

WK - RESPECTING WONDER KIDZ STAFF POLICY

Purpose of the Policy:

To ensure that members of our community understand Wonder Kidz's expectations for appropriate interactions with our staff members.

Procedure:

- Staff at Wonder Kidz are committed to providing a supportive, caring environment for all our children. Our staff take their work very seriously and feel privileged to be able to play an essential role in each child's care.
- Parents/carers and visitors to our venues also have an essential role in fostering a safe and inclusive environment for the entire Wonder Kidz community.
- Respectful behaviours within the Wonder Kidz community
- All staff at WK have a right to a safe and supportive work environment, and we expect parents/carers and visitors always to behave appropriately and respectfully.

Unacceptable behaviours:

When parents and carers engage in unacceptable behaviours against a staff member or another member of the WK community, this can affect their health, safety, and well-being.

Unacceptable behaviours include, but are not limited to:

- being violent or threatening violence of any kind, including physically intimidating behaviour such as aggressive hand gestures or invading another person's personal space.
- speaking or behaving rudely, aggressively, or threateningly, in person, via email, social media, or telephone.
- sending demanding, rude, confronting, or threatening letters, emails, or texts.
- discriminatory or derogatory comments
- the use of social media or public forums to make inappropriate or threatening remarks about the activities, staff, or children.

Respectfully raising complaints

We welcome complaints from parents and carers if they are communicated respectfully and constructively. Complaints and concerns raised with us can help us by providing feedback to improve how our Wonder Kidz operates.

COMMUNICATION

This policy will be communicated to our community in the following ways:

- available publicly on our website.
- Included in staff handbook/manual.
- Hard copy available upon request.