

<b>POLICY/PROCEDURE NAME &amp; REVIEW PROCESS</b>	<p><b>FAMILY CODE of CONDUCT POLICY</b></p> <p>This policy and procedure have been created to provide all stakeholders with clear guidelines and transparency to our practices and procedures.</p> <p>We welcome feedback and input from all stakeholders at any time, and this policy is subject to review based on feedback or due date of annual review.</p>
<b>NATIONAL QUALITY STANDARD</b>	<p><b>6.1 SUPPORTIVE RELATIONSHIPS WITH FAMILIES</b></p> <p>6.1.1 Engagement with the service.</p> <p>6.1.2 Parent views are respected.</p> <p>6.1.3 Families are supported.</p>
<b>NATIONAL LAW AND REGULATIONS</b>	<p>170-Policies and procedures to be followed</p> <p>171-Policies and procedures to be kept available</p> <p>172- Notification of change to policies or procedures</p>
<b>RELATED POLICIES and RECORDS</b>	<ul style="list-style-type: none"> <li>▪ Child injury on arrival record</li> <li>▪ Dealing with complaints policy</li> <li>▪ Family support structure record</li> <li>▪ Family feedback record</li> <li>▪ Family handbook</li> </ul>
<b>SCOPE OF POLICY</b>	<p>This policy applies to all children, educators, families, management, students, volunteers, and visitors at our service.</p>
<b>AIM OF POLICY</b>	<p>To ensure that our service has strong guidelines, procedures, and practices in place regarding parents and guardians' behaviour at the service especially for all children and staff who attend our service in order to support their safety, wellbeing, and protection. Our aim is to provide a clear policy, implement the policy, support practices relating to the policy, train staff regarding the policy and maintain and update the compliance of the policy for all our stakeholders.</p> <p>Through the implementation of our policies and procedures, we aim to meet National Law &amp; National Regulations, National Quality Standards, Child Safe Standards and National Principles. We will promote cultural safety for Aboriginal and Torres Strait Islander children, safety for children with disability, and inclusion for children from culturally and linguistically diverse backgrounds.</p>
<b>SERVICE IMPLEMENTATION</b>	<p>At our service we have a duty of care not only to the children that attend but also to the staff. The management and staff will respect and build relationships with the families of the children that attend. Approved provider and nominated supervisor will however expect that families adhere to our guidelines when attending the service. This code applies to all parents, guardians and family members of children enrolled in the service, and any of their invited guests.</p> <p>The code must be observed in all interactions with staff and management, including interactions with children, visitors and volunteers at all times when present in the service.</p> <ul style="list-style-type: none"> <li>▪ Families are invited to have input into the service, and we welcome feedback presented in a positive way. Families are encouraged to place feedback in writing on the <b>family feedback record</b> or alternatively in an email to nominated supervisor. <b>Family feedback record</b> will be available in the office</li> <li>▪ Families will act in a way that promotes positive outcomes for children.</li> <li>▪ Families will not defy a court order, if a family instructs anyone to defy a court order we will report to police.</li> <li>▪ Families will engage in positive interactions with children and speak in a manner that is positive and encouraging.</li> <li>▪ There must be no physical contact with children other than your own, unless directed by staff or if the safety of a child is compromised.</li> <li>▪ Families must not use discriminatory, disrespectful, and judgemental language when discussing staff or children. Swearing of any form will not be tolerated and discussions in the service may be ended, family member may be asked to leave the service until they can have a discussion without swearing. If the discussion is on the phone management and staff will issue a verbal warning to stop swearing or they will end call and if it continues, they will end call.</li> <li>▪ Families will be aware of emergency evacuation procedures and will be advised of these at induction into the service.</li> </ul>

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- The behaviour management of children while in the service is the responsibility of the staff any matters relating to children’s behaviours should be brought to the attention of staff or nominated supervisor whilst children are within their duty of care and not to be handled by families.
- Any discussions about a child need to be discussed discreetly and preferable at an alternative time when educators are not responsible for the duty of care of children. Preferably with the nominated supervisor away from the children.
- Under no circumstances is a child or staff member to be approached directly in a confrontational, threatening manner. Zero tolerance for verbal and or physical violence and we will report to police.
- Smoking and vaping is prohibited at the service at all times.
- We will not tolerate any form of bullying or harassment of any staff or other families or children within our service. Any racist comments will not be tolerated.
- Families must not take a photo or video recording of a child if that child is not their own child unless the parent of the child is present at the time and consents to the photo or video recording being taken.
- Must not attend the service whilst intoxicated on illicit drugs or alcohol.
- Management and staff have an obligation to protect children at all times and as such they are mandatory reporters for any form of child abuse. Families must be aware that if there is any suspicion of abuse to a child or if staff witness any form of abuse in the service, management and staff will report to the state authority.
- Families must complete a **child injury on arrival record** if the child presents at the service with a visible injury.
- If any of the above compromise the safety of a staff member or child at the service, the police will be called, and the child’s enrolment will be ceased.

