

C&K's Parent and Community Code of Conduct

Welcome

C&K aim to work together with parents, guardians and community members to create a safe and engaging environment for children. When visiting a C&K centre or attending a C&K event or activity, parents, guardians and community members are expected to conduct themselves respectfully and in alignment with this Code of Conduct.

C&K is a child-safe organisation and we are committed to providing a safe and healthy environment for all.

Extended family and community members who are Restricted Persons under Queensland's Blue Card System are not permitted to enter a C&K centre.

Expected Conduct

Parents, guardians and community members are required to:

- Comply with C&K policies and procedures (available on C&K's website).
- Behave in a way that supports the health, safety and wellbeing of yourself and others.
- Respect the authority and follow the reasonable instructions of C&K employees.
- Be polite, respectful, listen to and value other's perspectives.
- Raise complaints in accordance with C&K Complaints Management policy and procedure.
- Speak positively about C&K and C&K employees.
- Request a meeting with your child's teacher/educator to discuss any questions or concerns you may have about your child's education and care. Understand that teachers/educators have responsibilities that may impact their availability to talk and meet with you.
- Respect C&K property and the property of others.
- Ensure all family members and emergency contacts associated with your child's enrolment read, understand and follow this Code of Conduct.

Unacceptable Conduct

Parents, guardians and community members must not (not limited to):

- Use inappropriate, threatening, aggressive or abusive language, gestures or images. This includes swearing, yelling, and throwing items.
- Use language or display behaviour, which is likely to offend, harass, bully, vilify, intimidate, or discriminate against another person.
- Interact physically, verbally or online with C&K children and employees in a manner which is not appropriate and may endanger the person's health, safety and wellbeing.
- Take, share or store images, video or sound recording of any person without their written consent.
- Share confidential information inappropriately.
- Post comments or material to social media that may damage the reputation of C&K or a C&K employee.
- Gossip or make derogatory statements about C&K, a C&K employee or another C&K family or child.
- Theft, fraud or misuse of C&K property or resources
- Be adversely affected by alcohol, drugs or any other substance.
- Bring hazardous items, alcohol, weapons or illegal substances into a centre
- Smoke or vape in a C&K centre or within 5 metres of the boundary of a C&K centre.
- Bring an animal to a C&K centre, event or activity without the authorisation of the Centre Director/Responsible Person in Charge or Manager.



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Child Protection and Safeguarding

Parents, guardians and community members will:

- Immediately report concerns, suspicions or allegations of child harm to the Centre Director/Responsible Person in Charge. If you feel your concern, disclosure or complaint has not been adequately addressed, email C&K feedback@candk.asn.au.
- NEVER be alone with a child not your own.
- NEVER sexually, physically or emotionally harm children, families or C&K employee.
- NEVER exhibit grooming behaviours towards a child(ren), families or C&K employee.
- NEVER implement any form of inappropriate discipline towards a child.
- NEVER take, share or store images, video or sound recording of another child.

Non-compliance

- Breaches of this Code of Conduct will not be tolerated and may lead to serious consequences. Where appropriate, C&K will try to resolve matters collaboratively with you.
- If in C&K's opinion, the breach is serious and/or there is a risk of ongoing non-compliance, C&K may take any action that is considered appropriate; this may include cancelling your child's enrolment.
- In accordance with applicable legislation, unlawful breaches of this Code of Conduct will be reported to the relevant authority.



Sandra Cheeseman
Chief Executive Officer

