



## **BRISBANIA BEFORE & AFTER SCHOOL & VACATION CARE CENTRE**

### **ADMINISTRATION & MANAGEMENT**

**TITLE: Parental Behaviour & Conduct Policy**

**Status: Current**

**Date of Origin: September 2018**

**Policy No: P 34**

**Last Reviewed: March 2025**

### **POLICY STATEMENT**

Parental Behaviour & Conduct Policy at Brisbania School Care we believe strongly in developing positive relationships with our parents and carers and we maintain this through the friendly approachable service we offer our families.

We, alongside our parents, recognise that a child's time within our care setting requires a partnership between home and care which is vitally important in providing the best consistency of care for the children. We are very fortunate to have such supportive and friendly parents. The purpose of this policy is to provide a reminder to all parents and visitors to our School Care Centre about expected conduct so that we can work together to ensure a safe and positive environment for our children.

### **PROCEDURE**

We need to consider respect for others whilst being within our childcare setting and ensuring family members, parents/guardians are respectful to staff and others on our premises. We expect parents and carers to show respect and concern for others by.

- Supporting the respectful environment of our service by setting a good example in their own speech and behaviour towards all members of the community including staff, volunteers, committee members, other parents and children.
- Maintaining positive lines of communication and working together with staff for the benefit of children.
- Resolving issues of concern or clarifying specific events with staff whilst they are in the setting and being mindful that whilst staff and volunteers wish to maintain a positive relationship, they may be unable, to discuss issues when away from the setting.
- Correcting own child's behaviour, especially on premises where it could otherwise lead to conflict, aggressive or unsafe behaviour.
- Respecting the School Care environment.
- Following the parking guidelines and being responsible for own children and mindful of others when using the parking areas.



- Parents are not permitted to contact the centre via phone to speak with children.
- Parents are not permitted on premises to speak with children. If you would like to have contact with your child, it must be at a time when children are in the care of their guardian as it is a disruption to all children & Educators within our centre.

In order to support a peaceful and safe environment, Brisbane School Care cannot tolerate:

- Use of disruptive behaviour which interferes with the operation of the service.
- Use of loud and/or offensive language or displaying temper.
- Threatening harm or the use of physical aggression towards staff or other families.
- Abusive or threatening emails, phone calls or social network messages.
- Slanderous comments about incidents or alleged incidents relating to our service, the staff or other families.
- Consumption of alcohol or other substances on the premises or accessing Brisbane School Care whilst intoxicated.

The above behaviours on Brisbane School Care Centre premises will be reported to the Police or appropriate authorities and having consulted with our Committee could result in prohibiting an offending adult and their family from entering our premises or being enrolled with us. We trust that parents and carers will assist our service with the implementation of this policy and thank you for your continuing support.

### **EVALUATION**

All persons entering our premises will conduct themselves in an appropriate manner.

If they do not feel that their concerns are being dealt with appropriately, refer to policy No 6 Grievance procedure, and follow this procedure.

### **BREACH OF PARENTAL BEHAVIOUR GUIDELINES (CODE OF CONDUCT)**

If parents or family members are consistently in breach of this Policy and following by an evaluation by the nominated supervisor and/or the approved provider, any related enrolment/s may be risk of being terminated.

### **CONSIDERATIONS**

- Department of Education and Communities Funding Agreement
- Family Assistance Act 1999
- Child Care Service Handbook. Section 6 Service Delivery
- Child Protection Policy-



## Sources

- Department of Education, Employment and Workplace Relations – [www.deewr.gov.au](http://www.deewr.gov.au)
- Education and Care Services National Regulations 108, 157
- Links to National Quality Standards/Elements: 6.1.1, 6.3.3, 7.3.2
- Department of Education and Communities/ Early Childhood education and Care - [www.det.nsw.edu.au/what-we-offer/early-childhood-education-and-care](http://www.det.nsw.edu.au/what-we-offer/early-childhood-education-and-care)

## Links to other policies

- Enrolment and Orientation
- Confidentiality
- Child Protection
- Management of Complaints

Document Author/Date:	Community Child Care Co-operative LTD July 2018 Caitlin Richards
Reviewed By/Date:	Management Committee September 2018
Accepted By Management Committee:	<b>March 2019</b>
Date For next Review:	Feb 2025
Last Reviewed	Feb 2022
Accepted By Management Committee:	Feb 2022
Last Reviewed	Feb 2025
Accepted By Management Committee:	March 2025
Date For next Review:	Feb 2028