**When using social media, we expect the following:**

- Parents must respect a person’s professional and personal environment and must not harass other people online.
- Please do not use social media to voice grievances about the service, come into the service and speak to the nominated supervisor as per our **dealing with complaints policy**.
- Preference from the service is that parents/guardians refrain from becoming friends with staff on social media unless there was a prior connection or there is a family connection.

**Ongoing late collection of your child.**

- Management have a duty of care to ensure the safety and wellbeing of all children at all times. This duty extends until a child is collected by an authorised nominee. However, when children are collected after the service’s approved operating hours, this places educators and the service at increased risk of liability and potentially negates our insurance policy. It puts our service at risk, placing us in breach of licence and potential non-compliance with regulatory requirements.
- While we understand that unforeseen circumstances may occasionally arise, repeated late collection is considered a breach of the enrolment agreement and can potentially impact the safety, wellbeing, and working conditions of educators.
- Where late collection occurs on an ongoing or repeated basis, the Approved Provider/nominated Supervisor may take further action. This may include a review of your child’s ongoing enrolment, and ultimately, cessation of care if the issue continues to happen.
- Unfortunately, this approach is necessary to manage legal and operational risks, uphold regulatory compliance, and ensure a safe and sustainable environment for children and staff.

**Further Information**

- Keep any confidential material or information about the service private and confidential, especially in relation to any complaints made or any discussions that are conducted in private. Complaints need to be discussed with nominated supervisor to allow them the opportunity to address the issue.
- Refrain from gossiping within the service.
- It is expected that accounts are kept up to date to avoid disagreements. Any issues with your account please approach the nominated supervisor as soon as possible. If parents/ guardians

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are experiencing any difficulties, please speak to nominated supervisor who will support with a payment plan.

- Please do not use the service as a place for domestic issues.
- In an emergency situation, e.g., a family member gets out of control, and it is believed that the staff, children, or parents are at immediate risk, we will contact the local police to advise them of the current situation.
- Ensure promptness when picking up children each day, constant late pick-ups will not be tolerated and may result in end of care.
- If parents or family members are consistently in breach of these guidelines and following an evaluation by the nominated supervisor and/or the approved provider, any related enrolment/s may be at risk of being terminated.

Each member of the team plays an important role in the implementation of each policies guidelines, and they are outlined as below but not limited to the following:

**The Approved Provider**

- Will ensure that obligations under the Education and Care Services National Law and National Regulations are met.
- Will ensure they take reasonable steps to ensure that the nominated supervisor, educators, staff, and volunteers follow the policy and procedures.
- Will ensure they provide the nominated supervisor, educators, staff and volunteers the documentation to perform their role, follow policy, procedure, and document according to regulatory and service requirements.
- Will ensure that adequate induction process is provided to all staff to ensure they have time to read and understand policies and procedures and seek further information if unsure.
- Will ensure that the nominated supervisor and staff are equipped with ongoing professional development and training they require to comply with this policy.
- Will encourage feedback from stakeholders regarding the policy’s effectiveness, particularly in relation to identifying and responding to child safety concerns.
- Will ensure the policy is kept up to date with current legislation, research, and best practice.

**The Nominated Supervisor**

- Will adhere to and implement the obligations under the Education and Care Services National Law and National Regulations.
- Will ensure they take reasonable steps to ensure that the educators, staff, and volunteers follow the policy and procedures.
- Will ensure they provide the educators, staff and volunteers the documentation to perform their role, follow policy and procedure and ensure they are checking the documentation according to regulatory and service requirements.
- Will ensure that a rigorous recruitment process is completed, and a thorough induction process is provided to all staff to ensure they have time to read and understand policies and procedures and seek further information if unsure.
- Will ensure that the staff are supported with ongoing professional development and training they require to comply with this policy.
- Will encourage feedback from stakeholders and staff regarding the policy’s effectiveness, particularly in relation to identifying and responding to child safety concerns.
- Will ensure the policy is kept up to date with current legislation, research, and best practice.
- Will conduct regular staff meetings to address policy compliance with legislation, policy implementation, changes to policy and or collect feedback for annual review of policy.

**Educators**

- Will treat families with respect and refrain from arguing with parents/guardians. If a situation escalates or they are placed in a compromising position will seek support or refer parent/guardian to responsible person in charge, nominated supervisor or approved provider.
- Will adhere to and implement the obligations under the Education and Care Services National Law and National Regulations.
- Will ensure they take reasonable steps to follow the service policy and procedures and seek advice or further support if unsure.

