



PARENT CODE OF CONDUCT

Nurturing your joy

Childcare | Kindergarten | OSHCare

CATHOLIC EARLY LEARNING & CARE



As a parent or carer, you play a formative role in the development of your child's sense of justice, equity and the dignity and worth of all members of our Catholic Early Learning & Care community. You also act as one of the most influential role models within your child's life.

As the onus for promoting and upholding these core values must fall on all those with the greatest capacity to reason and control their actions, it is the expectation of the community is that all parents and carers model acceptable behaviour at all times within all Catholic Early Learning & Care settings.



We encourage you to support your child in all their educational and recreational endeavours by giving praise and showing interest in their activities. Help your child to discover that it is often the process that is experienced rather than the end product that makes it all worthwhile; that giving of your very best is what matters rather than always comparing yourself against the capabilities of others.



SAFETY

All our children have the right to feel safe. There may be times when you feel that the actions of another child have infringed the rights of your own child. Under no circumstances should a parent or carer approach another child whilst they are in the care of any Catholic Early Learning & Care services to discuss or chastise them

ZERO TOLERANCE FOR BULLYING

Children need a safe space to explore social emotional behaviours, learn what is acceptable and what is not, learn to read other people's boundaries and limits and develop confidence and resilience. Sometimes other people's feelings will get hurt during this learning phase. It is the responsibility of the carers in their lives to help them navigate this area of growth.

If your child is upset by another's behaviour please consider the following questions;

- Is it deliberate?
- Is it repetitive?
- Is it targeted?

Bullying has no place within our community and as such will not be tolerated.

RAISING CONCERNS

It is appropriate to approach the Nominated Supervisor to seek their intervention in bringing about an equitable and peaceful solution to the situation.

Is it Bullying?

When someone says or does something *unintentionally* hurtful and they do it once, that's...

Rude

When someone says or does something *intentionally* hurtful and they do it once, that's...

Mean

When someone says or does something *intentionally* hurtful and they *keep doing it* - even when you tell them to stop or show them that you're upset, that's...

Bullying

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KEY PRINCIPLES OF OUR CODE OF CONDUCT



STAY POSITIVE

We all have bad days and at times events occur which don't always appear fair. Always approach challenging situations in a spirit of co-operation and genuine partnership. Most situations can be resolved quickly and easily when approached in the right manner.



REMEMBER

Children's perception is not the same as an adult's due to developmental maturity. They are not lying when their story conflicts with another's or when the staff members perspective doesn't match what you have been told at home. Children see their world through their own limited experiences, which colour their perceptions. Adult perceptions are balanced with life experiences. Listen to your child as they tell you their "reality", but remember that a different "reality" may possibly exist elsewhere.

Children act differently at home and school or service. When faced with an audience of their own peers often children will act/react in a way, which appears completely out of character to you and the saying "My child wouldn't do that", might not hold for the current situation.



STAY CALM

Problems, differences of opinion and personality clashes are not resolved by involving other people in a disagreement or by taking sides in the argument. Attempt to resolve these issues through calm dialogue between the parties directly involved whilst respecting the dignity of each person.



LISTEN ACTIVELY

Be prepared to actively listen to another's point of view. It may be that the perspective from which **one person** is approaching the situation is foreign to the other party. And each may be equally of value.

It is appropriate in times of conflict that correct procedures are followed, allowing all parties to be heard and for harmonious solutions to be reached. If the conflict centres on a service issue, the first approach should always be made with the Nominated Supervisor. If a resolution is not reached then it is appropriate to involve the Director of CELC with the aim of him/her assisting with such a result. Should the matter result from a situation outside of the service then it is appropriate to discuss this with the Director of CELC in the first instance.

Refusal to act in a way which is conducive to continuing positive relations and in contravention of this Code of Conduct could result in the need for the parents or carers to reconsider the suitability of their child's placement within our service.