

## Parent Code of Conduct Policy

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The Code of Conduct Policy has been adapted from the SCA parent code of conduct.

### **Policy Statement:**

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The Parent Code of Conduct outlines the way in which our community requires all parents and family members to conduct themselves when visiting OSHC, participating in OSHC activities and communicating with members of our OSHC community (including children, OSHC staff, school staff, other parents and visitors to OSHC).

### **Objective:**

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For all parents, family members and visitors to OSHC to be aware of guidelines for interacting with children, educators and other families at OSHC.

### **Details of policy:**

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At OSHC we aim to provide an open, welcoming, inclusive and safe environment for all. We believe that parents are valuable contributors and participants in the life of our service. Guiding principles include:

- **Communication** – Parents will use courteous and acceptable written and spoken language in all communication with children, educators and other parents and members of the OSHC community. No profane, insulting, harassing, aggressive or otherwise offensive language may be used.
- **Ethical conduct** – Parents will act in the best interest of children, their families and educators. They will not engage in malicious or judgemental gossip, and should ensure that anything they say about others is fair and truthful.
- **Respect** – We value our diverse community and respect the rights, religious beliefs and practices of individuals and their families. We respect points of view that are different from our own and all members of our community must refrain from actions and behaviour that constitutes harassment, discrimination or vilification.

### Definitions

This code applies to all adults including parents, guardians, step-parents, grandparents, extended family, babysitters and any others while involved in activities or communication related to OSHC. For convenience, the term “parents” will be used throughout the document.

### Procedures

When on the premises at OSHC:

- Parents will comply with all safety and emergency procedures in place at our service and in the event of an emergency while they are on the school grounds they will follow the instructions given by any member of OSHC or school staff.
- When attending any kind of OSHC function or public meeting parents will listen respectfully, in the same manner required of educators and children, and will refrain from creating any noise or disturbance during performances or speeches by children, educators or visitors. Heckling will not be tolerated and a parent who heckles may be asked to leave.
- Parents will treat all children, educators and other parents with curtesy and respect.

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- A parent may not discipline a child who is not theirs or approach another child who is not theirs about their behaviour. This is the role of the educator. Being approached by an adult they do not know can be distressing for children. Parents should therefore raise any behavioural, bullying or peer group issues with an educator and it is the educator's responsibility to deal with these issues. (Common sense would apply in an emergency where a child is at risk of harm).
- Parents will respect that OSHC is a drug and smoke free environment.
- When helping and volunteering at OSHC parents accept the authority of the educators and that they are in attendance on the educator's terms. OSHC values parent involvement and assistance, but they may ask a parent to leave OSHC for any reason, but not limited to:
  - a) Parental presence at OSHC or at the activity is disturbing or distracting to any child or educator.
  - b) The parent is not in control of their emotions.

### Communicating with OSHC Educators:

- All OSHC staff are entitled to a safe and happy work environment. This is in the best interests of our children as well as the educators themselves. Parents should therefore ensure that their interactions with educators does not create unnecessary stress and anxiety.
- The priority for educators is the welfare and education of all children in the school. Educators are therefore not required to respond to emails and telephone calls instantaneously. Normal service standards suggest that an acceptable response time for emails is 2 working days. Responses are not expected outside of normal working hours unless it is an emergency.
- We have an open door policy and are happy to meet with parents at any time, however parents need to be mindful of the times that they would like to meet with educators. We are ratio based and therefore need to maintain child:educator ratios so pulling an educator off the floor for long discussions is not always practical. We also use our office for administration requirements and the phone is located in the office so having conversations in the office during program times may be interrupted frequently. If you are aware that your concern may take a longer time to discuss, please make a time to meet with the educators involved and we will ensure that we have a space away from interruptions and that we are covered in our ratios.

