Queensland Lutheran
Early Childhood and School-Aged Care Services

Faith Lutheran OSHC

GSM-Parent, Visitor and Adult Occupant Code of Conduct

V6.22

A Code of Conduct provides guidelines for desirable and appropriate behaviour of all parents, visitors and adult occupants 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 outlines the behaviours we require all adults working and attending our Service and/or Family Day Care Educator's homes to follow. It will assist in ensuring the safety and wellbeing of children, families, educators and 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 an Educator, or if the safety of a child is compromised.
- All interactions with children should be undertaken in the presence of an Educator.
- 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 Service, Educators home 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, Educators home during business hours, School and/or Church site.
- Respect the various cultural and linguistically diverse staff and families who attend the centre.
- Use the Service 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 or Educator.
- Understand that sometimes Educators may need to discuss behavioural difficulties, developmental issues etc with you and that they 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 and Educators are not permitted to have families as friends on personal 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.
- During operating hours at an Family Day Educators home and during rostered contact time in our centre based Services an Educator's primary focus is the care of the children.
- Arrival and departure times should coincide with the agreed booked times as per your enrolment to minimise disruptions to the program and routines

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.