

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

NQS

QA. 2.2	Safety.
QA. 2.2.1	Supervision.
QA. 2.2.2	Incident and emergency management.
QA. 4.1	Staffing arrangements
QA. 4.1.2	Continuity of staff.
QA. 4.2	Professionalism.
QA. 4.2.2	Professional standards.
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	Leadership.
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 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 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 Normanhurst 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 OSHC Policy A-3: Philosophy
- NORMANHURST OSHC Policy A-4: Enrolment
- NORMANHURST OSHC Policy A-8: Dropping Off and Picking Up
- NORMANHURST OSHC Policy A-14: Complaints
- NORMANHURST OSHC Policy A-15: Role of the Management Committee
- NORMANHURST OSHC Policy A-17: Privacy and Confidentiality
- NORMANHURST OSHC Policy C-4: Educator Professionalism
- NORMANHURST OSHC Policy C-7: Grievance Procedures
- NORMANHURST OSHC Policy C-9: Relief Educators
- NORMANHURST OSHC Policy C-10: Volunteers/Students/Visitors
- NORMANHURST OSHC Policy C-12: Communication
- NORMANHURST OSHC Policy D-9: Emergency Procedures
- NORMANHURST OSHC Policy D-22: Child Protection
- NORMANHURST OSHC Policy D-23: Child Management / Behaviour Guidance
- NORMANHURST OSHC Policy D-24: Exclusion for Unacceptable Behaviour
- NORMANHURST OSHC Policy D-25: Harassment, Bullying and Violence
- NORMANHURST 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 own 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 children and educators are positive and non-confrontational. All children and educators at the centre are entitled to a safe and happy environment.
- 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 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 OSHC and in the event of an emergency while on the Centre grounds follow the instructions given by the educators of the centre. This includes the rehearsal of any emergency/safety drills.
- 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 regard to any information gained or witnessed about the Centre and not 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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