



School No: 2068 Established 1878

8.4 Parent Conduct



Help for non-English speakers

If you need help to understand the information in this policy please contact 03 5996 1744.

Cranbourne Primary School OSHC strives to provide a safe and healthy workplace for staff and a caring and supportive environment for children and families. The service expectations of parent conduct whilst attending the service are clearly explained in this policy.

Conduct

- Parents are expected to understand and uphold the service's governance, philosophy and goals.
- Parents are expected to complete an enrolment process every year and follow all policies and procedures relating to enrolment throughout the year.
- Parents shall be expected to communicate appropriately with all staff, students and parents
- Appropriate communication shall include, but not be limited to:
 - Appropriate language
 - Calm tone
 - Considerate approach.
- Work collaboratively with staff to resolve any behavioural problems which may arise.
- Parents shall not be permitted to discipline (verbally or otherwise), the children of other families.
- Should a parent have an issue or concern regarding the conduct of another child, family or member of staff, they should first raise with the coordinator and/or Supervisor, or follow appropriate complaints procedures.
- Parents who consistently breach the conduct expected of them whilst engaging with the service will be referred to the Business Manager and/or Principal and may be exposed to appropriate consequences, which may result in the suspension of their family's enrolment with the service.
- The Police may be notified if parent conduct within the service is threatening or violent.

Relevant Law and Regulations

National Regulations 168

National Quality Framework Quality Area 6 Victorian Safety Standards 3

Relevant Policies

Communication with Parents

Complaints Handling Review Information

Policy last reviewed	Sep 2022
Approved by	School Council
Next scheduled review date	Sep 2025