

Family Code of Conduct

At Norman Park Community Kindergarten, we believe respectful partnerships between children, families, educators and our community create the best environment for children to learn, belong and thrive.



We are committed to providing a child safe, inclusive and welcoming environment where every child is respected, heard and protected from harm. All families play an important role in helping us uphold children's rights, wellbeing and safety by working collaboratively with staff and supporting our shared values.

We ask all families to:

Treat everyone with respect

- Treat all staff, children and other families with kindness, respect and courtesy.
- Raise concerns calmly and respectfully through the appropriate channels, rather than during drop-off or pick-up times or in front of children.
- Respect educators' professional judgement when they make decisions to support the safety, wellbeing, learning and inclusion of all children.
- Ensure children are collected on time and keep the kindergarten informed of absences or changes to attendance.

Work in partnership with educators

- Work collaboratively with educators to support your child's learning, wellbeing and development.
- Consider and, where appropriate, follow through with recommendations made by educators, including seeking additional professional support where recommended.
- Communicate openly with educators about your child's progress and any challenges in implementing agreed strategies.
- Recognise that educators have professional and legislative responsibilities to act in the best interests of all children.

Respect privacy and confidentiality

- Respect the privacy and confidentiality of children, families and staff.
- Raise concerns regarding another child only with educators, not with other families.
- Do not photograph, video record or share images of other children without the permission of the child's parent or guardian and the kindergarten.

Model positive behaviour

- Demonstrate kindness, inclusion, respect and cooperation in all interactions.
- Support your child to treat others with kindness, respect and empathy.
- Encourage your child to express their ideas and feelings respectfully while recognising the rights, dignity and safety of others.

Raise concerns appropriately

- If you have a concern or complaint, we encourage you to raise it respectfully and as early as possible.
- In the first instance, speak with **your child's Teacher/Nominated Supervisor**.
- If your concern cannot be resolved, you may then speak with **the service's other Teacher/Nominated Supervisor**.
- Many concerns can be resolved quickly through open and respectful communication.

- If your complaint remains unresolved, or relates to either **Teacher/Nominated Supervisor**, please contact the **President of the Executive Committee**. Your complaint will then be managed in accordance with the Kindergarten's **Complaints Handling Policy**.
- Concerns relating to the safety or wellbeing of a child should be raised immediately with a **Teacher/Nominated Supervisor**.
- Complaints should not be discussed on social media, Storypark, community messaging groups or other public forums. We ask families to work directly with the kindergarten so concerns can be managed fairly, respectfully and confidentially.

Support our community

- Support our community kindergarten through participation in fundraising, volunteering, Working Bees and community events where possible.
- Respect and follow the Kindergarten's policies, procedures and shared values.
- Help us maintain a safe, welcoming and inclusive community where every child can flourish.

Working Together

At Norman Park Community Kindergarten, we believe respectful partnerships between children, families, educators and our community create the best environment for children to learn, belong and thrive.

By being part of our kindergarten community, families agree to uphold this Family Code of Conduct and to work together to maintain a safe, respectful and inclusive environment where every child is valued, heard and supported.

Together, we create the community we want our children to experience.

Working Together to Resolve Concerns

SUMMARY OF OUR COMPLAINTS HANDLING PROCESS



We are committed to child safety, respectful partnerships and resolving concerns fairly, promptly and confidentially.

We encourage you to raise concerns early so we can work together to find a solution.

1



SHARE YOUR CONCERN

Speak with your child's Teacher/Nominated Supervisor.

Many concerns can be resolved quickly through respectful conversation.

Has your concern been resolved?



YES

Thank you for working together.



NO



Concern resolved.

We appreciate you working with us.

2



COMPLAINT REVIEWED

A Teacher/Nominated Supervisor (the other Teacher/Nominated Supervisor) will:

- listen to your complaint
- discuss the issue with you
- consider possible solutions
- keep you informed throughout the process.



Has your complaint been resolved?



YES

Complaint resolved.



NO



Complaint resolved.

Thank you for working together.

3



ESCALATE YOUR COMPLAINT

If your complaint remains unresolved, or relates to either Teacher/Nominated Supervisor, please contact the **President of the Executive Committee**.

The Executive Committee will manage the complaint in accordance with our Complaints Handling Policy and keep you informed.

