



Code of Conduct for Parents and Volunteers of Catholic Early Learning and Care

Catholic Early Learning and Care (CELIC) are committed to providing quality education and care to children across the Diocese. We believe that our services are founded on the principles of care, compassion, justice, equity, love, friendship and respect. Parents/guardians play a formative role in the development of your child's sense of values and are the most influential role model within your child's life. To ensure that these values are upheld, it is the expectation of CELIC that all parents/ guardians model acceptable behaviour at all times within all CELIC settings.

This **Code of Conduct** applies to all parents, guardians, caregivers, visitors and volunteers who interact with our Catholic Early Learning and Care services in the Diocese of Cairns. As part of the Catholic Diocese of Cairns, there is an expectation of support and respect for the vision and Mission of Catholic Education.

The purpose of this document is to:

- 1. Communicate Catholic Early Learning and Care's expectations as to how parents/ caregivers/ guardians/ visitors or volunteers should conduct themselves in a CELIC service*
- 2. Determine a set of ethical principles to guide parents in their daily interactions with the service, staff, children and other parents*
- 3. Explain the process of reporting concerns or grievances*
- 4. Explain the outcomes should the code of conduct be breached*

BE A SUPPORTIVE, COLLABORATIVE COMMUNITY

Our services aim to build and maintain life giving relationships that are founded on shared beliefs of communication, integrity and respect.

As a parent/ guardian/ caregiver/ volunteer/ visitor we ask that you:

- Support your child in all their educational and recreational endeavours by giving praise and showing interest in their activities
- Work in partnership with the service to ensure the best outcome for all
- Communicate in a polite and courteous manner, particularly through the use of social media and the tone of emails
- Respect the decisions, dignity and rights of the service and staff, and understand that the decisions have been made in good faith and with the best interest of the child/ren
- Understand and role model the importance of an honest, positive, open educator/parent/child relationship

- Ensure that the environment is treated with respect and avoid harm to service property
- Adhere to all policies and procedures
- Follow and support the implementation of the service philosophy
- Encourage children to develop positive attitudes towards the service

BUILD RESPECTFUL, POSITIVE PARTNERSHIPS

Parent Responsibilities:

- Communicate to all parties in a respectful, constructive and appropriate manner
- Uphold and comply with Catholic Early Learning and Care Policies and Procedures as well as all applicable laws including student protection and workplace health and safety
- Act in a manner that enhances the values of the service and its staff
- Under no circumstances approach another child whilst they are in the care of any Catholic Early Learning and Care service to discuss or chastise them because of actions towards their own child/ren
- Refrain from using offensive, insulting, abusive, threatening, derogatory language or conduct, including wearing clothing with offensive insignia or language
- Act in a manner that is free from harassment, victimisation and unlawful discrimination
- Refrain from engaging in malicious or condemnatory gossip, either directly or online, and be mindful of the damage social media can cause
- Ensure that you are not under the influence of alcohol and illegal drugs while being present at the service
- Follow all state and federal laws in relation to smoking
- Disclose accurately and fully, all information required by the service in its enrolment process and committing to further update this information as required to ensure compliance
- Report all issues or concerns that have potential for conflict to the Nominated Supervisor to seek their intervention in bringing about an equitable and peaceful solution
- Ensure confidentiality is maintained at all times
- Ensure that your personal appearance is appropriate for that of an education and care setting
- Follow the procedure listed in this Code of Conduct to resolve a conflict or grievance
- Follow the safety procedures of the service at all times
- Do not discuss any issues or concerns regarding the service, educators, child/ren, or family/ies in front of children

Reporting Grievances or Complaints

It is appropriate in times of conflict that correct procedures be followed. If the conflict is in relation to the service, in the first instance, please approach the Nominated Supervisor to discuss. If a resolution is not reached then it is appropriate to involve the CELC Manager to assist with a harmonious result. If parents/ guardians remain dissatisfied with the result then the matter may be referred to the CEO of the Cairns Catholic Diocese. It may be necessary in times of investigation or enquiry to involve the school in certain matters. Confidentiality will be maintained at all times.

Breaches of the Code

Deliberate breaches and failure to respect the CELC code of conduct may result in the following actions:

- Informal meeting and discussion with the Nominated Supervisor and CELC Manager
- Cancellation of enrolment and care
- Exclusion of a parent/ guardian/ caregiver/ visitor/ volunteer from the service
- The service may, if necessary, involve other relevant authorities

Related Information

This code is underpinned by and must be read in conjunction with all relevant Australian laws pertaining to education and care and the workplace, Professional Standards and Catholic Early Learning and Care Childcare facilities policies, procedures and guidelines.

By signing off on accepting the services policies and procedures in the enrolment application and by the act of accepting enrolment at a Catholic Early Learning and Care service, you are accepting this Code of Conduct in its entirety

