



## ***FAMILY CODE OF CONDUCT***

As an approved provider of quality early childhood education, Normanhurst West Community Preschool supports the rights of children and is committed to providing a standard of service which ensures their safety and wellbeing. We recognise the importance of providing a safe environment for all children at our Preschool, and are committed to implementing and embedding the Child Safe Standards in all aspects of the preschool's operation to be a Child Safe Organisation.

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 wellbeing of staff, children, and families at all times.

This Code of Conduct outlines the behaviours expected of families, and reflects the philosophy, values and beliefs of Normanhurst West Community Preschool. In line with The UN Convention on the Rights of the Child, Early Childhood Australia's Code of Ethics, the National Quality Standard, and Education & Care National Laws and Regulations:

### **As parents / carers we will:**

- ◁ Respect the rights, dignity and worth of every staff member, management committee member, child and family regardless of their gender, ability, cultural background or religion.
- ◁ Treat all people while at the service with courtesy, fairness and respect.
- ◁ Advise the preschool of areas of potential conflict, 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 or handle any child who is not our own under any circumstances.
- ◁ Attend the preschool affected by illegal drugs or alcohol or consume them while at the preschool.
- ◁ Smoke at the preschool 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 or harass staff, students or parents
- ◁ Disclose the personal details of a child or parent to another person without consent.

Breaches to this Family Code of Conduct In order 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 Family Code of Conduct will be determined by the director and management committee and may include the following:

- ◁ Warnings, either verbal or in writing
- ◁ Permanent exclusion from the preschool
- ◁ Exclusion from the preschool for a period of time as set down by the Approved Provider and Director. Your child will still be able to attend the preschool, 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 in order to move forward.
- ◁ Exclusion from service-related events
  - ◁ Communication only through a nominated representative
  - ◁ Involvement by other authorities Making a Complaint

Our preschool has a complaints handling policy which is available to you. This policy details the way complaints are handled objectively to support the continuous improvement of our the preschool. You can also make complaints directly to the Regulatory Authority at any time. Details are displayed prominently at the service entry (see Complaints Policy).

**Parent/Guardian 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 preschool I /We will conduct myself/ourselves in a manner, which allows me/us to ensure the safety, welfare and wellbeing of staff, children and families attending. I/We in supporting my child/ren ('s) enrolment at Normanhurst West Community Preschool acknowledge that I have read and agree to comply with the above Family Code of Conduct. I accept that breaches of the Code of Conduct will carry consequences as listed above.

By signing below, I am acknowledging this document on behalf of my family. I acknowledge that all members are aware of the expectations within the document and their commitment to upholding these responsibilities.

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

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

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

