

9.8

Code of Conduct: Parents, Guardians, Authorised Nominees, Visitors



Policy Statement

At Gumdale 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 service and in enriching the children's program. The Approved Provider has a legal responsibility to provide, as far as practicable, a safe and healthy workplace that is free from discrimination, bullying and harassment to our employees.

This code of conduct is for parents, guardians, authorised nominees, and visitors and outlines the type of practice Gumdale OSHC requires of all adults and reflects the values and beliefs of the service. It assists in the safety and wellbeing of children, families, and educators.

Related policies

- 2.2 *Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm*
- 2.4 *Arrivals and Departures of Children*
- 7.3 *Harassment and Lockdown*
- 8.10 *Employee Orientation and Induction*
- 9.3 *Communication with Families*
- 9.6 *Parent and Community Participation*
- 9.7 *Management of Intoxicated or Persons under the Influence*

Appendices and forms

- *First and Final Warning - Breach of Code of Conduct*

Procedures

Parents, guardians, authorised nominees, and visitors have a responsibility to support the efforts of the service in maintaining a safe and respectful environment for all stakeholders. Parents, guardians, authorised nominees, 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 nominees, and visitors are to follow at the service:

- To be a positive role model at all times.

Gumdale Outside School Hours Care: Policy and Procedure

- Value the diversity of the service 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 service and never use raised voices or threatening language which may intimidate or humiliate others. This also applies to their own children whilst at the service.
- Use courteous and acceptable written and spoken language in all communications. 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 service are entitled to a safe and happy environment.
- Not reprimand or discipline a child who is not their own. Any issue should be raised with the Nominated Supervisor and/or the Responsible Person on Duty, and it is their responsibility to deal with these issues.
- 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 Gumdale OSHC and in the event of an emergency while on school grounds follow the instructions given by the educators of the service. 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 service grievance procedures.
- Abide by all service policies and procedures in place at Gumdale OSHC.
- 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 lockdown procedures if necessary. The Nominated Supervisor, all educators, and the Approved Provider are authorised to contact the Queensland Police to advise them of the situation.

Consequences of a breach of the code of conduct by a parent, guardian, authorised nominee or visitor

Any parent, member of the service, educator or student may notify the Nominated Supervisor or the Approved Provider of a breach to this policy. The Nominated Supervisor and/or the Approved Provider will investigate the complaint and if satisfied a breach has occurred, the Nominated Supervisor and/or the Approved Provider will take a course of action which may include, but is not limited to the following:

- Provide a warning that a breach of this policy 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 Gumdale OSHC.
- Advise those responsible for breaching the Code of Conduct that future breaches may result in those persons being excluded from attending Gumdale OSHC.

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- Where continued breaches occur, the person/s responsible may be excluded from attending the service 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 Nominated Supervisor and/or the Approved Provider.

Relevant Laws and Provisions

- *National Quality Standards – Quality Area 6: Collaborative partnerships with families and communities*
- *National Quality Standards – Quality Area 7: Governance and Leadership*
- *Education and Care Services National Law Act 2010*
- *Education and Care Services National Regulations 2011*
- *Duty of Care*
- *Child Protection Act 1999 and Regulations 2000*

E&CS Legislative Compliance

- *Education and Care Services National Regulations 155, 156, 157, 168, 175*

Policy Review Date	Policy Changes (Y/N)	Policy Approved by
24 th January 2022	Yes	Rebekah Goodie (Nominated Supervisor)