

Families and Children Code of Conduct

PURPOSE AND BACKGROUND

- (1) Village Early Learning has high expectations for respectful conduct within the centre where positive relationships are fostered between team members, families and visitors.
- (2) This code of conduct outlines the ways in which all parents, family members and visitors are to conduct themselves when visiting our centres, participating in centre activities and communicating with team members.

POLICY STATEMENT

This code applies to all adults including parents, guardians, stepparents, grandparents, extended family, and any other visitor involved in activities or communication related to the Education and Care Facility. We aim to provide an open, welcoming, inclusive and safe environment for all and believe families and visitors are valuable contributors and participants in our centres.

We strongly encourage integrity, honesty, courtesy and professionalism while respecting our Values which have been developed as the fundamental beliefs of our organisation.

The general principles that apply are:

Communication: Families and visitors will always use courteous and acceptable written and spoken language in all communications with children, team members, visitors and other parents or family members. No profane, insulting or otherwise offensive language may be used. Aggression and violence are not acceptable and will not be tolerated.

Ethical: Families and visitors of the centre will act in the best interest of all children, their families, team members and other visitors. They will not engage in any communication that could be deemed malicious.

Respect: We value our diverse community and respect the rights, religious beliefs and practices of individuals and their families. We respect varied points of view that are different from our own and all members of our community must refrain from actions and behaviour that constitutes harassment, sexual harassment or discrimination.

Roles and responsibilities

When visiting our centre, Families and Visitors:

- (1) Will comply with all safety and emergency procedures in place in the event of an emergency while they are on centre premises and will follow instructions given by team members and/or emergency personnel.
- (2) Shall not be adversely affected by alcohol or other drugs.
- (3) Shall not smoke tobacco or other substances.
- (4) Will be respectful of the centre's environment.
- (5) Will be aware of relevant centre policies and guidelines and seek clarification of how these policies are interpreted when necessary.
- (6) Will maintain a professional relationship with team members.
- (7) Will use appropriate language. Inappropriate language (swearing) within the centre and its boundaries will not be tolerated, and the family member/visitor will be asked to leave for a cooling down period before communication will recommence.

Photos, video recordings and social media comments

- (8) It is expressly prohibited for families or visitors to the centre to record images in any form without the consent of the Nominated Supervisor or Responsible Person. Such prohibition includes, but is not limited to, the taking of photographs and video recording of any type.
- (9) Photos, video recordings or comments must not be uploaded to any social media site that may be linked in any way to the centre/organisation without permission from the Nominated Supervisor/Responsible Person.

Consequences of a Breach of this Code of Conduct

- (10) Any parent, guardian, family member, visitor or team member may advise the Nominated Supervisor or Responsible Person of a breach of the Families and Visitors Code of Conduct. They will investigate and if satisfied that a breach has occurred:
- (11) Provide a first and final warning that a breach of the Code of Conduct has occurred and that a further breach will not be tolerated and may result in care being ended.

Where a serious breach of this code is determined:

- (12) Care will be suspended immediately; and
- (13) May accelerate to the involvement of emergency services.
- (14) An investigation into the breach will be undertaken to determine an appropriate outcome.

LEGISLATION (OVERVIEW)

Law	
S170	Offence relating to unauthorised persons on education and care service premises
Regulations	
157	Access for parents
170	Policies and procedures to be followed

National Quality Standard

Standard / Element	Concept	Description
2.2	Safety	Each child is respected
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented
2.2.3	Child Protection	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect
6.1	Supportive relationships with families	Respectful relationships with families are developed and maintained and families are supported in their parenting role.
6.1.2	Parent views are respected	The expertise, culture, values and beliefs of families are respected, and families share in decision-making about their child's learning and wellbeing.

SOURCES

Education and Care Services National Regulations 2011 | National Quality Standard | Early Years Learning Framework | ACECQA Safe Arrival of Children Policy Guidelines, October 2023 | Work health and safety consultation, cooperation and coordination – Safe Work Australia

POLICY INFORMATION

The policy will be reviewed annually by:

- Management
- Employees

- Families
- Interested Parties

POLICY REVIEWED	January 2026	NEXT REVIEW DATE	January 2027
MODIFICATIONS	Created new revised template		