

Parent, Carer and Visitor Code of Conduct

Quality Area 6 – Collaborative Partnerships with Families and Communities

Policy Statement

Code of conduct applies to all parents/carers and visitors who interact with our Education & Care Services in the Diocese of Parramatta. As part of the Diocese of Parramatta, there is an expectation of support and respect for the vision and mission of Catholic Education. Community Ventures values of respect, encouragement and care aims to provide a love of others, be humble in service and give service for others, in cooperation with the Diocese and its agencies.

The purpose of this document is to:

1. provide principles to guide parents, carers and visitors in their daily interactions with the service, staff, children, and other parents.
2. outline the process of reporting concerns or grievances.
3. explain the outcomes should the code of conduct be breached.

In relation to following Ambrose policies and procedures, parents/carers/visitors will:

- respect the decisions, dignity and rights of the service, team members and management, and understand that decisions have been made in good faith and with the best interest of all parties.
- respect the service and affiliated schools' property, other people's property, privacy, and confidentiality.
- act in a manner that is free from harassment, victimisation, and unlawful discrimination.
- communicate in a respectful, constructive, and appropriate manner.
- understand that the service will not allow a child to be collected by an authorised nominee (including parents/carers) or be in contact with a visitor who appears to be under the influence of alcohol and/or illegal drugs.
- refrain from consuming alcohol and/or illegal drugs whilst at the service. This is prohibited.
- follow all state and federal laws in relation to smoking. Smoking and vaping is prohibited within gated premises or surrounds of an Ambrose Service. (including, school and parish land).
- follow Ambrose Complaints Handling policy to resolve a conflict or grievance.
- always follow the safety procedures of the service.
- adhere to the organisations dealing with infectious disease policy including any advice from the NSW Public Health unit.
- not take images or videos of children while engaged at any Ambrose service, event or site (including excursions and workshops). A parent/guardian can request image and videos from team members.
- refrain from taking photos of child/ren where access is prohibited by a court order.

In relation to children, parents/carers will:

- respect the rights and dignity of all children attending an Ambrose service.
- support your child in their engagement with the service.
- be respectful of the privacy of children and not approach another child whilst they are in the care of any Ambrose service. The behaviour management of children whilst in the care of the service is the sole responsibility of the team members. Any matters relating to children's behaviour should be brought to the attention of team members.
- not take images or videos of children while engaged at any Ambrose service, event or site (including excursions and workshops). A parent/guardian can request image and videos from team members.
- be a positive role model, always using appropriate language and behaviour, remembering that children learn best by example.
- encourage children to develop a positive attitude towards the service.
- not be alone with a child and/or student unless solely caring for a child for which you hold legal responsibility for.

In relation to children, visitors will:

- respect the rights and dignity of all children attending an Ambrose service; and
- not take images or videos of children while engaged at any Ambrose service, event or site (including excursions and workshops).
- be a positive role model, always using appropriate language and behaviour. Remembering children learn best by example.
- respect that children are in the care of the educators and behaviour management of the children whilst in the care of the service is the sole responsibility of educators.
- be respectful of the privacy of children and not approach children whilst they are in the care of the Ambrose service, except in the instance of providing educational support.
- adhere to Community Ventures Child Protection policy and Ambrose Participation of Students and Volunteers policy.
- consider and implement the child safe standards when engaging with children. not be alone with a child or student.
- always remain in line of sight and sound of Ambrose Team members when engaging with children.

In relation to team members parents/carer and visitors will:

- respect the rights, dignity and worth of service team members and management delegates, regardless of their gender, ability, cultural background, or religion
- respect the decisions, dignity and rights of the service, team members and management, and understand that decisions have been made in good faith and with the best interest of all parties.
- not engage in inappropriate physical contact with Ambrose staff, or act in ways that may cause an individual to reasonably fear that unjustified force will be used against them. Examples of inappropriate behaviour include (but are not limited to):
 - use of physical contact to have an individual follow direction
 - unjustified use of physical force
 - throwing an object in a hostile way
 - restraining an individual
 - hitting, kick, pushing, pulling, shoving, grabbing, pinching, poking, shaking or engaging in any criminal activity in relation to an individual or the service

- not engage in any form of physical, verbal or psychological intimidation including but not limited to:
 - at the service
 - outside of the service
 - social media or other means of electronic communication.
- refrain from contacting team members via social media or gaming and other communication platforms as a result of a relationship formed through Ambrose.
- be respectful of the services decisions and planning regarding the educational program, care and practices.
- work collaboratively to resolve any issues their child may have at the service
- calmly and respectfully discuss issues or concerns regarding the service including other children or families, ensuring confidentiality and respect is maintained.
- parents/carers will calmly and respectfully discuss enrolments, and accounts in a private manner via appointment with the service Nominated Supervisor/Responsible Person to ensure confidentiality and respect is maintained while establishing an equitable and peaceful solution.

