



ETHICAL CONDUCT FOR FAMILIES POLICY

POLICY OVERVIEW

Orchard Early Learning Centre is committed to engaging with the families of children enrolled at its services in accordance with its values of respect, integrity, safety and collaboration. Orchard Early Learning Centre encourages families to actively participate in its education and care programs and aims to engage in constructive and cooperative working relationships with families.

Orchard ELC is also committed to protecting the safety and wellbeing of the children in its care, their families, staff members, volunteers and all other invitees or visitors. To achieve these aims, it is expected that all parents, guardians and family members of children enrolled in Orchard ELC will conduct themselves in a manner which is in accordance with this policy.

POLICY STATEMENT

This Code applies to all parents, carers, guardians, and family members of children enrolled in Orchard Early Learning Centre and to any of their invitees or guests (including Emergency Contacts nominated to the service from time to time). The Code must be observed in all conduct and interactions with Orchard Early Learning Centre. This includes Orchard Early Learning Centre external representatives, interacting with children, their families, staff members and volunteers, and at any function or event held by or on behalf of Orchard Early Learning Centre.

As the Approved Provider of the service, we have legal responsibility under the Workplace Health and Safety and Anti-Discrimination law to ensure a safe workplace. It is our duty of care to ensure the health and safety of all staff whilst in the service.

Unethical conduct or bullying can be diverse and include varying degrees of inappropriate behaviour. These may be written, verbal, physical, social, or psychological abuse.

These behaviours may include;

- repeated hurtful remarks or attacks
- harassment or stalking
- intimidation, verbal abuse, bullying
- yelling or shouting at a staff member
- inappropriate gossiping and spreading false rumours
- inappropriate written communication
- not engaging in positive interactions
- disregarding company policies and procedures
- refusal to attend individual meetings
- refusal to respond or answer emails or phone calls from the Service

Orchard ELC considers these behaviours as unacceptable and will not be tolerated by families or any other person within the services. Orchard ELC has strategies and practices to deal with such behaviour.





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STRATEGIES AND PRACTICES

1. Comply with the law and Orchard Early Learning Centre Policies and Procedures (as amended from time to time)
2. Comply with the Orchard Early Learning Centre values when interacting with children and their families, Orchard Early Learning Centre staff members, external representatives and volunteers. Aggressive, bullying or intimidating behaviour will not be accepted.
3. Be respectful of cultural diversity and refrain from harassing, discriminating against or vilifying children, their families, Orchard Early Learning Centre staff members and volunteers on the basis of gender, race, ethnicity, sexuality, religion, age, disability, beliefs or opinions, or background.
4. Be respectful of the privacy of children, their families, Orchard Early Learning Centre staff members and volunteers and refrain from taking photographs or videos at Orchard Early Learning Centre services without the prior written consent of Orchard Early Learning Centre
5. Comply with the reasonable directions given by Orchard Early Learning Centre staff members to foster a safe and welcoming environment.
6. Raise any concerns in accordance with Orchard Early Learning Centre grievance and complaint management procedure
7. Use Orchard Early Learning Centre facilities and property and services in an appropriate manner
8. Refrain from smoking at Orchard Early Learning Centres and events
9. Not be adversely affected by alcohol or other substances when attending Orchard Early Learning Centre or events
10. 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 the event of unethical conduct, the Director will implement the following procedures

- Not complying with this Code may have serious consequences.
- Orchard Early Learning Centre will endeavour to resolve any matter involving this Code by facilitating discussion between the parties.
- If the non-compliance is of serious nature or if, in the opinion of Orchard Early Learning Centre, there is a risk of future non-compliance, Orchard Early Learning Centre may take any action it considers appropriate in the circumstances. This may include cancelling a child's enrolment at an Orchard Early Learning Centre.
- This Code may change at any time without prior notice. When any changes are made an updated version of the Code will be posted to C&K's website.
- Discussions with the family in regard to the allegations. All conversations will be documented and where possible witnessed.
- The Director/ Nominated Supervisor or Approved Provider may give a verbal warning to the family if necessary.
- Action is determined in discussion and strategies for improvement are implemented.
- Orchard ELC reserves the right to withdraw an enrolment with no notice if the management team deems that this is a necessary response to an incident.





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RESPONSIBILITY OF PARENTS

- Families will be familiar with the Code of Conduct and what is acceptable behaviour and communication towards Orchard Early Learning Centre staff.
- Families will be aware of Orchard Early Learning Centre policies.
- Families to maintain a professional relationship by building respectful and collaborative interactions.
- Follow the grievance procedure should an issue arise.

SOURCES/RESOURCES / USEFUL LINKS

Sources

- Department of Education, Employment and Workplace Relations – www.deewr.gov.au
- Department of Education and Communities - www.dec.nsw.gov.au
- Early Childhood Australia www.eca.com.au

Further reading

- ECA Code of Ethics
- United Nations Convention on the Rights of the Child
- National Quality Standard for Early Childhood Education and Care and School Age Care (2009)
- Education and Care Services National Regulations 2018
- Australian Human Rights Commission

POLICY REVIEW

The Service encourages staff and parents to be actively involved in the annual review of each of its policies and procedures. In addition, the Service will accommodate any new legislative changes as they occur and any issues identified as part the Service's commitment to quality improvement. The Service consults with relevant recognised authorities as part of the annual review to ensure the policy contents are consistent with current research and contemporary views on best practice.

Date(s) reviewed: April 2019 / April 2020 / January 2021 / February 2022 / January 2023

