



Parent/Guardian Code of Conduct

Review Date: 11/11/2018

Introduction

Ethical conduct guides behaviour and decisions within the service and is founded in respect for and the valuing of children, families, educators, staff and the extended service community.

Evans Head Pre-School Association acknowledges and celebrates the wide variety of parenting styles and choices within our community. We maintain high expectations for respectful interactions between all stakeholders.

We strive to balance individual needs with the common good whilst providing an equitable and safe learning environment.

Goals – What are we going to do?

To define clear expectations and boundaries for interactions.

To provide guidelines for staff and families to follow if boundaries are breached.

In doing so, to provide an environment which protects the rights of children, caregivers and staff to feel safe and respected.

Strategies - How will it be done?

Respect for children within the centre



Parents will guide their child's behaviour in a respectful manner.

Parents will leave behaviour guidance of other children to educators or that child's parent, unless there is an imminent risk of danger.

Concerns about a child's behaviour and wellbeing are raised confidentially with an educator. Serious concerns are raised with the Nominated Supervisor.



Staff will not tolerate physical punishment, yelling or denigration of a child in the service.

All staff are mandatory reporters. They are legally obliged to report all cases of abuse or neglect where a child is at risk of significant harm.

It is never okay to pass negative comment on a child in person, or over social media.

Respect for other Parents/Guardians



Parents will behave and speak respectfully about other adults when addressing staff, other parents, or children present within the service.

Parents will keep personal disagreements well away from the service, or any forum associated with the service including fundraising events, social gatherings, social media, etc.

Parents will celebrate diversity of culture, lifestyle and parenting choices. Parents set a great example by being encouraging and empowering towards others.



It is never okay to gossip, patronise or put down another parent. This includes overruling their parenting capabilities, choices and/or opinions.

Parents who find it impossible to celebrate diversity and difference should refrain from airing their biases within the preschool community.

Respect for Staff



There is an expectation that parents will value educators' efforts, skills and relationships with children. They display this by:

- showing staff respect and courtesy
- Giving positive feedback where it is due;
- keeping staff informed of factors affecting their family and hence their child;
- Empathising with the demands on educators
- discussing issues with the relevant staff member and Authorised Supervisor in private;
- respecting staff's right to peace and privacy in their personal lives in a small community;
- utilising the Complaints Policy if they wish to lodge a formal complaint (see Complaints Policy).



It is disrespectful to yell, swear, or threaten staff (directly or indirectly).

It is disrespectful to discuss one service or staff member with another, or attack the service or a staff member's good character within the wider community, or on social media, rather than following the Complaints procedure.

It is disrespectful to encroach on staff's personal lives by calling or visiting them uninvited at home or cornering them with an issue in a public place, unless warranted by a genuine emergency.

It is disrespectful to vent personal grievances within the community or on social media rather than utilising the complaints procedure.

Policy Links

- Staff Code of Conduct
- Confidentiality Policy
- Complaints Policy
- Service Philosophy
- Emergency and Evacuation Policy

Links

- Indigo Education Newsletter, 1st Edition, Feb 2008.
- Grose, M.; 2009, The Secrets of Working Effectively with Parents
- www.parentingideas.com.au

**Adopted by the Management Committee
Signed by: Naomi Simpson, President
Date Signed: 11/11/2016**

REVIEW DATE: 11/11/2018

Parent/Guardian Code of Conduct



PROCEDURE FOR DEALING WITH DISRESPECTFUL CONDUCT

Introduction

As a rule, parents and guardians conduct themselves in a positive and respectful manner, following appropriate channels to discuss issues that affect their child and to lodge a complaint if they deem it necessary.

Occasionally, adults make poor behaviour choices which may result in:

- Interference with the choices of other families utilising the service;
- Interference with staff performing their duties;
- Negatively affecting the atmosphere of the service and/or morale.

Consequences of Disrespectful Parent Conduct

Educators will attempt to divert minor breaches of the Code of Conduct and model appropriate behaviour.

During breaches of the Code of Conduct, educators and other adults will act to minimise exposure of children to the consequences of the disrespectful behaviour.

For serious breaches, the parent will be asked to meet with the Nominated Supervisor at an agreed time to discuss the underlying issue.

Both the Nominated Supervisor and the parent may choose to have a support person present at their meeting. The support person will not contribute to the general discussion, but will observe proceedings. Witness accounts of the occurrence must be signed and dated for inclusion.

If discussion becomes heated, the meeting may be adjourned to allow a cooling off period of no more than 24 hours.

The purpose of the meeting is to agree upon a course of action. This will be documented and implemented. Examples of resolutions may include, but are not restricted to:

- A meeting with staff
- An extraordinary Management Committee Meeting
- A General Meeting
- An apology
- A documented agreement.

If the issue cannot be resolved:

- (i) The Management Committee will be informed and/or the parent may decide to lodge a formal complaint (see Complaints Policy).
- (ii) If the parent's poor behaviour continues or escalates, they will be given 4 weeks notice to leave the service by the Committee. FaCS will be informed of the decision.
- (iii) Grossly inappropriate or violent behaviour will implement emergency evacuation or lockdown procedures. The matter will be placed in the hands of the police and/or FaCS and the parent will be excluded from the service immediately.