

# Only Early Learning Centre



## Family Code of Conduct

Centre Policy Number 37

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## Aim

At Only Early Learning Centre, we aim to encourage families to be involved in and contribute to decisions made regarding the education and care service. Only Early Learning Centre recognises the importance of honest and open communication with families, which enables the service to closely meet the needs of the children and families and provides consistency and continuity between the service and home environments. Only Early Learning Centre aims to welcome families concerns or suggestions that may assist us to improve our service performance.

## Who is affected by this policy

Children  
Educators  
Staff  
Management  
Visitors  
Families

## General Expectations of Families when Visiting the Centre

Only Early Learning Centre has the following expectations on families whilst they are visiting the centre:

- Be honest and act with integrity
- Be supportive of changes made by the service
- Comply with, at all times, the policies and procedures of Only Early Learning Centre
- Treat all persons associated with the school with respect and courtesy

## Limitations Set on Families Visiting the Service

Only Early Learning Centre strives to ensure that all children are safe and secure in their environment. To uphold this value, families visiting the centre are not, at any time, to:

- Directly punish, humiliate or intimidate and child
- Serve food to children
- Be alone with a group of children, or any child that is not their own
- Come to the centre affected by drugs or alcohol

## Parent, Guardian and Family Involvement in the Service

Family members are welcome to be involved in the centre and are welcome to visit the centre at any time. Family members will be encouraged to contribute to the centre in the following ways:

- All family members will be encouraged to make suggestions and contributions to the children's education programs, centre menu, policies and procedures and orientation procedures.

- All family members are invited to share aspects of their culture with the service, such as craft ideas, cooking, music and language experience and celebrations.
- All family members are invited to participate in the daily routine such as assisting in craft activities, special language activities or meal times.

## **OPEN Doors Policy**

Only Early Learning Centre will support an OPEN Doors Policy, where family members are welcome throughout the day to spend time with their child or visit the centre.

**O** – Our service is open at all times for parental inspection

**P** – Please come and see how we can help your child’s development

**E** – Entry by you at any time is you guarantee of the continuing quality of our working practices and protection for educators and management reputation

**N** – Never use a service where you are not welcome

**D** – Don’t hesitate to visit us

**O** – Our service is proud of the quality of care we provide

**O** – Our educators are qualified, trained, experienced and talented

**R** – Rather than take our word for this

**S** – See for yourself!

## **Family Interactions with Staff Members**

When approaching and communicating with any staff member at Only Early Learning Centre, all parents, guardians and family members are expected to:

- Communicate positively using respectful tones
- Display respect for all staff members by not using raised voices or threatening language which could intimidate staff members
- Be open to working collaboratively with educators to resolve any grievances

### **Harassment**

Only Early Learning Centre is committed to maintaining an environment where individuals are respected and valued. Harassment of any kind and in any form is not tolerated at Only Early Learning Centre. Such behaviour is not accepted, and any reports of this nature will be taken seriously and investigated in a fair and robust manner. Any parent, guardian or family member that has been found by Only Early Learning Centre to have harassed another parent, child or an employee of Only Education, risks having their child’s enrolment ceased.

## **Discrimination**

Only Early Learning Centre is committed to the inclusion of the many diverse people that make up Only Early Learning Centre community. Legislation and law require Only Early Learning Centre to take action when an individual is being discriminated against because of their age, race, sex, marital status, pregnancy, family responsibilities, disability, political views, religious beliefs, sexual orientation or gender history.

## **Bullying**

Bullying is defined as repeated, unreasonable or inappropriate behaviour directed to an individual, or a group of employees that creates a risk to health and safety. Only Early Learning Centre is committed to providing an environment that is free from bullying behaviour. Any parent who has been found by Only Early Learning Centre, to have acted in a violent, aggressive or bullying manner, shall be considered to have engaged in serious misconduct and the care of that parent's child is at risk of being ceased.

