



School Age Care Communities

Code of Conduct for parents, guardians and all adult visitors

Jabiru provides an open, welcoming and safe environment. We believe that all parents, guardians and adult visitors play a valuable role in the effective operation of the site and in enriching the children's program. This Code of Conduct provides guidelines for the desirable and appropriate behaviour of all adults visiting our services and reflects the values and beliefs of Jabiru as an organisation.

This Code of Conduct outlines the type of behaviour we require all adults to follow. It will assist in ensuring the safety and wellbeing of children, families and staff. It does not provide all the answers but is a broad outline of behaviour expectations.

Jabiru has a legal responsibility to provide a safe and happy environment for all children and staff members at the service. As an employer we also have a responsibility to provide, as far as practicable, a safe workplace that is free from discrimination, bullying and/or harassment.

We expect all parents, caregivers and visitors to ensure their behaviour complies with the Code of Conduct below. This code of conduct also applies to all interactions by phone, text, email and on social media

Under NO circumstance should anyone - any child, parent, guardian, visitor or staff member - be approached directly in a confrontational or harassing manner.

Under NO circumstance will threatening, abusive, racist, demeaning or bullying verbal or physical behaviour be acceptable.

In relation to children

- Please be a positive role model at all times.
- Always speak in an encouraging and positive manner.
- Treat all children equally and with respect and dignity.
- Avoid physical contact with children other than your own, unless directed by our staff, or if their safety is compromised (which should be reported immediately to the staff).
- Never reprimand another person's child. Any concern about another child's behaviour should be referred to our staff immediately.
- Treat your own children with respect and dignity. Do not hit or smack your child. Do not treat your child roughly or have any contact with them that will cause them pain
- Inform children if physical contact is required for an activity you are engaged in and ask them if they are happy to proceed.
- Ensure that all interactions with children other than your own are undertaken in full view of other adults.
- Never do things of a personal nature for a child that he or she can do by himself or herself – e.g. assisting him or her in going to the toilet or changing his or her clothes.
- Do not treat your own or other children in a way that causes them embarrassment.

In relation to other adults, including Jabiru staff

- Please engage with our staff in a friendly manner at drop off or pick up time.
- Use respectful language and calm tone of voice in your interactions. Swearing, raising your voice and speaking or acting in an aggressive or dismissive manner are not acceptable.
- Give constructive feedback rather than negative criticism.
- Comply with the requests and/or instructions of our staff at all times.
- Speak calmly with Jabiru staff if you have any problem with them. Do not challenge them in front of children. If you have a problem with a response, request or instruction, please just walk away calmly and take it up with the service manager or our head office customer service team at an appropriate time and in an appropriate manner.
- Avoid approaching Jabiru staff to discuss matters requiring a more involved conversation during a session. Ask if there is an alternative time when staff members will be free from contact duties with children, so the matter can be given due consideration, care and attention.
- If you have a problem with a request, instruction or response from our service manager, please walk away calmly and contact our head office customer service team on 3269 0044. We will investigate and respond to all complaints.
- Avoid any behaviour that could be experienced as sexual harassment. This includes commenting on clothing, touching the person or their clothing, and making lewd or suggestive gestures or comments.
- Let our staff get on with their job, without harassing or over-scrutinising their work. This includes cross-examining them, watching and monitoring interactions for a prolonged time, taking photographs or recording conversations.
- Please stay calm and do not swear on the phone to any Jabiru staff member.

Other matters

- Please ensure your emergency contacts are aware of this Code of Conduct.
- Under NO circumstance should you tell your child that they do not have to listen to or comply with the instructions of a Jabiru staff member. If this happens, it means we may be unable to keep them safe and we will suspend or cancel their enrolment.
- Smoking and consumption of alcohol or drugs is prohibited at our services at all times. Do not attend the service under the influence of drugs or alcohol.
- Do not allow your child to bring any food that contains nuts. We have children at our services who are at risk of anaphylaxis.
- Refrain from public criticism of children, adults, Jabiru or the school at the site.
- Raise any concern or complaint as outlined in Jabiru's Complaints Procedure.
- Understand that staff are not permitted to have families or children who attend Jabiru as friends on social networking sites.
- Be responsible for any child you bring to the site if they are not enrolled. If non-enrolled children disrupt the program, you will be asked to leave the service.

Any breach of this Code of Conduct may result in the parent/guardian or visitor being unable attend the site for a period of time, or suspension or cancellation of your family's enrolment.