

# C&K Parental Code of Conduct



C&K is committed to engaging with the families of children enrolled at its services in accordance with its values of respect, integrity, safety, collaboration and courage.

C&K encourages families to actively participate in its education and care programs and aims to engage in constructive and co-operative working relationships with families. C&K is also committed to protecting the safety and wellbeing of the children in its care, their families, staff members, volunteers and all other invitees or visitors to a C&K service. To achieve these aims, it is expected that all parents, guardians and family members of children enrolled in a C&K service will conduct themselves in a manner which is in accordance with C&K's values.

## Application

This Code applies to all parents, carers, guardians and family members of children enrolled in a C&K service and to any of their invitees or guests (including Emergency Contacts nominated to the service from time to time). The Code must be observed in all conduct and interaction with C&K, including attending a C&K service, interacting with children, their families, staff members and volunteers, and at any function or event held by or on behalf of C&K.

## Conduct

In all matters associated with C&K, parents/guardians must, at all times act in accordance with the C&K values and:

1. Comply with the law and C&K's Policies and Procedures (as amended from time to time);
2. Comply with the C&K values when interacting with children and their families, C&K staff members and volunteers. Aggressive, bullying or intimidating behaviour will not be accepted;
3. Be respectful of cultural diversity and refrain from harassing, discriminating against or vilifying children, their families, C&K staff members and volunteers on the basis of gender, race, ethnicity, sexuality, religion, age, disability, beliefs or opinions, or background;
4. Be respectful of the privacy of children, their families, C&K staff members and volunteers and refrain from taking photographs at C&K services without the prior written consent of C&K;
5. Comply with the reasonable directions given by C&K staff members to foster a safe and welcoming environment within C&K services;
6. Raise any concerns in accordance with C&K's grievance and complaint management procedure;
7. Use C&K's facilities and property and services in an appropriate manner;
8. Refrain from smoking at C&K services and events;
9. Not be adversely affected by alcohol or other substances (with the exception of medically prescribed drugs) when attending C&K services or events; and
10. Ensure that all family members and Emergency Contacts associated with a child's enrolment are made aware of this Code and ensure their compliance with this Code.

## Consequences of Non-Compliance

**Not complying with this Code may have serious consequences.** C&K will endeavour to resolve any matter involving this Code by facilitating discussion between the parties. If the non-compliance is of serious nature or if, in the opinion of C&K, there is a risk of future non-compliance, C&K may take any action it considers appropriate in the circumstances. This may include cancelling a child's enrolment at a C&K service.

This Code may change at any time without prior notice. When any changes are made an updated version of the Code will be posted to C&K's website.

This Code was approved on 10 November 2014.