



Parent and Community Code of Conduct

Welcome

All families and community members are welcome at our early childhood education and care centres (the 'centres'). We aim to work together to create an engaging and safe environment that supports your child's learning and wellbeing. Parents/Guardians and community members who visit our centres must ensure their conduct and communication is respectful and aligns with this Code of Conduct.

Expected Conduct

It is expected that every parent/guardian and visitor will:

- Comply with **C&K Policies and Procedures** (available on C&K's website)
- Behave in a way that supports health, safety and wellbeing of yourself and others
- Respect the authority of C&K employees and follow their directions
- Be polite, respectful, listen to and value other's perspectives
- Respect the privacy of others and not photograph, email, text, or post images on social media (including images taken from Storypark) of any person without their consent or in the case of another child, the consent of their family
- Speak positively about C&K and our employees
- Request a meeting with your child's teacher/educator to discuss any questions or concerns you may have about your child's education and care
- Understand our employees have responsibilities that may impact their availability to talk and meet with you
- Respect C&K property and the property of our employees, contractors, volunteers, other families, and children
- Raise complaints in accordance with our **C&K Complaints Management Policy**
- Ensure all family members and emergency contacts associated with your child's enrolment read, understand and follow this Code of Conduct.

Unacceptable Conduct

Includes, but is not limited to:

- Using inappropriate, threatening, aggressive or abusive language, gestures or images. This includes swearing, yelling, and throwing items
- Using language or conduct which is likely to offend, harass, bully, vilify, intimidate or discriminate against another person
- Interacting physically, verbally or online with children, our employees or others in a manner which is not appropriate and may endanger the person's health, safety, and wellbeing
- Posting comments or material to social media that may damage the reputation of C&K and any of our employees
- Gossiping or making derogatory statements about C&K, our employees, families, children, or community members. Any concerns must be raised through the **Complaints Management Policy**
- Sharing confidential information inappropriately
- Theft, fraud or misuse of C&K property or resources
- Involving our employees in disputes between parents/guardians/families
- Visiting a centre, attending a C&K function or engaging in C&K activities whilst under the influence of alcohol, illicit or other harmful substances
- Bringing alcohol, weapons or illegal substances into a centre
- Smoking within the centre or within 5 metres of the centre's boundary.

Non-compliance

Breaches of the Code of Conduct will not be tolerated and may lead to serious consequences. Where appropriate, C&K will try to resolve matters collaboratively with you.

If in C&K's opinion, the breach is serious and/or there is a risk of ongoing non-compliance, C&K may take any action that is considered appropriate; this may include cancelling your child's enrolment.

In accordance with applicable legislation and the C&K Child Protection Policy, unlawful breaches of this Code of Conduct will be reported to the relevant authorities.

Sandra Cheeseman
Chief Executive Officer