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## CODE OF CONDUCT (FAMILIES)

The *Code of Conduct (Families)* works in conjunction with all relevant policies of Gosford Pre-School and the Early Childhood Australia Code of Ethics.

The *Code of Conduct (Families)* is in place to emphasize the commitment and ethical responsibilities each family adopts when enrolling their child/ren at Gosford Pre-School.

### **Aim**

The aim of the *Code of Conduct (Families)* is to provide information to support families and the Service develop clear and effective methods of communication to support the building of genuine partnerships and adopt appropriate and expected behaviour for families and educators. This includes acting as an advocate for individual children and discussing more complex and challenging issues that call for astute attention and respect.

It is anticipated that all stakeholders within the Service will adopt the following qualities during their interactions:

- Honesty
- Integrity
- Inclusivity
- Democracy
- Respect
- Confidentiality

### **Communication**

It is expected that families will collaborate with their child's educator/s, working together to support their child's learning and development. Our educators understand that families are busy and often eager to find ways to strengthen the connection between home and our Service. We have a range of methods to promote effective communication with families and encourage families' interaction. Effective communication builds mutual respect, understanding and trust. For educators working with families, building a positive partnership includes sharing knowledge and experiences to understand your child.

We appreciate when families share information with our educators about the child. This may include informing the educator when your child has a restless night, sharing something your child has disclosed, or even talking about an activity or experience your child would like to do or share with others. This helps our educators support your child throughout the day.

Communication is vital within our Service, ensuring children's needs are being met. We ask that families nominate their preferred method of communication which will be amended as required, so we can do our best to be open and responsive.

### **Meeting with educators or management**

It is not always possible or effective to discuss issues 'on the spot'. Usually, most communication between families and educators occurs at child drop-off and pick-up times. This transition time typically is not conducive to meaningful exchanges; families can be rushed, educators are understandably focused on children's transitions, and in the case of full-day programs, educators who spend the largest amount of time with your child may not be available or not rostered on that day.

We encourage families to arrange a time away from the learning environment, where the educator can give families their full attention and make decisions that have been given careful consideration.

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## Respecting our Educators

We request that all stakeholders involved with the Service are respected. This includes respect for our educators, respect for the children and respect for the families.

If we work to share information, contribute ideas and together, reflect on practices we will have a network for your child that not only supports their time here at Gosford Pre-School but will also see them thrive.

We all have a common goal: *What's best for your child*. With that in mind, this journey will be rewarding for all.

Parents and family members are expected to model appropriate behaviour and suitable conduct when interacting with children and staff at our Service, including various communication methods such as written, spoken or through social media. If the behaviour of a family member or visitor within the Service is deemed threatening or violent, the Police may be informed.

## Complaints or Grievances

If there is an incident that has occurred that families are concerned with, we always want to hear and discuss the issue. We ask families to be mindful about discussing or talking about sensitive issues in front of others, including children. Where possible, ask your child's educator or relevant educator for a suitable time to discuss your complaint.

Families are encouraged to document their concerns outlining the incident or concern and submit this to the Approved Provider or Nominated Supervisor. Management will acknowledge your complaint and endeavour to achieve an outcome that supports the best interests and wellbeing of the child where possible. (See our *Dealing with Complaints (Families) Policy*). We encourage all parents, guardians and family members to work cooperatively with the person managing the complaint. Inappropriate behaviour will not be tolerated, and a meeting may be arranged.

Management will adhere to privacy and confidentiality laws however if the complaint is a notifiable incident (related to child protection or fraud), we are required to notify relevant authorities immediately.

## Confidentiality

Confidentiality is something we will not waiver on and expect the same from everyone involved, educators and families alike.

Information, including personal information (addresses, telephone numbers, email addresses) will not be disclosed to any individual without obtaining prior written permission of the respective person, including educators, staff, family members and parents. Families must ensure they do not share data or personal information of other family members, children or staff members from the Service with anyone, including other families of the same Service. (See *Privacy and Confidentiality Policy*).

We request that management is kept up to date with any parenting court orders or parenting agreements under Family Law if applicable.

All families are not to use or share images obtained from the Service, via the Service's app, Facebook pages or other format. Families are not to share photographs taken during special events for publishing on any social media or for sharing in any format.

Families are asked to respect that staff are prohibited to share information about other children, families or staff members without expressed written consent to whom the information relates to. Additionally, families are not to connect with staff on social media platforms **except the regulated Services private Facebook page**.

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If you do have concerns regarding your child, please see your child's educator to arrange a time to meet. The meeting will be in a private area within the Service. If issues are still unresolved, then contact our Director, and reschedule a second meeting.

### **Policies and Procedures**

Our policies and procedures are reviewed at least annually or in the event of a legislation change, or upon critical reflection, when modifications are required. We ask families to contribute and provide feedback to our policies and procedures to ensure child safety and wellbeing remains our priority.

We aim to provide an environment that promotes and enables children's participation and is welcoming and culturally safe and inclusive for all children and families and so draw your attention particularly to our *Anti-Racism, Anti-Bias and Inclusion and Behaviour Guidance Policies*.

We request that your feedback and contribution to policy review is through relevant communication channels and not derogatory in any way to our Service.

### **Breach of Code of Conduct (Families)**

If parents, guardians or family members are consistently in breach of this Code of Conduct, and following an evaluation by the Nominated Supervisor and/or the Approved Provider, any related enrolment/s may be at risk of being terminated. (See our *Termination of Enrolment Policy*).