

Code of Conduct Policy – Parents, Guardians, Visitors and Volunteers

Policy Statement

The BOOSH Centre has a legal responsibility to provide an open, welcoming and safe environment for all children, their families, staff members, volunteers and all other visitors to The BOOSH Centre. The BOOSH Centre believes that all parents/guardians and volunteers play a valuable role in the effective operation of the centre, encourages families to actively participate in its education and care programs and aims to engage in co-operative working relationships with families.

It is expected that all parents, guardians and family members of children enrolled in The BOOSH Centre as well as any volunteers or visitors attending the centre will conduct themselves in a manner which is in accordance with the centre philosophy, values and beliefs. This policy provides a broad outline of behavioural principles and expectations and guidelines for desirable and appropriate behaviour while on site or at any event or activity held by The BOOSH Centre.

This Code of Conduct applies to all adults, including parents/guardians, emergency contacts, volunteers, extended family and visitors involved in any activities related to The BOOSH Centre. The Code of Conduct must be observed at all times in regards to interactions with children, their families, staff members and volunteers.

Objectives

This policy will provide guidelines to promote desirable and appropriate behaviour at The BOOSH Centre to ensure that all interactions with children and adults is respectful, honest, courteous, sensitive and considerate.

Procedure

Parents/guardians and visitor/volunteers must at all times act in accordance with the BOOSH Centre values and:

1. Comply with The BOOSH Centre Policies and Procedures;
2. Use respectful language towards all staff, children, families and other members of The BOOSH Centre community;

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3. Remain calm and polite when communicating with staff and other members of The BOOSH Centre community. Any aggressive, bullying or intimidating behaviour will not be accepted;
4. Be respectful of cultural diversity and refrain from harassing or discriminating against children, their families, staff members and volunteers on the basis of gender, race, ethnicity, religion, age, disability, beliefs, opinions or background;
5. Be respectful of the privacy of children, their families, The BOOSH Centre staff members and volunteers and refrain from taking photographs at The BOOSH Centre without the prior written consent of management;
6. Comply with the reasonable directions given by staff members to foster a safe and welcoming environment within The BOOSH Centre;
7. Raise any concerns in accordance with The BOOSH Centre Grievance and Complaints Policy;
8. Use The BOOSH Centre facilities, property and services in an appropriate manner;
9. Not be adversely affected by alcohol or other substances (with the exception of medically prescribed drugs) when attending The BOOSH Centre 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.

In addition, under no circumstances may Parents/guardians and visitor/volunteers approach another child whilst in the care of The BOOSH Centre to discuss or chastise them because of actions towards their own child or that they have witnessed or overheard. All concerns must be brought directly to The BOOSH Centre staff who will decide on the appropriate course of action.

Procedure for Dealing with a Breach in the Code of Conduct

The BOOSH Centre will endeavour to resolve any matter involving this Code by facilitating discussion between the parties.

If the non-compliance is of a serious nature or if, in the opinion of management, there is a risk of future non-compliance, The BOOSH Centre may take any action it considers appropriate in the circumstances.

