and
- Well-being of staff, children, and families at all times.

As a parent/caregiver of a child attending this service, you must agree to the following code of conduct.

As parents/carers, we will:

- Respect the rights, dignity and worth of every staff member, management, child and family regardless of gender, ability, cultural background or religion.
- Treat all people at the service with courtesy, fairness and respect.
- Advise the service of areas of potential conflicts, such as parenting and family court orders, in accordance with relevant laws.
- Communicate positively with staff, other parents and children.

As parents/carers, we will not:

- Discipline any child who is not our own under any circumstances.
- Attend the service affected by illegal drugs or alcohol or consume them while at the service.
- Smoke at the service or surrounding areas.
- Use abusive language or expletives, raise our voice, insult or engage in violent behaviour to anyone on the service grounds or at any service-related events.
- Intimidate, undermine, threaten, bully, harass, or slander the Service, staff, other students or parents, including on Facebook or any other social media or internet platform.
- Disclose the personal details of a child or parent to another person without consent.

### Breaches to this Parent Code of Conduct

To provide a safe environment for staff, children, families and visitors at the service, the Approved Provider reserves the right to take appropriate action if this Code of Conduct is breached in any way.

The consequences for breaches of this Parent Code of Conduct will be determined by management and may include the following:

- < Warnings, either verbal or in writing
- < Permanent exclusion from the service
- < Exclusion from the service for a period as set down by the Approved Provider.



Your child may still be able to attend the service; however, you must make arrangements for an authorised person to drop them off or collect them during the exclusion period.

A meeting will be held with management to determine an appropriate course of action to move forward.

- < Exclusion from service-related events
- < Communication only through a nominated representative
- < Involvement by other authorities

### Making a Complaint

Our service has a complaints policy which is available to you. These detail how complaints are handled objectively to support the continuous improvement of our service. You can also make complaints directly to the Regulatory Authority at any time. Particulars are displayed prominently at the service entry.

### Mandatory Reporters

FAMILY AND COMMUNITY SERVICES:

Please note that it is mandatory for Educators at Hillsborough OOSH to report any evidence of a child being at risk of harm using the Mandatory Reporters Guideline through the website [www.childstory.nsw.gov.au](http://www.childstory.nsw.gov.au)

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Parent Contract I have carefully read this code of conduct and accept responsibility for complying with it in all respects.

I also agree that while attending this service.

I /We will conduct myself/ourselves in a manner that allows me/us to ensure the safety, welfare and well-being of staff, children and families attending.

I/We, in supporting my child/ren ('s) enrolment at (insert service name), acknowledge that I have read and agree to comply with the above Parent/Caregiver Code of Conduct.

I accept that breaches of the Code of Conduct will carry consequences as listed above.

Parent/Caregiver Name: \_\_\_\_\_

Parent/Caregiver Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Parent/Caregiver Name: \_\_\_\_\_

Parent/Caregiver Signature: \_\_\_\_\_

Date: \_\_\_\_\_