



Parent Code of Conduct

Quality Area: 6

Policy Statement

To ensure positive relationships between parents/carers and members of staff that benefit each child's learning, development and sense of security as well as to ensure mutual respect between staff and parent/carers is maintained at all times.

National Quality Framework

Standard 6.1

Element 6.1.1

Element 6.1.2

Standard 6.2

Element 6.2.2

Aims

ELCP Preschool requires that parents/carers of enrolled children behave in a manner consistent with our Philosophy so decency, courtesy and respect occur at all times, especially where there may be a disagreement. One of our most important goals is to provide the most appropriate and secure environment for children that encourages growth, learning and development. Achieving this ideal environment is not only the responsibility of employees and committee members but it is also the responsibility of each and every parent or adult who enters the school.

Strategies

Respectful Conduct at Preschool

At our preschool, we pride ourselves on being a close, family-like community. We understand that staff and families often have connections beyond the classroom, and we regularly see one another at local events and gatherings. While these relationships are valuable, it is important that any personal disagreements or conflicts remain outside of the preschool environment.

Our preschool must always be a calm, safe, and positive place for all children. If a parent or carer has concerns about a member of staff, these will be taken seriously and addressed in a private, respectful manner—never within the classroom or in front of children. Both staff and parents share the responsibility of ensuring that personal matters do not affect the preschool setting.

**QUALITY AREA 6: Collaborative partnerships with families and communities.
Education and Care Services National Regulations 2018**

We also ask that everyone maintains respectful and appropriate language while on preschool grounds. Swearing or the use of offensive language will not be tolerated in the classroom or playground, as it creates a negative and inappropriate environment for children and staff alike.

Threats and Confrontation

We have a zero-tolerance policy toward any form of threats, intimidation, or aggressive behaviour directed at staff, committee members, other parents, or children. While differing opinions are natural, all concerns must be communicated in a calm and respectful way.

Yelling, raising voices, or any unwanted physical contact is considered inappropriate and will be addressed seriously. If you have concerns regarding your child's experience, please begin by speaking with a staff member from your child's room. For broader issues or formal complaints, we ask that you follow our feedback and complaints process so we can support you appropriately and effectively.

Thank you for helping us maintain a respectful and nurturing environment for all.

Process

Parents/carers must never attend the home of a staff member without prior permission from the staff member.

If it is deemed that a parent is acting in an inappropriate manner to a staff member or parent, the following steps will be taken:

- A meeting with the parent/carer, Director and or a Committee member will be held to outline the issues or concerning behaviour and attempt to find a resolution to the problem.
- A follow-up letter on the outcome of the meeting will be sent to the parent/carer to ensure a clear understanding has been documented.
- If no resolution has been found and the parent continues to act in a manner that is inappropriate to these guidelines the decision may be made to place the child's enrolment on hold and make a formal request that the parent and child leave the preschool. With this code of conduct in place, we hope to provide your child and family with a supportive and safe environment as we help set up great role modelling for all children.

Authorisation.

This policy was adopted by the Approved Provider of East Lismore Community Preschool at the committee meeting on 6th December 2022.

Reviewed February 2025