

Family Code of Conduct Policy [Mandatory] (QA 4 Staffing Arrangements)

This Code of Conduct is developed in alignment with the Service's Enrolment Policy, Grievances and Complaints Policy, Privacy and Confidentiality Policy, Family Handbook, and the Early Childhood Australia Code of Ethics. It outlines the shared commitment of fostering respectful, collaborative, and productive relationships between families and the Service.

Purpose

To foster genuine partnerships between families and educators through respectful communication, advocacy for children's wellbeing, and mutual understanding. All stakeholders are expected to uphold the following values:

- Honesty
- Integrity
- Inclusivity
- Respect
- Confidentiality

Communication Expectations

Effective communication builds trust and supports children's development.

Families are expected to:

- Engage with educators through their preferred method (updated as needed)
- Share relevant information about their child's wellbeing, routines, and interests
- Respect transition times and schedule dedicated meetings for meaningful conversations

Educators will:

- Be responsive and open in communication
- Share insights to better understand each child
- Promote continuity between home and Service

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Child Safety

To protect the wellbeing, dignity, and privacy of all children, families are required to comply with the following safety guidelines:

- Keep personal devices (phones, smart watches, tablets) out of sight and unused in classrooms
- Refrain from taking photos, videos, or audio recordings within the Service at any time
- Respect the privacy and confidentiality of children, families, and staff
- Avoid entering child-only areas unless authorised by educators
- Use respectful, supportive, and appropriate language and behaviour at all times

Meetings with Educators or Management

Drop-off and pick-up are often rushed and unsuitable for in-depth discussions. Families are required to:

- Request appointments outside learning environments
- Expect undivided attention during scheduled meetings
- Raise sensitive topics in private, away from children and others

Respecting Our Educators and Environment

Families are expected to:

- Treat educators, children, and other families with kindness and respect
- Model appropriate conduct across all forms of communication—spoken, written, and digital
- Refrain from aggressive or violent behaviour

Handling Complaints and Grievances

We welcome feedback and encourage you to discuss your concerns with us. Families should:

- Avoid discussing sensitive matters publicly or in front of children

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- Request meetings with relevant educators for resolution
- Use formal processes (e.g., Complaints/Grievance Forms) for escalation
- Cooperate respectfully throughout the complaint process

Serious issues (e.g. child protection, incidents) will be reported to authorities as required.

Confidentiality

Confidentiality is non-negotiable. Families are asked to:

- Keep management informed of parenting orders or agreements
- Avoid disclosing personal details or images of other individuals
- Refrain from posting Service-related images on social media
- Respect that educators cannot share information about other children or families

Policies and Procedures

Policies are reviewed regularly for quality and compliance. Families are encouraged to:

- Contribute feedback constructively through appropriate channels
- Help shape an inclusive, culturally safe environment
- Prioritise child safety and wellbeing in all interactions

Breach of Code of Conduct

Repeated violations of these guidelines may result in a review of enrolment by the approved provider and could lead to dismissal from the Service.

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