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	<ul style="list-style-type: none"> <li>Will ensure they complete and document any related records regarding the implementation of this policy and practice requirements of the service.</li> <li>Will attend any ongoing professional development, staff meetings and training they require to comply with this policy and practice requirements of the service.</li> <li>Will provide feedback to the nominated supervisor or approved provider regarding the policy's effectiveness, particularly in relation to identifying and responding to child safety concerns.</li> <li>Will provide feedback regarding policy review when required.</li> </ul> <p><b>Families</b></p> <ul style="list-style-type: none"> <li>Must adhere to this policy and ensure that they treat all staff and children at the service with respect.</li> </ul>
<b>REGULATION IMPLEMENTATION</b>	The following procedures outline and support all stakeholders to understand and implement the regulatory guidelines of this policy.
<b>In regard to regulation 170- Policies and procedures to be followed.</b>	<p><b>Approved Provider will</b></p> <ul style="list-style-type: none"> <li>Ensure that all staff and volunteers are made aware of Regulatory policies and procedures by ensuring that this forms a part of the induction process.</li> <li>Ensure probationary reviews will be conducted once new staff are appointed at the 3- month and 6-month mark to ensure that they are following policy and procedure and to review and revise regulatory policies.</li> <li>Ensure staff meetings will be conducted on a regular basis to allow for review of policy and procedure and further training and revision of procedural practices in relation to policy and procedure.</li> <li>Ensure annual review and revision of policies and procedures will be conducted, and all educators will be given the opportunity for input.</li> </ul>
<b>In regard to Regulation 171- Policies and procedures to be kept available.</b>	<p><b>Approved Provider will</b></p> <ul style="list-style-type: none"> <li>Ensure that policies and procedures are available to all staff and the location and availability will form a part of the induction process.</li> <li>Ensure policies will be available on request for all staff members to have access when required.</li> <li>Ensure policies will be available when required for staff members to download copies and/or print out if required in order to complete assignments or to form part of their research and/ or update their knowledge.</li> <li>Ensure policies will be available for all stakeholders when requested and when updating.</li> </ul>
<b>In regard to Regulation 172- Notification of change to policies or procedures</b>	<p><b>Approved Provider will</b></p> <ul style="list-style-type: none"> <li>Ensure staff meetings will be conducted on a regular basis to allow for review of policy and procedure, provide further training and allow for input if required in relation to policy and procedure.</li> <li>Ensure stakeholders will be invited to provide feedback for policies and procedures at any time, not just on annual review but will also be invited to add feedback at review time or after an event that may require change to policy or procedure.</li> <li>Ensure policies and procedures will be emailed or put on display in the foyer for stakeholders to have the ability to provide feedback.</li> <li>Ensure feedback will be considered from stakeholders and educators and may result in a change in policy.</li> <li>Ensure policy and procedure may be changed at any time if there has been an incident in the service that has required a change to be implemented for the safety and health of children and or educators.</li> <li>Ensure in the event of a change to a policy after feedback or a situation that occurs, we will provide 14 days' notice to all stakeholders before the change takes effect.</li> </ul>
<b>CONTINUOUS IMPROVEMENT</b>	<p>We are dedicated to the ongoing improvement of our practices and procedures through the following actions:</p> <ul style="list-style-type: none"> <li>Conducting regular reviews and updates of this policy with all stakeholders.</li> <li>Actively seeking feedback from children, families, and staff members.</li> <li>Providing targeted skill development and training for staff when areas for improvement are identified or when gaps in policy and procedure implementation are observed.</li> </ul>
<b>IN THE EVENT of a BREACH of POLICY and/or PROCEDURE</b>	<ul style="list-style-type: none"> <li>All employees are required to comply with this policy and all associated procedures.</li> <li>Any alleged breach of a policy or procedure will be documented and further investigated by management.</li> </ul>

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	<ul style="list-style-type: none"> <li>▪ If an employee is deemed to be breaching policy and or procedure, disciplinary action will be taken, if the breach is deemed to be serious this could result in immediate termination.</li> <li>▪ Breaches involving child safety or harm to a child will result in immediate suspension whilst management undergo an investigation. This could also result in immediate termination.</li> <li>▪ All breaches and investigations will be documented and may be reported to the Regulatory Authority and/ or law enforcement.</li> </ul>
<b>KEY TERMS</b>	<ul style="list-style-type: none"> <li>▪ <b>Stakeholder</b> - a person or group of people who have an interest in a business, a person such as an employee or customer. They have a sense of responsibility toward it and an interest in its success.</li> </ul>
<b>WE GRATEFULLY ACKNOWLEDGE THE FOLLOWING SOURCES</b>	<ul style="list-style-type: none"> <li>▪ Australian Children’s Education &amp; Care Quality Authority. ACECQA</li> <li>▪ Code of Ethics</li> <li>▪ Education and Care Services National Regulations.</li> <li>▪ Education and Care Services National Law Act 2010.</li> <li>▪ Guide to the Education and Care Services National Law and the Education and Care Services National Regulations.</li> <li>▪ Guide to the National Quality Framework.</li> <li>▪ National Quality Standard.</li> <li>▪ United Nations Convention on the Rights of the Child</li> </ul>

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