

Our Lady of Hope Greenwith Campus Outside School Hours Care



POLICY DOCUMENT

CODE OF CONDUCT FAMILIES & VISITORS

BACKGROUND

The Our Lady of Hope Greenwith Campus OSHC have a legal responsibility to provide an open, welcoming, and safe environment for all children and staff. We believe that all parents/guardians, family members and visitors play a crucial and valuable role in the effective operation of the Service.

POLICY STATEMENT

This policy document provides guidelines to promote respectful relationships and interactions between all members of The Our Lady of Hope Greenwith Campus OSHC.

The Code of Conduct applies to all parents, carers, guardians, authorised contacts, visitors and family members of children enrolled in The Our Lady of Hope Greenwith Campus OSHC.

NATIONAL QUALITY STANDARDS

Quality Area 7: Governance and Leadership		
7.1	Governance	Governance supports the operation of a quality Service
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality Service.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS

Children (Education and Care Services) National Law	
168	Education and care services must have policies and procedures.

RELATED POLICIES

Child-Safe Environment
Child Protection
Emergency Procedures
Grievance
Staffing

HOW THE POLICY WILL BE IMPLEMENTED

OSHC staff are expected to communicate with family members and authorised contacts in a respectful manner. In return it is an expectation that family members or authorised contacts respect that OSHC is a child friendly environment and communicate appropriately with all educators and staff whilst dropping off or collecting their children, or other children as permitted to and from the service.

Appropriate communication shall include, but not be limited to:

- Appropriate language and gestures
- Calm tone of voice when raising issues of concern
- Considerate and respectful positive interactions with staff and other parents
- Being respectful that educators have a duty of care to children and ensuring that interactions don't hinder an educator from providing appropriate supervision to children in the Service.

Parents or guardians are not permitted to discipline verbally or in any other way the children of other families, should a parent have an issue or concern regarding the conduct of another child, family or member of staff, they shall follow appropriate grievance procedures.

Offensive Conduct will not be tolerated. This may include but is not limited to:

- When a parent/guardian, family member or visitor exhibits behaviour prohibited by law
- When a parent/guardian, family member or visitor threatens physical or intimidating actions towards a child or adult
- When a parent/guardian, family member or visitor exhibits bullying behaviour or is verbally abusive towards staff or a child
- When a parent/guardian, family member or visitor exhibits intrusive behaviour

Parents or guardians are not permitted to smoke on site and not be adversely affected by alcohol or other substances when collecting a child. Regulations state a child can't be released to an adult under the influence of alcohol or drugs and the Service must notify authorities to collect the child.

Parents or guardians who have a concern about the service should raise this with the responsible person of the service at the time of the concern happening. The OSHC service is committed to working in partnership with families in order to resolve any grievances or concerns in a respectful manner. Negative networking about the service is strongly discouraged and parents who continually place negative comments online or engage in negative gossip about the service in other open forums may compromise their family's ability to continue to access the service.

SOURCES

- Education and Care Services National Regulation 2011
- National Quality Standards
- EECS (Registrations and Standards) Act 2011
- Catholic Safety, Health & Welfare South Australia -Challenging Behaviour, Aggression & Violence Procedure (18) V3

(Chairperson)

(Date Reviewed)

(Principal)

(Date Reviewed)