



The Family Conduct Guidelines works in conjunction with our Enrolment and Grievance Policies, Family Handbook, and the Early Childhood Australia Code of Ethics. The Family Conduct Guidelines are in place to emphasize the commitment and ethical responsibilities each family adopts when enrolling their child/ren at Busy Bees Early Learning Australia.

Aim

The aim of the Family Conduct Guidelines is to provide information to support families and employees develop clear and effective methods of communication to support the building of genuine partnerships and adopt appropriate and expected behaviour for families and all Busy Bees employees. This includes acting as an advocate for individual children and discussing more complex and challenging issues that call for astute attention and respect.

It is anticipated that all stakeholders within Busy Bees will adopt the following qualities during their interactions:

- Honesty
- Integrity
- Inclusivity
- Democracy
- Respect
- Confidentiality

Communication

It is expected that families will collaborate with their child's educator/s, working together to support their child's learning and development. Our educators understand that families are busy and often eager to find ways to strengthen the connection between home and our Service. We have a range of methods to promote effective communication with families and encourage your interaction. Effective communication builds mutual respect, understanding and trust. For educators working with families, building a positive partnership includes sharing knowledge and experiences to understand your child.

We appreciate when families share information with our employees about the child. This may include informing the educator when your child has a restless night, sharing something your child has disclosed, or even talking about an activity or experience your child would like to do or share with others.

This helps us support your child throughout the day.

Communication is vital within our Service, ensuring children's needs are being met. We ask that families nominate their preferred method of communication which will be adapted where possible, so we can do our best to be open and responsive.

Meeting with Educators or Management

It is not always possible or effective to discuss issues 'on the spot'. Usually, most communication between families and employees occurs at child drop-off and pick-up times. This transition time typically is not conducive to meaningful exchanges; families can be rushed, educators are understandably focused on children's transitions, and in the case of full-day programs, educators who spend the largest amount of time with your child may not be available or not rostered on that day.





We encourage families to arrange a time away from the learning environment, where the educator can give families their full attention and make decisions that have been given careful consideration.

Respecting our Educators

We request that all stakeholders involved with the Service are respected. This includes respect for our educators and all employees, respect for the children and respect for the families. If we work to share information, contribute ideas and together, reflect on practices we will have a network for your child that not only supports their time here at Busy Bees, but will also see them thrive.

We all have a common goal: What's best for your child. With that in mind, this journey will be rewarding for all.

Complaints or Grievances

If there is an incident that has occurred that families are concerned with, we always want to hear and discuss the issue. We ask families to be mindful about discussing or talking about sensitive issues in front of others, including children. Where possible, ask your child's educator or relevant educator for a suitable time to discuss your complaint.

Families are encouraged to document their concerns outlining the incident or concern and submit this to the Approved Provider or Service Manager. Management will acknowledge your complaint and endeavour to achieve an outcome that supports the best interests and wellbeing of everyone involved. We encourage all parents, carers, and family members to work cooperatively with the person managing the complaint.

Inappropriate behaviour will not be tolerated, and a meeting may be terminated.

Management will adhere to privacy and confidentiality laws however if the complaint is a notifiable incident (related to child protection or fraud), we are required to notify relevant authorities immediately.

Should you wish to raise concerns regarding the management of Child Care Subsidy, please speak to the Service Manager as soon as possible.

Confidentiality

Confidentiality is something we will not waiver on and expect the same from everyone involved, employees and families alike. If you do have concerns regarding your child, please see your child's educator to arrange a time to meet. The meeting will be in a private area within the Service. If issues are still unresolved, then contact the Service Manager and reschedule a second meeting.

Policies and Procedures

Our policies and procedures are reviewed periodically, when a change of legislation occurs, upon critical reflection, or modifications are required. We ask families to contribute and provide feedback to our policies and procedures to ensure child safety and wellbeing remains our priority. We aim to provide an environment that promotes and enables children's participation and is welcoming and culturally safe and inclusive for all children and families. We request that your feedback and contribution to policy review is through relevant communication channels and not derogatory in any way to Busy Bees.





Family Code of Conduct.

When entering a Busy Bees premise, we ask that all families and visitors adhere to the following:

- Be a positive role model
- Respect and understand the important and valuable role our employees play in supporting the positive and healthy development of children in our care
- Refrain from impolite, abusive, or offensive behaviour or language towards employees or other families, including threats and inappropriate comments. Swearing is not acceptable.
- Under no circumstances should a child, family member or employee be approached in a confrontational manner. If this does occur, you may be asked to leave the premises.
- Respect cultural differences of other families and employees
- Maintain a professional relationship with employees, ensuring social media and babysitting guidelines are adhered to
- Refrain from making negative comments about Busy Bees online. Please approach management with any concerns.
- Follow Busy Bees policies and procedures, and the Family Handbook. Seek clarification from management if necessary.
- Raise concerns, issues, and problems in accordance with Grievance policies
- Behaviour guidance of children other than your own in the Service is the responsibility of employees. Never reprimand another person's child
- Do not enter the premises under the influence of alcohol or drugs
- Do not smoke (in any form) in the premises or carpark
- Use the carpark appropriately and follow all signs as marked
- Do not leave any child unattended in the car/carpark
- Do not bring any food into the Service that goes against allergy aware guidance as we have children with severe life-threatening allergies in attendance
- Refrain from asking questions about other children. Employees will not answer due to our confidentiality policies

Breach of Family Conduct Guidelines (Code of Conduct)

If parents or family members are consistently in breach of these guidelines and following an evaluation by the Service Manager and/or the Approved Provider, any related enrolment/s may be at risk of being terminated.



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