## **Interactions with Children**

Only Early Learning Centre strives to ensure positive interactions between all individuals and the children in its care. Parents are always expected to interact and communicate with children in an appropriate manner. Parents are expected to show respect for children present at the service.

Parents are aware that employees have an obligation to report any suspicion that the physical or emotional wellbeing of a child is at risk or has been compromised or that a child has been harmed. This includes any parent seen to be:

- Handling children roughly, even through play
- Pulling or grabbing children
- Swinging or picking up children by the arms
- Communicating inappropriately
- Disciplining children using physical force or unreasonable discipline

## **Parent, Guardian and Family Complaints and Grievances**

Only Early Learning Centre understands that problems and grievances may arise in the course of performance work and the operation of the Early Education Service. Family members are expected to follow the below grievance or complaint procedures and guidelines when approaching a staff member at the service.

When addressing family complaints and grievances, both the family member and the member of staff or management has the right to:

1. Be heard fairly
2. An unbiased decision-making process

3. Air a grievance that will be respected and no discrimination will be applied to either the family, child or staff member as a result of the grievance

#### **Grievance Procedure – Minor Complaints**

1. Discuss minor grievances to the child's Lead Educator
2. If these concerns are not addressed effectively as per the family expectations, bring the grievance to a member of the management team via Email, phone or by visiting the office

#### **Grievance Procedure – Serious Complaints**

1. Family members are expected to immediately address their concerns with a member of management through Email, over the phone or by visiting the office
2. All serious complaints will be documented appropriately and entirely
3. The member of management directly dealing with the complaint will carry out a formal investigation into the complaint and keep the family member informed of all developments
4. If required, a Notification of Complaints and Incidents form will be submitted to the Regulatory Authority, within 24 hours
5. Actions to address the complaint will be detained and the family member will be notified in writing of those actions
6. All parties involved, and all documentation will be kept confidential

All family complaints or grievances will be addressed in writing within 2 working days of the complaint being made. All grievances will be dealt with the strictest confidence. Members of the Management Team involved in investigating the complaint will ensure that information is restricted to only those who need to know.

#### **Social Media**

Parents use of social media in a personal capacity can damage the privacy, security and reputations of Only Early Learning Centre employees, parents, visitors, contractors and suppliers. In any material that relates to Only Early Learning Centre, parents are obliged to:

- Be responsible for what they write
- Respect their audience
- Respect confidentiality

Parents are advised that it is inappropriate, and unacceptable for them to make insulting, intimidating or otherwise offensive remarks of any kind or make any criticism or disrespectful comment about current, or past employees.

## Conflicts of Interest

A conflict of interest includes any circumstance, actual or that could be reasonably perceived as, arising from conflict between working or performing a duty for Only Early Learning Centre and private or personal interests. It happens where there is a reasonable expectation of direct or indirect benefit or loss for the parent, with a particular personal interest that could be influenced in favour of that interest, in the performance of any duties connected with Only Early Learning Centre. The benefit or loss may not always be financial.

Family members are expected to disclose, in writing, the existence of any potential or actual conflicts of interest that may impact on their Only Early Learning Centre duties.

## Confidentiality

All family members are not to divulge any confidential, private or sensitive information regarding Only Early Learning Centre or any child to other parties unless authorised to do so.

Sharing information that is deemed sensitive without permission is a serious matter. Only Early Learning Centre will take every precaution to protect sensitive information.

Any photographic images are to comply with Only Early Learning Centre' Photography Policy in regards to the prevention of children being photographed without the consent of a parent or a legal guardian.

## Fee Payments

Only Early Learning Centre aims for all families to pay the correct child care fees on the correct information as agreed upon during the enrolment process and through the CWA's. Only Early Learning Centre aims for all families to understand the fee system including how payments are to be made and when payments are to be made.

