



CATHOLIC EARLY LEARNING & CARE

Nurturing your joy

Childcare | Kindergarten | OSHCare

PARENT CODE OF CONDUCT

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 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 endeavors 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.

CATHOLIC EARLY LEARNING & CARE



At CELC your child is at the heart of everything we do. We are committed to creating a safe, respectful and inclusive environment where every child can thrive.

- Your child has the right to always feel safe.
- We will work collaboratively with you as your children's first and most important teacher and respect your right to make decisions about your child.
- We build respectful relationships through open communication, encouraging family engagement and fostering a strong sense of belonging within our services.
- We listen to and learn with families, engaging in shared decision-making, planning, and assessment practices to support children's learning, development, and wellbeing.
- We are committed to understanding, respecting, and valuing the uniqueness of each family, their circumstances, culture, family structure, customs, language, beliefs, and kinship systems.
- We listen to children and take their voices seriously.
- We respect all children—regardless of culture, language, family background, abilities, or experiences.
- We do not tolerate bullying, abuse, racism, or unfair treatment.
- All staff are trained and supported to safeguard children and promote their wellbeing.
- If a child raises a concern, we respond promptly and appropriately.
- We continually review and improve our practices to ensure children feel safe and welcome.
- We value children as capable individuals and include their ideas and perspectives in our learning environments wherever we can.



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 or family member** whilst they are in the care of any Catholic Early Learning & Care services to discuss issues or to 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 behavior, 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 assistance in achieving an equitable and peaceful solution to the situation. If a resolution is not reached, then it is appropriate to involve the General Manager of CELC with the aim of them 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 General Manager 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.

CELC maintains a zero-tolerance policy for any parent, family member, or caregiver who engages in aggressive, abusive, or threatening behaviour toward CELC employees or other children attending OSHC. CELC employees have the authority to ask anyone to leave if they feel threatened or if children's safety is compromised. Such conduct may result in restricted access to OSHC or Early Learning premises and possible review of families enrolment.

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 member's 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 at the school or service. When faced with an audience of their own peers children will often 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.

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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