

***Rationale/Aim:***

The Gunnedah Preschool is committed to collaborative partnerships with families. The Preschool is also committed to their duty of care to all Preschool children, workers and Board members. Under Work Health and Safety:

1. All children who attend the Preschool are entitled to play and learn in an environment free from abuse and harassment. The preschool is committed to providing a child safe environment where children are not exposed to (or witness to adults participating in) harassment and abuse.
2. Preschool workers deserve a work environment that is free from harassment and abuse. All workers should be able to fulfil their duties without risk of receiving or observing abuse.
3. The Management Board should be able to fulfil their position requirements without exposure to harassment and abuse.

Ethical conduct guides the behaviour and decisions of all workers and Board members, therefore the same respect should be shown to them by parents/families/carers. It is also the Preschools responsibility to ensure the physical and emotional safety of the children in their care. Receiving or witnessing inappropriate interactions must be avoided in order to assure everyone's emotional safety. A code of conduct for parents/families/carers, outlining interaction and behavioural requirements, will help avoid undue stress for children, workers and Board members.

A family code of conduct has been developed to emphasise the commitment and ethical responsibilities that each family adopts upon enrolment at the Preschool. This provides a pathway that supports the Preschool and the family in communicating and interacting.

Relevant Legislation/Related Documents/References:

- Education & Care Services National Regulations 2014, Regulation 155, 156, 157
- Children (Education and Care Services National Law Application) Act 2010 Section 167
- National Quality Standard, Standard 2.3, 6.1
- Human Rights and Equal Opportunity Commission Act 1986
- Fair Work Act 2009
- NSW Anti-Discrimination Act 1977
- Childcare Centre Desktop www.childcarecentredesktop.com

Procedures/Strategies:

Staff appreciate that families are very busy. They also realise the importance of strengthening the link between home and Preschool in order to enhance the child's experience. Therefore, staff will always be looking for avenues to improve communication.

It is expected that families will support the Preschool staff and look for ways to work with them. As communication is so vital; we ask that you talk to us about your preferred method of communication so that we can do our best to be open and responsive.

The preschool values the following qualities during such communications. They must in fact have a place in all interactions. Parents/carers who visit the Preschool will be expected to adopt these qualities at all times.

- Honesty
- Integrity
- Inclusivity
- Democracy
- Respect
- Confidentiality

We appreciate it when you share information, no matter how insignificant you may think it is at the time. A simple 'heads-up' that your child had a restless night will help us support them during the day if they are tired or begin to look unwell.

If there is a matter or incident that has occurred that you are concerned about, we always want to hear and discuss the issue with you. As a general rule we ask that families be careful about discussing sensitive issues in front of others. Confidentiality is something we will not waiver on and expect the same from everyone involved, staff and families alike.

If you do have concerns regarding your child, please see your child's room leader to arrange a time to meet. The meeting will be in a private area within the Service. If issues are still unresolved, then contact our Nominated Supervisor to reschedule a second meeting.

It is not always possible or effective to discuss issues 'on the spot'. Usually, communication between families and Educators occurs at child drop-off and pick-up times. This transition time is not very conducive to meaningful exchanges; families can be rushed and Educators are understandably focused on children's transitions. By arranging a time away from the learning environment, the Educator can give you their full attention and make decisions that have been given careful consideration.

If you do need to talk to staff at the end of your child's day, please arrive at least 15mins prior to closure time. Staff have many duties at the end of the day, which cannot be undertaken until all children/parents have vacated the Preschool.

There are also some issues that the Preschool has no control over such as Acts and Regulations around childcare, Government Rebates or various rules pertaining to operation of the Preschool bus. These can be explained to you but your understanding of our lack of influence in these matters is appreciated.

We remind families that there are some issues that the Preschool child care workers have no influence over eg administration such as fees and receipting. These matters must be discussed with the Administration Worker in the office.

Behaviour that won't be tolerated:

- Anger management issues
- Verbal abuse, shouting, swearing
- Physical abuse, throwing or pushing items/people
- Refusal to abide by Preschool rules/policies
- Psychological harassment
- Intimidation
- Public humiliation
- Refusal to engage
- Poor behaviour fuelled by drugs, alcohol or mental instability

In cases of minor breach of code of conduct the children and as many staff members as possible will be removed from the area. If the breach situation is major then emergency procedure will be put into place.

If parents or family members are in breach of these guidelines the Director and/or Board may rule to terminate any related enrolment/s. The health and safety of children cared for by the Preschool and the health and safety of Preschool staff/Board members will be paramount when considering response to breach of code of conduct. If an enrolment is terminated the Director/Board will notify the family in writing. The governing body, the local police (if necessary) and the child care staff will be informed that the child is no longer attending and the circumstances explained.

Evaluation: The Preschool Board, staff and families will work together to share information, contribute ideas and reflect on practices. They will form a network that not only supports each child during their time at the preschool, but sees them thrive.

Endorsement:

Policy signed:

Date:

Name:

Position:

Review: April 2017