In relation to families whose children attend an Ambrose service, parents/carers and visitors will:

- respect the rights, dignity and confidentiality of other families and refrain from approaching other parents regarding their child's behaviours or incidents that may involve your child/ren. This applies both on service premises, and outside of service premises.
- ensure any interaction/comments on the Xplor platform including but not limited to Xplor Home posts/messages/observations/daily photos are of a positive nature.
- adhere to Community Ventures Child Protection policy and Ambrose Participation of Students and Volunteers policy.
- consider and implement the child safe standards when engaging with children.
- not be alone with a child and/or student unless solely caring for a child for which you hold legal responsibility for;
- always remain in line of sight and sound of Ambrose Team members when engaging with any other Ambrose child/children

Working with Children Check Requirements

Refer to Ambrose Participation of Students and Volunteers Policy

Weapons

Ambrose does not permit prohibited weapons to any Ambrose site or Ambrose event/activity.

Parents, carers or visitors who bring prohibited weapons to an Ambrose site or Ambrose Event/Activity will be required to leave the premises immediately and may result in Ambrose contacting local authorities.

Refer to Ambrose Weapons Procedure

Breaches of the Code

Breaches of this Code of Conduct may result in one or more of the following actions:

- warnings, either verbal or in writing
- meeting and discussion with the Nominated Supervisor/Responsible Person and/or management.
- cancellation of enrolment and care
- permanent exclusion from the service
- parent/carer/visitor/volunteer may be excluded from the service. Your child may still be able to attend the service, however you will be required to make alternative arrangements for an authorised person to bring and collect them during the exclusion period. A meeting will be held with management to determine an appropriate course of action to move forward.
- the service may, if necessary, involve other relevant authorities.
- the service may, if necessary, involve affiliated school sites.

This code is underpinned by and must be read in conjunction with all relevant Australian laws pertaining to Education and Care and the workplace. As well as, professional standards and Ambrose and Community Ventures policies, procedures, and guidelines.

By accepting enrolment at an Ambrose service, you are accepting this Code of Conduct in its entirety and ensuring any of your authorised nominees have also been informed of this Code of Conduct.

Conflict of Interest

Parents, carers, and visitors may have personal connections with team members, children, or school community members external to the service.

Personal connections may include, but are not limited to:

- Family relationships
- Friendships
- Spousal or partner relationships
- Community connections (e.g. Sport groups).

Parents, carers, and visitors are encouraged to maintain respectful and professional interactions with all team members, in keeping with this Code of Conduct and other Ambrose policies and procedures. While personal connections may exist, these should not be used to seek or appear to seek special considerations.

Where such relationships may create, or be perceived to create, a conflict of interest or present challenges within the service, these must be reported to the Nominated Supervisor/Responsible Person. An email can be sent to Ambrose enquires, enquires@ambrose.org.au.

Definitions

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| Carer | Could be but not limited to any person relating to or providing care to a child enrolled at the service |
| Visitor | Any visitor to the Ambrose service, including but not limited to: - Ambrose Support office team member |

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| | <ul style="list-style-type: none"> - Parish members - External medical professionals/allied health professionals such as occupational therapists - Members of the school community including students, teachers, volunteers and contractors - Volunteers - Workshop providers - Contractors - Parent or Guardians engaging with the service for educational purposes. - External trainers |
| Educational support | Refers to medical professionals/allied health professionals or workshop providers that may engage with children for educational means. |
| Team Members | <ul style="list-style-type: none"> - Delegated management - Approved Provider - Educators - Teachers - Cooks - Cleaners - and any other Ambrose or Community Ventures Employee. |

Monitoring, Evaluation, and Review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this policy as per the policy schedule and/or as required.



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