

Code of Conduct (Families)

Links to Legislation	Education and Care Services National Law Act(Sections 166, 167 & 174) Education and Care Services National Regulations (Regs155 –157 & 175) National Quality Standard:#4 Staffing Arrangements Disability Discrimination Act 1992 (Cth) Fair Work Act & Regulations 2009 (Cth) Occupational Health & Safety Act & Regulations 2007 Racial Discrimination Act 1975 Sex Discrimination Act 1984 (Cth)	Policy Number	4.1
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Related Policies	Interactions with Children & Behaviour Guidance Child Safe Environment Incident, Injury, Trauma & Administering First Aid Grievances and Complaints Illness Immunisation and health related exclusion Medication Privacy and Confidentiality Early Childhood Australia –Code of Ethics		

POLICY STATEMENT	The key to a successful and fruitful partnership between Sky Tree's staff, Families and children is in establishing standard behaviour and s defining ethical and legal conduct that should be followed by Families and children at the Service. During day to day interactions
PURPOSE	To outline the Code of Conduct to be followed by Families and children of the Service during day to day interactions at the Service.

1.0 OVERVIEW

Sky Tree's Code of Conduct (Families) establishes a standard of behaviour to be followed by all Families and children at the Service. It is to be read in conjunction with Sky Tree's Code of Conduct.

2.0 RATIONALE

We believe that an effective partnership between staff, Families and children is provided by the foundation of a Code of Conduct which defines how individuals should behave towards each other.

3.0 INTRODUCTION

3.1 What is the Code of Conduct & Who does it apply to?

The Code of Conduct outlines the standards for the way we interact, as well as the actions, behaviours and conduct expected at Sky Tree.

Our Code of Conduct (Families and children) applies to the Families and children who attend or visit our Service.

3.2 When does the Code apply?

Whether you are at the Service or interacting with the Service by other means such as email, telephone, mail.

3.3 What will happen if I breach the Code?

Failure to comply with the principles or the spirit of the Code will be considered a breach of Sky Tree Policy and may result in action ranging from a first warning through to the termination of Enrolment or investigation by the local police.

3.4 What you must do:

You must familiarise yourself with this Code and how it relates to you or your Family's interactions at the service.

4.0 YOUR INTERACTIONS

4.1 Vision, Purpose, Centre Philosophy & Guiding Principles

You acknowledge that at Sky Tree, children are central to everything we do.

Our highest priority is the safety and wellbeing (both physical and emotional) of all children and Families at our Service.

(a) Safety

Children's safety comes first in all our plans, decisions and actions which may mean that at times educators may place children in the care of additional educators or in smaller or mixed groups for the safety and wellbeing of children.

(b) Resilience

You agree to work in partnership with us to help build children's resilience in a positive and supportive environment for the benefit of their future mental health and will support children to talk about their feelings, learn mindfulness and allow children to have opportunities to be challenged.

(c) Partnership

You agree to engage in honest and open communication with us and to raise concerns either directly with your child's educator or to a Nominated Supervisor or the Approved Provider. You must at all times share accurate and pertinent information about the care of your child and, instigate and be forthcoming without hesitation of that information.

(d) Respect

You agree to respect other family's parenting styles, practices, beliefs and wishes.

This means that you are not openly judgemental towards staff, Families or children of their opinions, beliefs and wishes. Every family is different.

(e) Inclusion

You will not do any actions or make any comments to make a child or Family feel excluded or looked down upon while at the Service including at any of the Service's events.

You understand that Sky Tree works hard to establish an environment that children consider safe and inclusive and agree to support this. We take pride in developing a 'home' and a sense of belonging for all children. Sky Tree is to always be considered a safe place for all children and Families.

(f) Inclusion, Anti-Racism & Discrimination

You agree not to engage in acts of discrimination within the service and will contribute to the eradication of discrimination by promoting acceptance of Australia's diversity. Where possible, families will assist the service by collaborating and contributing to cultural and other aspects with educators.

Sky Tree rejects all forms of racism and exclusion. It is committed to the elimination of discrimination in the Service and within the community including direct or indirect discrimination and harassment in all aspects of the learning and working environment.

Eradicating expressions of discrimination in learning and working environments, and challenging the attitudes that allow them to emerge, is the shared responsibility of all staff, families and visitors of the Service.

All persons of the service, including families, contribute to the eradication of discrimination by promoting acceptance of Australia's cultural, gender, linguistic and religious diversity, challenging prejudiced attitudes and ensuring that sanctions are applied against discriminatory behaviours.

Families accept that the Service will not discriminate educators, including will not exclude staff members from various aspects of the service including but not limited to discriminating based on gender or cultural diversity.

The Approved Provider or Nominated Supervisor will provide timely and professional responses to complaints regarding discrimination however Families will ultimately accept that the Service will not discriminate

5.0 COMPLAINTS, CONCERNS & VIEWS

Raising personal concerns, complaints or views:

You should not point, complain or criticise other children or Families other than through raising any complaints, comments or concerns directly **discretely and in confidence** to a Nominated Supervisor or Approved Provider.

All Sky Tree Families accept that Sky Tree is a 'safe place' where all children and families can feel as though they belong. At no stage should personal views, concerns or complaints in relation to other children be raised in the presents of other children in the service.

Our **Grievance & Complaints Policy** establishes the standard approach to resolving complaints including complaints about racism.

You should not go to public media, social media or involve other families in relation to your grievance or complaints until you have first made every effort to raise these and resolve these with the service. Our **Grievance & Complaints Policy** sets out the procedure of raising any complaints or grievances Families may have.

A record will be maintained of complaints concerning racism and their resolution or review in accordance with out **Grievance & Complaints Policy** and procedures.