4



OUTCOME & CONTINUOUS IMPROVEMENT

The outcome of your complaint will be communicated to you.

Where appropriate, the kindergarten will review our policies, procedures or practices to support continuous improvement and help prevent similar issues in the future.

IMPORTANT NOTES



Child safety concerns should be raised **immediately** with a Teacher/Nominated Supervisor.



All complaints are managed respectfully, confidentially and in accordance with procedural fairness and the law.



Families may contact the Early Childhood Regulatory Authority at any time if required.



Working together respectfully helps us provide a child safe, welcoming and inclusive kindergarten where every child can *learn, belong and thrive*.



Norman Park
COMMUNITY KINDERGARTEN

This summary reflects our Complaints Handling Policy.

Thank you for being part of our community.

Family Code of Conduct

NORMAN PARK COMMUNITY KINDERGARTEN

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WE ASK ALL FAMILIES TO:



TREAT EVERYONE WITH RESPECT

- Treat all staff, children and other families with kindness, respect and courtesy.
- Raise concerns calmly and respectfully through the appropriate channels, rather than during drop-off or pick-up times or in front of children.
- Respect educators' professional judgement when they make decisions to support the safety, wellbeing, learning and inclusion of all children.
- Ensure children are collected on time and keep the kindergarten informed of absences or changes to attendance.



WORK IN PARTNERSHIP WITH EDUCATORS

- Work collaboratively with educators to support your child's learning, wellbeing and development.
- Consider and, where appropriate, follow through with recommendations made by educators, including seeking additional professional support where recommended.
- Communicate openly with educators about your child's progress and any challenges in implementing agreed strategies.
- Recognise that educators have professional and legislative responsibilities to act in the best interests of all children.



RESPECT PRIVACY AND CONFIDENTIALITY

- Respect the privacy and confidentiality of children, families and staff.
- Raise concerns regarding another child only with educators, not with other families.
- Do not photograph, video record or share images of other children without the permission of the child's parent or guardian and the kindergarten.



MODEL POSITIVE BEHAVIOUR

- Demonstrate kindness, inclusion, respect and cooperation in all interactions.
- Support your child to treat others with kindness, respect and empathy.
- Encourage your child to express their ideas and feelings respectfully while recognising the rights, dignity and safety of others.



RAISE CONCERNS APPROPRIATELY

- If you have a concern or complaint, we encourage you to raise it respectfully and as early as possible.
- In the first instance, speak with your child's Teacher/Nominated Supervisor.
- If your concern cannot be resolved, you may then speak with the service's other Teacher/Nominated Supervisor.
- Many concerns can be resolved quickly through open and respectful communication.
- If your complaint remains unresolved, or relates to either Teacher/Nominated Supervisor, please contact the President of the Executive Committee. Your complaint will then be managed in accordance with the Kindergarten's Complaints Handling Policy.
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WORKING TOGETHER TO RESOLVE CONCERNS Summary of our Complaints Handling Process



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We encourage you to raise concerns early so we can work together to find a solution.

1



SHARE YOUR CONCERN

Speak with your child's Teacher/Nominated Supervisor. Many concerns can be resolved quickly through respectful conversation.

Has your concern been resolved?



YES

Thank you for working together.



NO



Concern resolved.
We appreciate you working with us.

2



COMPLAINT REVIEWED

A Teacher/Nominated Supervisor will:

- listen to your concern
- discuss the issue with you
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- keep you informed throughout the process.

Has your complaint been resolved?



YES

Complaint resolved.

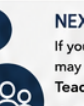


NO



Complaint resolved.
Thank you for working together.

3



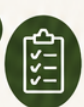
NEXT STEP

If your complaint has not been resolved, you may speak with the service's other Teacher/Nominated Supervisor.

If the complaint remains unresolved, or relates to either Teacher/Nominated Supervisor, please contact the President of the Executive Committee.

Your complaint will then be managed in accordance with the Kindergarten's Complaints Handling Policy.

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OUTCOME & CONTINUOUS IMPROVEMENT

The outcome of your complaint will be communicated to you.

Where appropriate, the kindergarten will review our policies, procedures or practices to support continuous improvement and help prevent similar issues in the future.

IMPORTANT NOTES



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COMMUNITY KINDERGARTEN