



# PARENT/GUARDIAN CONDUCT POLICY

## POLICY OBJECTIVE

TeamKids strives to provide a safe and healthy workplace for employees and a caring and supportive environment for children and families.

Our Educators follow the Early Childhood code of ethics as well as our Code of Professional Conduct which supports the development of positive relationships and open communication with parents/guardians. In turn, TeamKids expect that parents/guardians conduct themselves in a respectful manner while attending the service or communicating with TeamKids educators.

## PROCEDURE

Parents shall be expected to communicate appropriately with all Team Members while dropping off or collecting their children, or other children as permitted to and from the service or when engaging in any other form of communication.

Educators are available for parents/guardians to speak to briefly at all times when the service is open. Longer, more confidential appointments can be made with the Coordinator or Director. This ensures an opportunity for you to express any concerns you may have regarding the operation of the service in a suitable and confidential manner. If you wish to speak to someone other than the staff at the service, contact Customer Service team at the TeamKids office. This ensures an opportunity for you to express any concerns you may have regarding the operation of the service suitably.

### **Appropriate Conduct shall include, but not be limited to:**

- Appropriate Language in a calm and considerate tone
- Address staff, children and others in a respectful manner
- Refrain from swearing or shouting
- Refrain from the mental or physical intimidation or harassment of Team Members

Parents/Guardians shall not be permitted to discipline verbally or in any other way the children of other families. Should a parent/guardian have a concern regarding the conduct of another child, family or employee, they shall follow the grievance and Complaints Policy.

Parents who consistently engage in unacceptable interactions with TeamKids staff and/or other families/children may be suspended from the service and required to make alternative arrangements for their child's delivery and collection.

If a parent/guardian behaviour is of a threatening nature and our team feel that the health and safety of themselves or the children are being jeopardised, our team have the right to ask the person to leave. The police will be contacted if the person does not respond to the request to leave the premises.

**Version control Date: August 2018**

**Reviewed: August 2020**

**To be reviewed: August 2021**