

# Parent Code of Conduct

Sydney Catholic Early Childhood Services (SCECS) supports the rights of children and its employees and is committed to providing a 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 promotes the safety, welfare and wellbeing of staff, children and families at all times.

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

## Parents/carers will:

- Respect the rights, dignity and worth of every staff 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.
- Follow policy guidelines when wishing to submit a complaint or concern.
- Discuss any concerns about your child or other children only with the Director/Coordinator or educators.

## Parents/carers will not:

- Discipline any child or speak to any child about an incident/concern who is not your own under any circumstances.
- Attend the service affected by illegal drugs or alcohol or consume them while at the service.
- Smoke at the service or surrounding areas.
- Use abusive language or expletives, raise your voice, insult or engage in violent behaviour to anyone at the service, over the phone or at any service-related event.
- Intimidate, undermine, threaten, bully or harass other children, staff or parents.
- Disclose the personal details of a child or parent to another person without consent.
- Take photos while in the service or at a SCECS organised event in case the image of a child that is not your own is captured.

## Breaches to this Parent Code of Conduct

In order to provide a safe environment for staff, children, families and visitors at the service, SCECS 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:

- Provide a caution that a breach has occurred either verbally or in writing

- Exclusion from the service for a period of time as set down by SCECS. 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 and/or the family to determine an appropriate course of action in order to move forward.
- Exclusion from the service and all related events
- Communication only through a nominated representative
- Involvement with other authorities

## Making a Complaint

SCECS supports your right to raise concerns and seek resolution directly with the service. A complaint may be made either informally or formally and may relate to any matter that you or your child believe to be unfair or that causes dissatisfaction with the service.

All confidential conversations with parents/children will occur in a quiet place away from other children, parents or staff. If you or your child has a complaint or comment about the service, you are encouraged to talk to the service Director/Coordinator who will arrange a time to discuss your concern and come to a resolution to address the issue.

If the complaint is not handled to your satisfaction at this level, please inform SCECS Management:

Email: [scecs.customerservice@syd.catholic.edu.au](mailto:scecs.customerservice@syd.catholic.edu.au)

Phone: 9568 8628

If you are not satisfied with the above steps, you can contact the Regulatory Authority:

NSW Early Learning Commission

Email: [information@earlylearningcommission.nsw.gov.au](mailto:information@earlylearningcommission.nsw.gov.au)

Phone: 1800 619 113

Website: [www.education.nsw.gov.au/early-childhood-education/regulation-and-compliance](http://www.education.nsw.gov.au/early-childhood-education/regulation-and-compliance)

## Parent Contract

I have carefully read this code of conduct and accept responsibility for complying with it in all respects.