



## Family Code of Conduct

**Issue Date:**  
**July 2023**

**Next Review Date:**  
July 2025

### EDUCATION AND CARE SERVICES NATIONAL REGULATIONS

155	Interactions with children
168	Education and care service must have policies and procedures
170	Policies and procedures to be followed

### QUALITY AREA

6.1	Relationships	Respectful relationships with families are supported in their parenting role.
6.1.1	Engagement	Families from enrolment to be involved in the service and contribute to service decisions.
7.1	Governance	A statement of philosophy guides all aspects of the service's operation.
7.2	Leadership	Systems are in place to manage risk and enable the effective management of a quality service.

#### Policy statement:

Lipscombe Child Care Services Inc (the **Service**) encourages mutually supportive respectful relationships and effective communication between educators, families and management. Family involvement is welcomed, and valued as parents/ guardians are recognised as a child's first and most influential educators. Families are required to follow this Policy at all times when interacting with the Service.

#### Target Audience:

All Families, Management, Educators

#### Aim:

This Family Code of Conduct sets the required standard for the behaviour of families when interacting with educators, management, other parents/guardians and children at the Service. It forms a part of providing a safe and secure environment free from disrespect, discrimination, bullying and/or harassment for all families, staff and children.

The Policy will be provided to all families on enrolment and at least annually and forms part of the family obligations under the Child Care Agreement.

## **Responsibilities:**

**All Families** should read, understand and comply with this Policy. If there is something that is not understood, it is the responsibility of the family to seek clarification from staff or management.

**All Families, Staff and Management** should report any breach of this Policy promptly in writing to the Director.

**The Director** will respond efficiently in a meaningful way to any report of a breach of this Policy

## **Guidelines / Procedures:**

### **Respect**

- Use respectful, encouraging and socially appropriate language and behaviour when engaging with staff, children and other families.
- Discuss any issues that may arise with staff with a view to finding positive outcomes.
- Do not use negative, abusive, threatening, harassing or bullying language or behaviour
- Never approach a child, parent/guardian or educator/staff member in a confrontational manner
- Keep in mind that you are in the workplace of the staff and treat them professionally
- Respect the property of the Service and of children, families and staff
- Any matter or concern related to managing a child's behaviour other than your own child, should be referred to staff immediately
- Find or make an appropriate time to have informal daily conversations with staff
- If there is an emergency accept the staff's decisions on any matters and follow their directions
- Be aware of routines and guidelines for children's play at the Service

### **Honesty and Clarity**

- Be honest and clear about the information you provide and the instructions you give to staff
- Share relevant information with staff to support the wellbeing, learning and development of your child
- Ensure you have read, understood and comply with the Service's Policies

- Disclose to Management any personal / pre-existing relationships with educators or other staff and/or any work they are undertaking for you or your family in accordance with the Out of Hours Contact Policy and do not otherwise contact staff outside the Service and its operating hours

### **Diversity**

- Respect the rights of others as individuals
- Treat and respect people equally, regardless of gender, age, socio-economic status, race, language, beliefs, additional needs and family structure or lifestyle
- Do not use behaviour, language or other practices that label, stereotype or demean others

### **Complaints**

- Any issue about the Service, staff or other families should be raised directly with the Service
- Refrain from public criticism of children and adults from the Service and the Service itself (including via social media)
- Any grievance or complaint should be raised in accordance with the Grievances and Complaints Management Policy

### **Drugs, Alcohol and Smoking**

- Do not attend the Service if drugs or alcohol are impairing your judgment. Children will not be released to a person in this circumstance.
- Smoking is prohibited at the Service at all times.

### **Breach of this Policy:**

A breach of this Policy by a family may result in termination of their Child Care Agreement by the Service.

### **Program Variations:**

N/A

### **Links to other Policies:**

Behaviour Policy  
Communication  
Family and Staff Handbooks  
Staff Code of Conduct  
Grievance and Complaints Management Policy  
Child Protection Policy  
Enrolment, Orientation and Access Policy  
Cyber Security and Technology Usage Policy

Out of Hours Contact Policy  
Right to Disconnect Policy

**References:**

Education and Care Services National Law Act 2010  
Education and Care Services National Regulations (Vic)  
Work Health and Safety Act 2011

**Policy Review:**

Lipscombe Early Years Education & Care will review this policy and related documents, every 2 years, or more often as required when new information becomes available

Families are encouraged to collaborate with the Service to review the policy and procedures.

It is essential for all staff to be involved in the policy review process and familiarise and acknowledge in writing any changes to policy made at review.

**Changes made at review:**

New Policy 2015

23 November 2016 – Added reference section which was omitted at development of policy.

3 October 2017 – review, no changes made

May 2018 Updated national Quality Standards

May 2020 – Link to Behaviour Policy

July 2023 – Update Education and Care Services National Regulations; Update links to other policies; update format

August 2024 – added disclosure of pre-existing relationships to Honesty / Clarity section, to align with Out of Hours Contact Policy KA