

## Code of Conduct for Families

### **Aim:**

**To clarify and give guidance on the standard of behaviour expected by family members of children attending services at il nido Children's Centre.**

**To uphold the community's confidence in the integrity and professionalism of the services provided by il nido Children's Centre.**

il nido Children's Centre strives to conduct its business according to the highest standards of honesty, integrity, respect and fairness when dealing with families.

We expect that all stakeholders, staff, families, contractors and other visitors will also conduct themselves appropriately and meet these high standards.

Staff and Management Committee members have similar codes of behaviour relating specifically to their behaviour.

High emphasis is placed on the Centres obligation to comply with all federal, state and local government laws and regulations, as well as common law obligations, and stakeholders are expected also to comply with these.

### **Using the Code of Conduct**

The code cannot address all the possible issues which may arise within the business of il nido Children's Centre. Where an individual has any doubts as to the applicability of the code, or the appropriate course of action to be taken, the matter should be discussed with the Director, or the Assistant Director or the Chairperson of the centre's Management Committee.

If a breach of the centre's Code of Conduct occurs this may result in child care or preschool services being withdrawn. This decision will be made at the discretion of the Management Committee/Governing Council.

All enrolling parents/guardians must read (or have read to them) the guiding principles on the next page and have the opportunity to ask for clarification of the code. They must then sign to signify their consent to abide by the code of conduct prior to a placement being confirmed.

***If you require further information regarding any of our policies, go to [www.decd.sa.gov.au/policies\\_reg\\_168](http://www.decd.sa.gov.au/policies_reg_168)***

### ***In accordance with Quality Area 7: Leadership and service management***

To support effective leadership and management of the service that contributes to quality environments for children's learning and development. Well-documented policies and procedures, well-maintained records, shared values, clear direction and reflective practices enable the service to function as a learning community. An ongoing cycle of planning and review, including engagement with families, creates a setting for continuous improvement.

### *Sources:*

*DECS website:*

*[http://www.decd.sa.gov.au/speced2/files/pages/chess/hsp/Resource%20Index/Medication\\_management\\_May.pdf](http://www.decd.sa.gov.au/speced2/files/pages/chess/hsp/Resource%20Index/Medication_management_May.pdf)*

*Fever Women's and Children's Hospital Child and Youth Health Website [www.cyh.com](http://www.cyh.com)*

Element 7.3.5 Service practices are based on effectively documented policies and procedures that are available at the service and reviewed regularly.

**Reviewed:** February 2017

**Next Review:** February 2018

**Reviewed by:** il nido Children's Centre

**As the parent or guardian of a child using il nido Children's Centre services I have the following responsibilities:**

When I am on the property of the centre, attending centre events and in all dealings with the Centre, including phone and email contact I will:

- Not be adversely affected by alcohol or other drugs
- Not smoke tobacco or other substances
- Act courteously at all times
- Refrain from impolite, abusive or offensive behaviour or language to staff or other families
- Be respectful of the centre's environment
- Respect cultural differences of staff and other families
- Arrive and collect my child at the booked time
- I will be aware of all il nido Children's Centre policies and guidelines and seek clarification of how these policies are interpreted when necessary
- I will report any faulty equipment or unsafe procedures that come to my notice to the Director or a senior staff member
- I will raise all concerns, issues and problems in accordance with the centre's documented Grievance Procedure
- I will maintain a professional relationship with staff members
- I will refrain from asking staff to babysit or provide other services to my family outside of their work at the centre during their working hours
- I will ensure that all individuals associated with my child and I who have contact with il nido Children's Centre will be made aware of this code and will ensure their compliance with the code

**I have read and understand the code of conduct and agree to abide by the code and other centre policies and procedures. I have received a copy of this document.**

Parent/Guardian Name: \_\_\_\_\_

Parent/Guardian Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Centre Representative Name: \_\_\_\_\_

Centre Representative Signature: \_\_\_\_\_

Date: \_\_\_\_\_

*Sources:*

*DECS website:*

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