### Fee Payment Guidelines

Fee payments must be paid according to Only Early Learning Centres' payment options outlined below:

- A completed direct debit form must be returned to the centre prior to each child's first day of attendance
- Fees are required to be paid and kept **two weeks in advance**. Upon each families first fee payment, they will be charged the first two weeks' worth of fees
- Fees are to be paid fortnightly on a Thursday in line with the centre billing cycle
- Fees are payable in advance for every day of your child's enrolment including sick days, public holidays and family holidays
- Make up days are only offered to cover **Public Holidays**. They are not offered to cover any other absent days for families

## Statements

Fortnightly statements of account will be issued to all account holders at the beginning of the billing cycle week via email.

## Receipts

Financial receipt statements will be issued for all fee payments made, per financial year, which will include the child's full name, dates of care, dates of payments, amount etc. This receipt will be issued via Email.

## Incorrect Payments

If the incorrect amount is paid/charged, it can be mutually agreed between a member of the management team and the family to arrange a refund or to remain on the account as a credit.

## Bond Payment

A Bond Payment of TWO (2) weeks of full fees is required upon enrolment. This is refunded to the family provided the service is given 2 weeks' notice in writing, of a child ceasing care at the service. If two weeks' notice is not given, this bond will be held and any difference will be deducted as per the centre's billing cycle.

## Overdue Fees

Any parent who is in arrears with their regular fee payments will be sent a Friendly Reminder asking when the centre can reprocess the fee payment. Parents can make an appointment to speak with a member of Management to reach an agreement regarding payments. If the total of an outstanding payment is greater than the total amount of the initial Bond Payment, the child will not be able to continue attending the centre until the outstanding payment is made in full to the centre. **Continuing fees in arrears may jeopardise the child's position at the centre.**


## Late Collection Fees

Any parent who arrives at the centre later than 6:30pm to collect their child will be charged a late collection fee. The late collection fee will be charged at **\$10.00** for the first five (5) minutes and **\$5.00** per minute per child following the initial five minutes. Parents will receive a Late Fee Form to sign upon arrival at the centre which will stipulate the amount owing for Late Collection. This amount is due to be paid in cash within 7 days.

## Child Care Subsidy Overview

Child Care Subsidy (CCS) is available from the Federal Government to help with costs for approved and registered Early Childhood Education and Care. To receive CCS, families must use approved or registered care, be responsible for payment the child care fees, and have a child who is immunised (or be exempt from immunisations for approved medical purposes), and meet the activity hours and income test. Families are responsible for contacting Centrelink to register to apply for the Child Care Subsidy. The CCS





payments are paid directly to the centre, and as Only Early Learning Centre charges fee payments in advance, fees are charged based on Centrelink's CCS estimates. This means from time to time, estimates may not reflect the actual figure paid to us by Centrelink.

Only Early Learning Centre aims to meet all parent and family needs to the best of our ability. To assist full-time families with the Child Care Subsidy, a ten hour session is offered to full time families who require 100 hours of subsidized care per fortnight.

### **Session Time Options**

As part of the ten-hour session options, there will be three time allocations that full time families can choose from, which include:

1. 6:30am – 4:30pm
2. 7:30am – 5:30pm
3. 8:30am – 6:30pm

Full time families will be required to choose one of these options to utilise permanently.



## Sources

### **National Quality Standards 2018**

- 1.3.3 Information for families
- 2.2.3 Child protection
- 5.1.2 Dignity and rights of the child
- 6.1.1 Engagement with the service
- 6.1.2 Parent views are respected
- 6.1.3 Families are supported
- 6.2.2 Access and participation

### **Education and Care Services National Regulations 2011**

- 155 Interactions with children
- 157 Access for parents

### **Review**

The policy will be reviewed annually. Review will be conducted by management, employees, parents and any interested parties.

**Reviewed By:** Alex Jury    **Date:** 16<sup>th</sup> May 2019

**Approved By:** Kelly Williams

**Date for Next Review:** 16<sup>th</sup> May 2020