



A Code of Conduct provides guidelines for desirable and appropriate behaviour of all visitors, and reflects the values and beliefs of the Service. 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 behaviours 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.

Management has a legal responsibility to provide a safe and happy environment for all children and staff 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/guardians/authorised nominees read and adhere to the standard of conduct below.

### **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.
- All interactions with children should be undertaken in the presence of staff.
- 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.

### **In relation to other adults:**

- 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 or Service Leader if you have any problem complying with any direction.
- Be aware of routines and guidelines for children's play within the Service. Abide by them, and seek advice when unsure.
- Any matter or concern related to managing children's behaviour should be referred to the staff immediately. Never reprimand another person's child.
- Refrain from public criticism of children and adults, either at the centre or at functions outside of the Service.
- Any issue or grievance should be raised as outlined in the Service's 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 property at all times . This includes the Service, School and/or Church site.
- 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 e.g. Disabled car parks, keep clear signage etc.
- Do not enter restricted areas such as the kitchen, office and planning rooms unless you are with a staff member.

- Understand that sometimes staff may need to discuss behavioural difficulties, developmental issues etc with you and that staff have the best interests of your child in mind when they are discussing this.
- Read the Service policies and ask questions if you require clarification of any content.
- Respect the policies and procedures that have been implemented to ensure the smooth running of the Service.
- Understand that QLECS does not support staff providing any outside services such as babysitting/child minding to families enrolled at the Service, due to the conflicts this can cause.
- Understand that staff are not permitted to have families as friends on social networking sites, with the exception of family members or where a relationship was established prior to enrolment. QLECS values all employees as professionals and encourages professional relationships between clients and staff
- Be responsible for any child you bring to the Service if they are not enrolled. This includes supervising them at all times to ensure they are safe, not causing damage to Service property and are interacting safely and appropriately with other children.

A breach of this policy may result in your child's enrolment being terminated.

Please ensure your emergency contacts and authorised nominees are aware of the Code of Conduct for Parents and Visitors.

Parent/Guardian Name

Signature

Date

Parent/Guardian Name

Signature

Date