### When communicating with other parents:

- Parents must not approach other parents about behaviours or incidents that occur at OSHC. If a parent has a concern about an issue they are to raise it with an educator.
- Parents will refrain from talking disrespectfully ("trash talk") about other children, parents or educators in front of their child or other parents and educators. If there is a concern it needs to be raised with an OSHC educator at an appropriate time.
- Parents will respect the privacy of all other parents' email addresses and will not send unsolicited emails or "spam" to OSHC parents or forward unsolicited emails or spam that they receive to other parents. Parents will not forward other parent's email addresses without their permission. Parents provide their email addresses to OSHC in order to receive communications from OSHC

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about OSHC related matters and their child. OSHC will not give out the email address of parents to other parents without permission.

### When driving and parking around the school grounds, parents are asked to:

- Please consider suitable parking etiquette to ensure the steady flow of traffic and the safety of our children;
- Do not park in NO PARKING ZONES;
- Follow road rules;
- Be patient and understanding;
- Remember that during school drop off/pick up that donut and front drive through are for quick drop off and pick up ONLY. Parents should not be getting out of their car and at these times should find somewhere else to park.
- Be mindful of children using the courts. The chain for the basketball courts is put up when OSHC children are using the courts, however there are times when other groups are using the courts and parents are not to drive through the middle of any group on the courts. If you drive up and see people on the courts, please park at the end of the courts or drive back down to the car park.

### When making a complaint:

- Parents have the right to raise issues and concerns related to the care and education of their child or OSHC matters. Parents should ensure that they raise their issues and concerns with the right person and follow the correct communication channel, including raising issues at an appropriate time away from all children and other parents. When making a complaint parents should refer to:
  - a) The School Complaints Policy, which is available on the school website.
  - b) The Catholic Education Complaints Policy.

If you have followed the above procedures, addressed concerns with OSHC and are not happy with the way that the complaint was handled, then you can contact the School Principal.

If you are still not happy with how the complaint has been handled you can contact the Children's Education and Care Assurance team, their information is displayed at the service and in the service handbook.

### Consequences of a Breach of Parent Code of Conduct

- Any parent, member of school staff, member of OSHC staff or child may notify the Leadership team, School Principal or Assistant Principal of a possible breach of the Parent Code of Conduct. The Director will investigate the complaint, under the guidance of the Principal and/or Catholic Education Office, and if satisfied that a breach has occurred;
  - a) Provide a first and final warning that a breach of the Code of Conduct has occurred and that a further breach will not be tolerated;
  - b) Determine whether a breach may be rectified by the parent making a private or public apology, depending on the circumstances, to an individual or group of individuals;
  - c) Where the breach concerned unacceptable behaviour whilst on the school grounds, issue a trespass warning to the parent, which, if the

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behaviour continues, may accelerate to a trespass notice requiring the parent to stay away from the school unless on school grounds with express permission of the Principal, Assistant Principal or Director.

Correspondence that is in breach of this Code of Conduct, because of the language and expression used or the manner in which it is sent or delivered, will not be responded to.

Nothing in this policy excludes any person from exercising their individual legal rights in respect of obtaining restraining and intervention orders, reporting assault, bringing action for defamation, exercising rights under vilification or discrimination laws or in any other way.

### Relevant Laws and other provisions:

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The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act, 2011 and Regulations 2014
- 'My Time, Our Place' Framework for School Age Care 2011
- Working with Children Act
- Privacy Act
- NQS Area:1.1.4; 2.1.1, 2.1.2; 2.3; 4.1; 4.2.3; 5.1; 5.2; 6.1; 6.2; 7.1.1; 7.1.3; 7.1.5; 7.3.
- Policies: Duty of Care, Respect for Children, Enrolment and Orientation, Orientation for Families, Participation of Volunteers, Employment of School Employees (Catholic Education Office Policy), Anti-Discrimination and Anti-Harassment (Catholic Education Office Policy), Complaints Policy (SCA and Catholic Education Office Policy), Evacuation Policy, Lock Down Policy, Workplace Health and Safety (Catholic Education Office Policy)

### Review:

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Policy created: 9<sup>th</sup> November 2016

Review date: October 2017