

# Family Conduct Guidelines (Code of Conduct)

Our Family Conduct Guidelines are in place to emphasize the commitment and ethical responsibilities that each family adopts upon enrolment at Pooh Bear's House. The aim is to provide a pathway that supports you and our service in communicating and interacting whether that be as advocates for your children - or complex issues that call for astute attention and respect.

Qualities that are valued and must have a place in our interactions are:

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

All stakeholders within Pooh Bear's House are expected to adopt these qualities at all times.

It is expected that families support their child's Educators and look for ways to work with them. Educators appreciate that families are very busy and are always eager to find ways to strengthen the link between home and our service. Such a link is of great value to your child's experience within our environment.

We appreciate it when you share information, no matter how insignificant you may think it is at the time. A simple 'heads-up' that your child had a restless night will help us support them during the day if they are tired or begin to look unwell.

Communication is vital and we ask that you nominate your preferred method of communication so we can do our best to be open and responsive.

If there is a matter or incident that has occurred that you are concerned about, we always want to hear and discuss the issue with you. As a general rule we ask that families be careful about discussing sensitive issues in front of others. Confidentiality is something we will not waiver on and expect the same from everyone involved, Educators 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 our Approved Provider, Ms Kim Russell or our Nominated Supervisor Miss Angela Smith and reschedule a second meeting.

It is not always possible or effective to discuss issues 'on the spot'. Usually, the most communication between families and Educators 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.

By arranging a time away from the learning environment, the Educators can give you their full attention and make decisions that have been given careful consideration.

We remind families that there is some issues that their child's Educators have no influence over. There are also some issues that the Service has no control over such as CCB, Government Rebates or timing of payments to the Service and your account.

As first stated in this guideline: Respect is our expectation for all concerned. This includes parents and other family members - likewise, families should expect to be treated exactly the same way.

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 the Service, 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.