



# Springwood and District Preschool Kindergarten

## Parent & Carers Code of Conduct

### **Legislation:**

*Education and Care Services National Law Act 2010*

*Education and Care Services National Regulation 2018*

*Children and Young Persons (Care and Protection) Act 1998 (NSW)*

*United Nation Convention on the Rights of the Child 1989*

### **Quality Area 6: Collaborative Partnerships with Families and Communities**

*Education and Care National Regulations 2018: 168 (2)(i)(i)*

### **Quality Areas Relating to NQS: 2.1, 2.3, 5.1, 5.2, 6.7, 7.3**

*Education and Care National Regulations 2018: 99, 158-159, 168, 176 168 (2)(i)(i)*

### **Related Legislation**

- *Education and Care National Law Act 2010: Sections 165, 167*
- *84 Awareness of child protection law*
- *Crimes Act 1900*

*Child Protection Policy: Responding to and reporting students at risk of harm*

*Refer to the Child Protection Policy.*

### **CHILD SAFE STANDARDS**

### **Policy Statement**

The Code of Conduct reflects our commitment to working together to promote an ethical, respectful, just and responsible organisation. The Code enables us to carry out our respective roles and responsibilities in a way that promotes a better environment for ourselves and for everyone with whom we encounter.

The Code of Conduct is an important reference document that outlines the behavioural expectations for all stakeholders. The policy is intended to be used as a tool to assist in developing and enhancing effective relationships.

Our service will uphold the highest standards in ethical conduct in accordance with the ECA Code of Ethics (2016) The United Nations Convention on the Rights of the Child (1989) and service philosophy and policy.

### **Policy Statement:**

As a professional provider of quality early childhood education Springwood Preschool supports the rights of children and is committed to providing a standard of service which ensures their safety and wellbeing. This document sets out the code of conduct to support parents/caregivers and visitors to respond in a way that supports the safety, welfare and wellbeing of staff, children and families at all times.



## Guiding Principles and Practices

As a parent/caregiver of a child attending this service, you must agree to the following code of conduct.

- **Dignity**
- **Justice**
- **Unity**
- **Ethical**
- **Excellence**
- **Courtesy**
- **Respect**

### Procedure:

#### As parents / carers we will:

Respect the rights, dignity and worth of every staff member, management committee member, child and family regardless of their gender, ability, cultural background or religion. Treat all people while at the service with courtesy, fairness and respect. Advise the service of areas of potential conflict, such as parenting and family court orders in accordance with relevant laws. Communicate positively with staff, other parents and children.

#### BEING ETHICAL - We accept people as they are.

##### **Examples of behaviours that reinforce our value of being ethical:**

- Treating people as we would like to be treated
- Treating everyone fairly and with sensitivity
- Striving to support those that need support
- Seeing a situation from another person's point of view
- Striving to meet the needs of others in a timely and respectful manner

##### **Examples of behaviours that conflict with our value of being ethical:**

- Shouting, belittling or insulting others
- Ignoring people when they seek help
- Being unwilling to listen to someone's side of the story
- Being critical and judgemental of others

#### JUSTICE - We act with integrity and believe that everyone has the right to be treated fairly and without discrimination.

##### **Examples of behaviours that reinforce our value of Justice:**

- Behaving honestly
- Dealing with all matters in a consistent, prompt, transparent, reasonable and non-discriminatory manner
- Maintaining confidentiality
- Considering and being transparent about any conflicts of interest
- Having due regard for the Preschool resources we use and using them efficiently
- Ensuring our words and actions reflect our values

##### **Examples of behaviours that conflict with our value of Justice:**

- Behaving towards others in a way that is offensive or leads to embarrassment or hurt.
- Sharing information in an inappropriate or unethical way



- Offering gifts for services performed which might compromise or appear to compromise the way we fulfil our role.
- Stealing from the Preschool

**DIGNITY** - We treat all people with care and acknowledge that each person is unique.

**Examples of behaviours that reinforce our value of Dignity:**

- Respecting the dignity and value of each human person
- Recognising that everyone has diverse needs and issues – physical, emotional, psychological and spiritual.
- Trying at all times to refer to people by their correct names and titles.

**Examples of behaviours that conflict with our values:**

- Harassing people or discriminating against them on the grounds of their race, age, religion, disability or sexuality
- Talking about other people behind their back in an inappropriate and disrespectful way via words, actions or gestures
- Upholding a person's right to privacy and confidentiality when dealing with information about them.

**EXCELLENCE** - We strive to excel in all that we do so we can positively promote the work of Springwood Preschool

**Examples of behaviours that reinforce our value of excellence**

- Ensuring that, to the best of our ability, we commit to seeing a task through to the end
- Owning up to our mistakes and learning from the experience
- Being efficient and economical in the use and management of resources
- Being flexible when presented with alternative ideas.
- Encouraging innovation in the pursuit of better results
- Doing what we say we will do, fulfilling our promises and commitments.

**Examples of behaviours that conflict with our value of excellence**

- Tolerating inefficient or mediocre performance
- Addressing issues only when they become critical.
- Believing that 'my way is the only way' of doing things and being closed to other ways that may lead to improvement.

