Parents/Guardians and Volunteers Code of Conduct Policy

Quality Area: 2: Children’s health and safety
6: Collaborative partnership with families and communities
7: Leadership and Service Management

Number: 2.3 Each child is protected
6.1: Respectful and supportive relationships with families are developed and maintained
7.3: Administrative systems enable the effective management of a quality service

Element: 2.3.4: Educators, co-educator’s and staff members are aware of their roles and responsibilities to respond to every child at risk of abuse or neglect
6.1.3: Current information about the service is available to families
7.3.4: Processes are in place to ensure that all grievances and complaints are addressed, investigated fairly and documented in a timely manner

Purpose

Ellie V Pullin Preschool provides an open, welcoming and safe environment. We believe that all parents/guardians and volunteers play a crucial and valuable role in the effective operation of Ellie V Pullin Preschool and in enriching the children’s program. We acknowledge that without parents'/guardians’ support, participation and contribution Ellie V Pullin Preschool could not operate.

This code of conduct for parents/guardians and volunteers outlines the type of practice we require all adults working and volunteering at our centre to follow. It will assist in ensuring the safety and wellbeing of children, families and staff. It does not provide all the answers but is a broad outline of behavioural principles, expectations and ideals.

The committee has a legal responsibility to provide a safe and happy environment for all children and staff.

Policy Statement

1. Values

Ellie V Pullin Preschool is a place of learning for young children and therefore the rights of the child will be considered first and foremost.

Ellie V Pullin Preschool is committed to:
- The wellbeing of each child having fundamental importance
- The provision, as far as practicable, of a safe and secure environment

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• Providing an open, welcoming environment where everyone's contribution is valued and respected
• Encouraging parents/guardians, volunteers and community members to support and participate in our centre's program.

2. Scope

This code of conduct applies to all adults, including parents/guardians, volunteers, extended family, visitors and other association members while involved in any activities related to Ellie V Pullin Preschool.

3. Background and Legislation

This may include, but is not limited to:

- Children’s Services Act 1996
- Children, Youth and Families Act 2005
- Child Wellbeing and Safety Act 2005
- Disability Discrimination Act 1992
- Occupational Health and Safety Act 2005
- Sex Discrimination Act 1984
- Workplace Relations Act 1996

The committee needs to ensure:
“.. that the children's service is operated in a way which ensures the safety of the children being cared for or educated and that their developmental needs are met “ Children’s Services Act 1996 Section 18 (4).

The employer has an obligation to ensure a safe and discrimination free working environment for staff in accordance with relevant legislation.

The committee needs to ensure all parents/guardians, volunteers, staff, students and any other persons involved in Ellie V Pullin Preschool, adhere to clear guidelines regarding appropriate interaction and communication with one another, and with children at Ellie V Pullin Preschool.

4. Definitions

**Safety:** Comply with all policies and procedures of Ellie V Pullin Preschool. These are displayed at Ellie V Pullin Preschool. Be aware of emergency evacuation procedures.

**Ethical conduct:** Always act in the best interests of children, their families and users of Ellie V Pullin Preschool.

**Support:** Work in a cooperative and positive manner.
**Communication:** Use courteous and acceptable verbal and nonverbal language. Refrain from the use of profane, insulting, harassing, aggressive or otherwise offensive language.

**Respect:** Value the rights, religious beliefs and practices of individuals. Refrain from actions and behaviour that constitute harassment or discrimination.

**Confidentiality:** Comply with Ellie V Pullin Preschool’s *Privacy and Confidentiality Policy*. Respect the confidential nature of information gained, or behaviour observed, whilst participating in the program, in relation to other children and adults.

**Children’s program:** If participating in the program seek guidance and direction from staff. If unsure ask staff for further information. Behaviour guidance of the children is the responsibility of staff, immediately refer any issues or concerns related to managing children’s behaviour to staff.

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**Ellie V Pullin Policy and Procedures**

**Procedure for dealing with a breach in the code of conduct**

On notification of a potential breach of the code the committee will activate the Complaints and Grievances Policy: The subcommittee will recommend a course of action to the committee which may include, but is not limited to:

- A first and final warning meeting/letter being issued to inform the relevant person/s of the outcome of the investigation and that another breach of the code of conduct will not be tolerated
- A restraining order (via the legal system) being sought against the relevant person. Success in obtaining a restraining order will then prevent this person from attending Ellie V Pullin Preschool to deliver or collect children or to participate in the program
- The withdrawal or suspension of a child’s place in the program due to the parents/guardians serious breach of the code of conduct. This action will only be taken if no other alternatives are deemed appropriate by the subcommittee/committee. There will be no refund of any term fees which have been paid for the period of the suspension or upon withdrawal from Ellie V Pullin Preschool.

**Emergency situations**

In an emergency situation, where it is believed that staff, children or parents/guardians are at immediate risk (for example violence has been threatened or perpetrated) the staff members and/or committee involved need to be able to act quickly and decisively. The committee, the primary nominee and all nominees are authorised to contact the local police to advise them of the current situation.

