



Parent/Visitor Code of Conduct

Koala Childcare and Early Learning Centre's provides an open, welcoming and safe environment. We believe that all parents/guardians and visitors play a crucial and valuable role in the effective operation of the centre and in enriching the children's program.

A Code of Conduct provides guidelines for desirable and appropriate behaviour of all members, and reflects the values and beliefs of the centre. The Code of Conduct is designed to provide principles and practices to guide adult behaviour. This Code of Conduct for parents/guardians and visitors outlines the type of practice we require all adults working and attending our centres to follow. It will assist in ensuring the safety and wellbeing of children, families and the staff. It does not provide all the answers, but is a broad outline of behaviour principles, expectations and ideals.

Management has a legal responsibility to provide a safe and happy environment for all children and staff members attending the service. Employers have a responsibility to provide, as far as practicable, a safe workplace that is free from discrimination, bullying and/or harassment. We ask that all parents read the Standard of Conduct below and return with your enrolment forms.

In relation to the children:

- Be a positive role model at all times.
- Always speak in an encouraging and positive manner.
- Listen actively to children and offer empathy, support and guidance where needed.
- Regard all children equally and with respect and dignity.

Physical contact with children other than your own should be avoided, unless directed by the staff, or if the safety of a child is compromised (which should be reported immediately to the staff).

- Inform children if physical contact is required for an activity and ask them if they are happy to proceed.
- All interactions with children should be undertaken in full view of other adults.
- Never do things of a personal nature for a child that he or she can do by him- or herself. For example, assisting him or her in going to the toilet, or changing his or her clothes.

In relation to other adults (including the staff) –

- Use respectful, encouraging and acceptable language.
- Respect the rights of others as individuals.
- Give encouraging and constructive feedback rather than negative criticism.
- Accept the staff's decisions and follow their directions at all times. Speak with the staff if you have any problem complying with any direction.
- Be aware of routines and guidelines for children's play within the centre, abide by them, and seek advice when unsure.
- Be aware of emergency evacuation procedures.
- Not supply food that contains nuts. We have children at risk of anaphylaxis attending our centre's.

- Discipline of children is the responsibility of the staff. Therefore, any matter or concern related to managing children's behaviour should be referred to the staff immediately. Never reprimand another person's child.
- Avoid approaching the staff to discuss a child during a session. Seek an alternative time when staff members are free from contact duties with children.
- Refrain from public criticism of children and adults at the centre.
- Any issue or grievance should be raised as outlined in the centre Grievances and Complaints Procedure.
- Under NO circumstance should a child, parent/guardian or educator/staff member be approached directly in a confrontational manner.
- Smoking is prohibited on the properties at all times.
- Respect the various cultural and linguistically diverse staff and families who attend the centre.
- Use the centre car parks appropriately and as they are marked eg. Disabled car parks, keep clear signage etc.
- Not enter restricted areas such as the kitchen, office and planning rooms unless your with a staff member.
- Understand that sometimes staff may need to discuss behavioural difficulties, developmental issues etc and that staff have the best interest of your child when they are discussing this.
- Read the centre policies and ask questions if I don't understand all of the content.
- Respect the policies and procedures that have been implemented to ensure the smooth running of the centre.
- Understand that the centre does not support staff babysitting outside of the centre, and that if you choose to hire a staff member as a babysitter, the centre takes no responsibility for this and will not assist parents to arrange this.
- Understand that staff are not permitted to have families as friends on social networking sites.
- Be responsible for any child you bring to the centre if they are not enrolled. This includes supervising them, ensuring they don't damage property. If non enrolled children disrupt the program, you will be asked to remove them.

A breach of this policy may result in your child's enrolment being terminated.
Please ensure your emergency contacts are aware of this policy.

Adults Signature:

Date:

Centre Manager Sign:

Date: