# C&K's Parent and Community Code of Conduct

## Welcome

This Code of Conduct applies to all parents, guardians, family members, emergency contacts, visitors, volunteers and community members who interact with C&K, inclusive of physical, verbal and online interactions.

C&K works with parents, guardians, and community members to create a safe and engaging environment for children. This Code applies at C&K centres, events and activities, during arrival and departure, on excursions, and in all verbal, written and online interactions connected with C&K.

C&K is 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 whilst children are present.

## Restricted Persons – Entry Prohibition

In accordance with Queensland Blue Card legislation, any individual who is classified as a restricted person is strictly prohibited from entering or remaining on a C&K premise while children are present. You must declare prior to entry if you are a restricted person, you are not required to disclose any details or reasons for your status, only to inform the centre of your classification. This prohibition always applies during operating hours and during any activity or event where children are in attendance. Any concerns or suspected breaches of this policy must be reported immediately to a C&K employee.

## 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.
- ✓ Follow all emergency, evacuation, lockdown and safety directions given by C&K employees.
- ✓ Immediately report hazards, injuries, incidents, unsafe behaviour or security concerns to the Centre Director or Responsible Person in Charge.
- ✓ Be polite, respectful, listen to and value other's perspectives.
- ✓ Follow all sign-in, sign-out, identification, access and security requirements. Only enter areas authorised for parents and visitors, keep gates and doors secure, and do not allow another person to enter behind you without authorisation.
- ✓ Remain responsible for supervising children in your care before they are signed in, after they are signed out, and during events or activities where C&K has advised that family supervision is required.
- ✓ Only collect a child when authorised to do so and follow the centre's collection and identification requirements.
- ✓ Use personal devices responsibly while on C&K premises. This includes not photographing, filming or recording any child other than their own, and not using smart glasses, wearable cameras or other recording devices capable of capturing images, video or audio.
- ✓ 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.

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- ✓ Communicate respectfully and constructively about C&K, and its employees, including by raising concerns through appropriate channels.
- ✓ Respect C&K property and the property of others.
- ✓ Drive slowly and safely in centre and event parking areas, follow parking and traffic directions, use designated parking spaces, and do not obstruct gates, emergency access points, neighbouring properties or pedestrian pathways.
- ✓ Ensure all family members, emergency contacts and other people associated with your child's enrolment are aware of and comply with this Code when attending a C&K centre, event or activity.

## Unacceptable Conduct

Parents, guardians, and community members must not engage in conduct including, but not limited to:

- ✗ Using inappropriate, threatening, aggressive or abusive language, gestures, or images, including swearing, yelling, and throwing items.
- ✗ Using language or displaying behaviour, which is likely to offend, harass, bully, vilify, intimidate, or discriminate against another person.
- ✗ Interacting physically, verbally, or online with C&K children and/or employees in a manner which is not appropriate and may endanger the person's health, safety, and wellbeing.
- ✗ Taking, sharing or storing images, video or audio recordings of a child other than your own.
- ✗ Post, share or endorse comments, images or material (including on social media or online forums) that are defamatory, misleading, threatening, abusive, or reasonably likely to damage the reputation, safety or wellbeing of C&K, or a C&K employee.
- ✗ Gossiping or make derogatory statements about C&K, a C&K employee or another C&K family or child.
- ✗ Stealing, committing fraud, or misusing C&K property or resources
  Wearing clothing that displays language, images, slogans or symbols that are offensive, intimidating, discriminatory or otherwise inappropriate for a child-safe environment.
- ✗ Attending or remaining at a C&K centre, event or activity while adversely affected by alcohol, drugs or any other substance, or consuming alcohol unless expressly authorised for the event.
- ✗ Bringing hazardous items, alcohol, weapons, or illegal substances into a centre
- ✗ Smoking or vaping in a C&K centre or within 5 metres of the boundary of a C&K centre.
- ✗ Bringing an animal to a C&K centre, event, or activity without the authorisation of the Centre Director/Responsible Person in Charge or Manager.

## 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, contact feedback@candk.asn.au.
- NEVER initiate physical contact with a child who is not your own, direct or discipline another child, give a child food, medication or gifts, or communicate privately with a child, unless authorised by C&K or reasonably necessary to prevent immediate harm.
- NEVER be alone with a child who is not your own.
- NEVER sexually, physically, or emotionally harm children, families, or C&K employees.
- NEVER exhibit grooming behaviours towards a child(ren), families, or C&K employees.
- NEVER implement any form of inappropriate discipline towards a child.
- NEVER take, share, or store images, video or sound recording of a child who is not your own.

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## Raising Concerns

We value open communication and encourage families to raise any concerns as early as possible so they can be addressed promptly and constructively. If you have a concern, please first speak with your child's teacher/educator. In many cases, issues can be resolved quickly and effectively at this level through open and respectful discussion. We also ask that you allow reasonable time for staff to consider and respond to your concern.

If your concern is not resolved through this initial conversation, you may escalate the matter in line with C&K's Complaints Management Policy and Procedure, which is available on our website (www.candk.asn.au/policies).

These processes are designed to support fair, timely and respectful resolution of concerns. They rely on all parties engaging in calm, constructive and mutually respectful communication.

We expect all interactions to remain respectful at all times. Repeated escalation of the same matter outside of the established process, or any form of aggressive, abusive, or intimidating behaviour towards staff, will not be tolerated and will be considered a breach of this Code.

## 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.
- Where C&K considers breach to be serious or identifies a risk of ongoing non-compliance, it may take proportionate action having regard to the nature, severity and frequency of the conduct. This may include directing the person to stop the conduct or leave the premises, issuing a warning, imposing conditions or restrictions on attendance or communication, a warning, reporting the matter to the Police or another relevant authority, or cancelling a child's enrolment. Any action will be taken, in accordance with applicable legislation and the principles of procedural fairness obligations.
- In accordance with applicable legislation, unlawful breaches of this Code of Conduct will be reported to the relevant authority