

FAMILY CODE OF CONDUCT

The *Family Code of Conduct* works in conjunction with The Heights School Outside School Hours Care (OSHC) Service's Enrolment Policy, Complaint Policy, Parent Handbook and the Early Childhood Australia Code of Ethics. The *Family Code of Conduct* is in place to emphasize the commitment and ethical responsibilities each family adopts when enrolling their child/ren at The Heights School OSHC.

PURPOSE

The purpose of The *Family Code of Conduct* is to provide information to support families and The Heights School OSHC in developing clear and effective methods of communication and a standard of appropriate and expected behaviour for families.

SCOPE

The *Family Code of Conduct* applies to The Heights School Governing Council, The Heights School Leadership, the director, educators, volunteers and families.

COMMUNICATION

It is expected that families will collaborate with their child's educator/s, working together to support their child's learning and development. When communicating within the physical environment of the service, families will ensure language, tone and body language is respectful and not aggressive or intimidating in any way. When communicating with the service through email, spike messaging system or phone call, families will ensure that language used is respectful and not aggressive or intimidating in any way. Respectful and considered communication is vital to ensure that our service is a productive and welcoming environment for children, staff and families.

RESPECTING OUR EDUCATORS

Our educators deserve to feel valued, respected and safe within their workplace. Parents and family members will ensure they model appropriate behaviour and suitable conduct when interacting with staff at our OSHC Service. Should a parent, family member or visitor engage in any behaviour that is deemed threatening or violent, this person will be asked to leave. The Heights School leadership will be contacted, and the Police may be informed where deemed necessary. Families will not approach our educators in any environment outside of our OSHC service, including but not limited to social media and online platforms.

COMPLAINTS OR GRIEVANCES

Families are encouraged to access the Complaints Policy for further clarity on this process.

CONFIDENTIALITY

Confidentiality is something we will not waver on. Families and parents will not use or share images or information obtained from our OSHC service. Families will respect that staff are prohibited from sharing any information concerning other children, families or staff.

CHILD CARE SUBSIDY OBLIGATION

Families will respect that there are some issues that our OSHC Service has no influence over, such as Child Care Subsidy. It is recommended that, should any issues relating to the Child Care Subsidy arise, families contact Centrelink directly. Prompt action on such issues is important to avoid any Centrelink-imposed debts.

BREACH OF FAMILY CODE OF CONDUCT

Families who breach *The Family Code of Conduct* will be sent a formal warning in writing for a first offence. For a second offence, families will be sent a formal warning along with notification stating that should they breach *The Family Code of Conduct* again, their enrolment will be terminated. Breaches of *The Family Code of Conduct* will be dealt with on a case-by-case basis. Depending on the severity of the breach, at the discretion of the director and The Heights School Leadership, termination may be implemented without the above warnings being served.