

9.8 Parent Conduct Policy

The service strives to provide a safe and healthy workplace for employees and a caring and supportive environment for children and families. The service expectations of parent conduct whilst attending the service are clearly explained in the parent information package and are further supported by this policy.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Child Protection Act 1999 and Regulations 2000*
- *Duty of Care*
- *National Quality Standard, Quality Area 6 – Collaborative partnerships with families and communities*
- *Policies: 2.2 – Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm, 2.4 – Arrivals and Departures of Children, 7.3 – Harassment and Lockdown, 8.10 – Employee Orientation and Induction, 9.3 – Communication with Families, 9.6 – Parent and Community Participation, 9.7 – Management of Intoxicated or Persons Under the Influence.*



Procedures

Parents/carers shall be expected to communicate appropriately with all educators whilst dropping off or collecting their children, or other children as permitted to and from the service.

Appropriate communication shall include, but not be limited to:

- Appropriate language; and
- Calm and considerate tone.

Parents/carers shall not be permitted to discipline verbally or in any other way intimidate the children of other families. Should a parent/carer have an issue or concern regarding the conduct of another child, family or employee, they shall follow appropriate grievance procedures as outlined under Policy 9.5 Complaints Handling Policy.

Parents/carers who breach the conduct expected of them whilst engaging with the service may be exposed to appropriate consequences which may result in the suspension/cancellation of their family's enrolment with the service.

The police may be notified if parent/carers conduct within the service is threatening or violent.

DATE DEVELOPED	DATE RATIFIED	DATE REVIEWED	DATE RATIFIED
May 2021	May 2021	October 2021	October 2021
		August 2024	October 2024
		April 2026	April 2026