



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 (AFDC), 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 AFDC 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 other children in the care environment),
- To refrain from taking photos on their personal devices when in the care environment,
- To ensure that my children do not bring personal electronic devices into the care environment; this includes phones, iPad's, tablets and smart watches that can take photos or record videos,
- 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; AFDC will treat all relevant matters with the highest level of confidentiality, and appreciate families reciprocating,
- Not to use a raised voice, threatening or abusive language which may intimidate, nor to bully, assault or humiliate Educators, children and other families or members of the community,
- 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 nor to smoke tobacco or vapes,
- To raise all concerns and issues in accordance with the AFDC'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 at a speed of no more than 10km/hour.

Armidale Family Day Care will endeavour to resolve issues relating to this Code of Conduct by facilitating discussion between parties. However, if an issue is of a serious nature, Armidale Family Day Care may take 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: _____

Reviewed: November 2025:

To be reviewed: November 2026