BOOSH
Beecroft Out Of School Hours

Code of Conduct
(Parents, Guardians, Visitors and Volunteers)

Procedures

Parents, guardians, visitors and volunteers must at all times act in accordance with the BOOSH Centre values and:

- Comply with The BOOSH Centre Policies and Procedures.
- Use respectful language towards all staff, children, families and other members of The BOOSH Centre community.
- Remain calm and polite when communicating with staff and other members of The BOOSH Centre community. Any aggressive, bullying or intimidating behaviour will not be accepted.
- Be respectful of cultural diversity and refrain from harassing or discriminating against children, their families, staff members and volunteers on the basis of gender, race, ethnicity, religion, age, disability, beliefs, opinions or background.
- Be respectful of the privacy of children, their families, The BOOSH Centre staff members and volunteers and refrain from taking photographs at The BOOSH Centre without the prior written consent of management.
- Comply with the reasonable directions given by staff members to foster a safe and welcoming environment within The BOOSH Centre.
- Raise any concerns in accordance with The BOOSH Centre Grievance and Complaints Policy.
- Use The BOOSH Centre facilities, property and services in an appropriate manner.
- Not be adversely affected by alcohol or other substances (with the exception of medically prescribed drugs) when attending The BOOSH Centre or events.
- Ensure that all family members and emergency contacts associated with a child's enrolment are made aware of this Code and ensure their compliance with this Code.

In addition, under no circumstances may Parents, guardians, visitors or volunteers approach another child whilst in the care of The BOOSH Centre to discuss or chastise them because of actions towards their own child or that they have witnessed or overheard. All concerns must be brought directly to The BOOSH Centre staff who will decide on the appropriate course of action.

Procedure for Dealing with a Breach of any Centre Policy or Procedure

The BOOSH Centre will endeavour to resolve any matter involving a breach of this Code of Conduct or any other centre Policy or Procedure by facilitating discussion between the parties.

If the non-compliance is of a serious nature or if, in the opinion of the Nominated Supervisor or Convenor, there is a risk of future non-compliance of the Code of Conduct or any other

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centre policy or procedure, The BOOSH Centre may take any action it considers appropriate in the circumstances.

This may include any or multiple of the following:

- A warning letter being issued to inform the person what breach has occurred and that another breach of a centre policy or procedure will not be tolerated, including possible future outcomes.
- Suspending the relevant person/s from attending centre until the Nominated Supervisor or Convenor has investigated and decided on an appropriate course of action. If required, notify the parents or guardians that alternate arrangements will need to be organised for the delivery and/or collection of their child to ensure that the suspended person does not attend the centre.
- Cancelation or suspension of a child's enrolment at The BOOSH Centre due to the parents or guardians serious breach of the Code of Conduct or any other policy or procedure. This action will only be taken if no other alternatives are deemed suitable.
- A restraining order (via the legal system) being sought against the relevant person. Success in obtaining a restraining order will then prevent this person from attending the centre to deliver or collect children or to participate in the program.

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