The executive committee is delegated the authority to determine suitable actions, which may include, but not be limited to:

- Applying immediately for a restraining order (via the legal system)
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- Suspending the relevant person/s from attending Ellie V Pullin Preschool until the committee has investigated and decided on an appropriate course of action. If required, notify the parents/guardians that alternate arrangements will need to be organised for the delivery/collection of their child to ensure that the suspended person does not attend Ellie V Pullin Preschool.
- Suspension of a child’s place in the program due to the suspended person still attending Ellie V Pullin Preschool after they have been advised not to. There will be no refund of any term fees which have been paid for the period of the suspension.

Ellie V Pullin Pre-School is responsible for:
- Ensuring all parents/guardians, staff, volunteers, students and visitors are provided with a copy of this policy upon arrival, employment or enrolment.
- Implementing the standards of conduct as set out in this policy (Schedule 1).

Nominated supervisor, certified supervisors, educators and other staff are responsible for:
- Respecting the individual needs, cultural practices and beliefs of families in all interactions, both verbal and non-verbal.
- Working with colleagues, committee and parents/guardians to provide an environment that encourages positive interactions and supports constructive feedback.
- Providing guidance to parents/guardians and volunteers through positive role modelling and, when appropriate, clear and respectful directions.
- Ensuring practices and procedures are in place to ensure that parents/guardians on duty, or other adults participating in the program, are not placed in a situation where they are left alone with a child. For example, staff are responsible for assisting with toileting needs, nappy changing.

Parents/guardians are responsible for:
- Abiding by the standards of conduct as set out in this policy (Schedule 1).
- Reading the Parents/Guardians and Volunteers Code of Conduct Policy.

Evaluation

In order to assess whether the policy has achieved the values and purposes the committee will:
- Monitor compliance with the expectations and procedures set out in the policy
- Take into consideration feedback on the policy from staff, parents/guardians and committee members
- Assess whether a satisfactory resolution has been achieved in relation to issues arising from this policy.
Sources and other related policies

Centre Polices:

- Complaints and Grievances Policy
- Delivery and Collection of Children Policy
- Child Safe Environment Policy
- Privacy and Confidentiality Policy

Attachments

Schedule 1- Standards of Conduct

Authorisation

This policy was approved and passed by the Ellie V Pullin Committee of Management and adopted by Ellie V Pullin Pre-School on:

20th July 2015

Authorised by: ____________________________ Julie Simpson [President]

Authorised by: ____________________________ Betty Krober [Nominated Supervisor]

Witnessed by: ____________________________

Review Date: July 2018
Schedule 1

Standards of Conduct

Behavioural practices to follow in relation to 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 staff or if the safety of a child is compromised (this should be reported immediately to staff)
- Inform children if physical contact is required for an activity and ask them if they are happy to proceed
- All interactions with children should be undertaken in full view of other adults
- Never do things of a personal nature for a child that they can do themselves, for example, assisting them in going to the toilet or changing their clothes.

In relation to other adults (including staff)

- Use respectful, encouraging and accepting language.
- Respect the rights of others as individuals.
- Give encouraging and constructive feedback rather than negative criticism.
- Accept staff decisions and follow their directions at all times. Speak with the staff member if you have a problem complying with any directions.
- Be aware of routines and guidelines for children’s play within Ellie V Pullin Preschool, abide by them and seek advice when unsure.
- Be aware of emergency evacuation procedures.
- Discipline of children is the responsibility of staff and therefore any matters or concerns related to managing children’s behaviour should be referred to staff immediately.
- Avoid approaching staff to discuss a child during a session. Seek an alternative time when staff are free from contact duties with children.
- Refrain from public criticism of children and adults at Ellie V Pullin Preschool.
- Any issues or grievances should be raised as outlined in the Complaints and Grievances Policy.
- Under NO circumstance should a child, parents/guardians or member of staff be approached directly in a confrontational manner.
• Smoking is prohibited on Ellie V Pullin Preschool’s property at all times.

In general
• Ellie V Pullin Preschool and staff are responsible for the children that are enrolled and signed in, that is those children attending the children’s program.
• Parents/guardians, and other persons attending with children not enrolled in the program, are responsible for supervision of their children at all times. This is particularly important, for example, during outdoor time as the climbing equipment may be set-up for four to five year-olds and could be hazardous for younger siblings participating in the program.
• Adults are responsible for all children who accompany them, for example while on duty, drop off and pickup time, ensuring they do not inhibit or disrupt the program in any way.
• Ellie V Pullin Preschool will supply a box of toys in the office for children to play with while their parents/guardians are in attendance in the office, for example, when undertaking committee duties or meeting with a staff member.
• Parents/guardians must clean up after their children and leave all areas as they were found.
• Staff may ask parents/guardians to remove children not enrolled and signed into the program if they are disturbing the program.
• Parents/guardians will also be responsible for children’s behaviour when attending other activities and the child is not signed into the program, for example working bees, family nights.
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