**UNITY** - We create an environment in which we collaborate with respect as a sign that we value one another.

**Examples of behaviours that reinforce our value of unity**

- Being open to the ideas and contributions of others
- Maintaining positive relationships with those with whom we encounter.
- Sharing information, knowledge and expertise.
- Recognising and acknowledging the work that is done.
- Creating an environment which fosters and encourages change, growth and trust.
- Consulting with Preschool staff when dealing with issues or challenges.



***Examples of behaviours that conflict with our value of unity***

- Spreading gossip
- Keeping information to one's self when it would be better overall to share it with Preschool
- Resisting or avoiding the opportunity to reconcile differences

**COURTESY - We treat people with courtesy and do all we can to assist each other.*****Examples of behaviours that reinforce our value of courtesy.***

- Treating everyone with courtesy, kindness and respect
- Doing our best to make people feel acknowledged.
- Acting in a way that makes a person feel safe and at ease.
- Creating an atmosphere of personal friendliness.
- Greeting Preschool staff at drop-off and pick-up time.

***Examples of behaviours which conflict with our value of courtesy***

- Responding to a person with disinterest or lack of concern
- Knowingly make a person feel inadequate or embarrassed.
- Ignoring individuals when they ask for help.
- Using a mobile phone at drop-off and pick-up times instead of interacting with your child, the staff and other parents/carers

**RESPECT - We uphold the worth and dignity of all people.*****Examples of behaviours that reinforce our value of respect.***

- Treating those we meet with respect, courtesy and sensitivity.
- Valuing the competence and expertise of our peers.
- Having an understanding response to inadvertent mistakes.
- Respecting a person's right to make choices.
- Communicating in a way that fosters trust and encourages others to speak openly.

***Examples of behaviours that conflict with our value of respect***

- Showing disrespect for another person
- Being dismissive of an individual's ideas, suggestions or beliefs
- Acting in an aggressive or bullying manner
- Being unwilling to engage in communication that will contribute to better working relationships

### ***Breaches to this Parent Code of Conduct***

To provide a safe environment for staff, children, families and visitors at the service, the Approved Provider reserves the right to take appropriate action if this Code of Conduct is breached in any way.

The consequences for breaches of this Parent Code of Conduct will be determined by management and may include the following:

- One to one conversations will occur between the director and the parent/carer and a copy of this policy will be provided to support the conversation.



- Warnings, either verbal or in writing
- Permanent exclusion from the preschool
- Exclusion from the service for a period of time as set down by the Approved Provider.
- Your child will still be able to attend the service, however, you must make arrangements for an authorised person to drop them off or collect them during the exclusion period.
- A meeting will be held with management to determine an appropriate course of action to move forward.

I understand the Code of Conduct and how the values apply to myself and the people I interact with.

I commit:

- To implementing the Springwood Preschool Code of Conduct and behaving in a manner that is consistent with its values.
- To take responsibility for reporting improper conduct or misconduct which has been or may be occurring with respect to Springwood Preschool. I will report the details to the Director or to the Management Committee.
- To taking responsibility for contributing in a constructive and positive way to enhance positive work practices and the reputation of Springwood Preschool

Name: \_\_\_\_\_ Signed: \_\_\_\_\_

<b>Links to Quality Areas and Standards:</b>	
<b>Quality Area 6</b>	<b>Collaborative partnerships with families and communities</b>
<b>6.1 Supportive relationships with families</b>	<b>Respectful relationships with families are developed and maintained and families are supported in their parenting role.</b>
<b>6.1.1</b> Engagement with the service	Families are supported from enrolment to be involved in the service and contribute to service decisions.
<b>6.1.2</b> 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.
<b>6.1.3</b> Families are supported	Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing.
<b>6.2 Collaborative Partnerships</b>	<b>Collaborative partnerships enhance children's inclusion, learning and wellbeing.</b>
<b>6.2.1</b> Transitions	Continuity of learning and transitions for each child are supported by sharing information and clarifying responsibilities.
<b>6.2.2</b> Access and participation	Effective partnerships support children's access, inclusion and participation in the program.
<b>6.2.3</b> Community engagement	The service builds relationships and engages with its community.
<b>7.1.2</b> Management systems	Systems are in place to manage risk and enable the effective management and operation of a quality service.
<b>7.1.3</b> Roles and responsibilities	Roles and responsibilities are clearly defined, and understood, and support effective decision making and operation of the service.
<b>7.2 Leadership</b>	<b>Effective leadership builds and promotes a positive organisational culture and professional learning community.</b>



**Source:**

- Australian Children's Education and Care Quality Authority (ACECQA) – [www.cecqa.gov.au](http://www.cecqa.gov.au)
- Early Childhood Australia – [www.earlychildhoodaustralia.org.au](http://www.earlychildhoodaustralia.org.au)
- Early Childhood Australia Code of Ethics 2016
- Australian Government Department of Employment – <https://www.employment.gov.au>
- Department of Education and Communities – [www.dec.nsw.gov.au](http://www.dec.nsw.gov.au)
- UN Convention on the Rights of the Child

*Policy Reviewed by:* \_\_\_\_\_ *Approved by:* \_\_\_\_\_

*Signature:* \_\_\_\_\_

*Date:* \_\_\_\_/\_\_\_\_/\_\_\_\_

*Date:* \_\_\_\_/\_\_\_\_/\_\_\_\_

*Next Review Date:* \_\_\_\_/\_\_\_\_/\_\_\_\_

