Wangala
PRIMARY SCHOOL

Outside School Hours Care Policy
Parent/Carer Conduct

Purpose

Wangala Primary School Outside School Hours Care strives to provide a safe and healthy workplace for employees and a caring and supportive environment for children and families.

Our Educators follow the DET code of ethics as well as our school Code of Conduct which supports the development of positive relationships and open communication with parents/carers. In turn, Wangala Primary School Outside School Hours Care expect that parents/carers conduct themselves in a respectful manner while attending the service or communicating with our educators.

Procedure

Parents shall be expected to communicate appropriately with all Team Members while dropping off or collecting their children, or other children as permitted to and from the service or when engaging in any other form of communication.

Educators are available for parents/carers to speak to briefly at all times when the service is open. Longer, more confidential appointments can be made with the Coordinator or School Principal. This ensures an opportunity for you to express any concerns you may have regarding the operation of the service in a suitable and confidential manner. If you wish to speak to someone other than the staff at the service, a School Council member can be contacted. This ensures an opportunity for you to express any concerns you may have regarding the operation of the service suitably.

Appropriate Conduct shall include, but not be limited to:

- Appropriate Language in a calm and considerate tone
- Address staff, children and others in a respectful manner
- Refrain from swearing or shouting
- Refrain from the mental or physical intimidation or harassment of Team Members

Parents/Carers shall not be permitted to discipline verbally or in any other way the children of other families. Should a parent/carer have a concern regarding the conduct of another child, family or employee, they shall follow the grievance and Complaints Policy.

Parents who consistently engage in unacceptable interactions with Wangala Primary School Outside School Hours Care staff and/or other families/children may be suspended from the service and required to make alternative arrangements for their child's delivery and collection.

If a parent/carer behaviour is of a threatening nature and our team feel that the health and safety of themselves or the children are being jeopardised, our team have the right to ask the person to leave. The police will be contacted if the person does not respond to the request to leave the premises.

Review Cycle

This policy was last updated in October 2024 and is scheduled for review in October 2027.
The recommended minimum review cycle for this policy is 3 years.