



Armidale Family Day Care Code of Conduct for Families

Acknowledgement of Responsibilities

As the parent or a guardian of a child enrolled at Armidale Family Day Care, I acknowledge that Armidale Family Day Care will provide my children with quality care under the *Early Years Learning Framework*.

I acknowledge that I have the following responsibilities when I am on Armidale Family Day Care services premises, when present at service excursions and in all email and telephone contact with Management, Staff and Educators:

- To act courteously at all times;
- To maintain a professional relationship with Educators;
- To be respectful of the Service's environment and property;
- To deliver and collect my children within booked hours;
- To communicate positively with all children (i.e. to not discipline or approach other children in the care environment);
- To respect the cultural differences of Educators and other families;
- To pay accounts in a timely manner;
- To divulge any conflicts of interest;
- To maintain confidentiality; Armidale Family Day Care will treat all relevant matters with the highest level of confidentiality, and appreciate families reciprocating;
- Not to use a raised voice or threatening or abusive language which may intimidate, bully or humiliate Educators, children and other families or members of the community;
- Not assault another person or to behave in a manner which causes another person to feel threatened, abused or harassed;
- Not falsify documents (i.e. enrolment details) or make false claims;
- Not compromise an Educator's ability to undertake their role and responsibilities in the care environment;
- Not be adversely affected by alcohol or other drugs;
- Not to use vapes, smoke tobacco or other substances; and
- To raise all concerns and issues in accordance with the Armidale Family Day Care's Complaints Handling policy.

Service Premises

- Family pets and animals (i.e. dog, cat etc.) should not be brought onto service premises or grounds without prior permission;
- All families entering service premises (e.g. driveways) by vehicle must drive with a speed limit of no more than 10km/hour.

Armidale Family Day Care will endeavour to resolve any matter involving this Code of Conduct by facilitating discussion between parties. However, if non-compliance is of a serious nature, Armidale Family Day Care may take any action it considers appropriate in the circumstance. This may include cancelling a child's enrolment at the service.

I have read, understand and agree to comply with the conditions of care of Armidale Family Day Care

Parent/Guardian Name: _____

Parent/Guardian Signature: _____

Date: _____

Created: March 2025

To be reviewed: March 2026