

**A-16**

# TWOOSH PARENT/GUARDIAN & VISITOR CODE OF CONDUCT



## POLICY STATEMENT

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Thornleigh West OOSH is committed to protecting Children/Educators and families attending the service and we aim to provide an open, welcoming, inclusive and safe environment for all. We believe parents/guardians and visitors play a crucial and valuable role in the effective operation of the service and in enriching the children's program. TWOOSH has a legal responsibility to provide, as far as is practicable, a safe workplace that is free from discrimination, bullying and harassment. TWOOSH strives to provide a child safe environment at all times and this Code aims to provide parents/guardians and visitors with certainty about what are acceptable standards of behaviour when attending TWOOSH. This Code will support parents/guardians and visitors to respond in a way that supports the safety, welfare and wellbeing of educators, children and families at all times and reflects the values and beliefs of TWOOSH. As a parent/guardian of a child attending TWOOSH, or a visitor, you must meet the following requirements in regard to your conduct during the times you are present at the service.

## REFERENCES AND CONSIDERATIONS

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- Community Service Complaints, Reviews and Monitoring Act, 1993 No 2
- NSW Dept. of Education– Complaints Handling Policy
- National Law and Regulations
- Work Health and Safety Act 2011
- Education and Care Services National Regulations 2011

## Related TWOOSH documents

- TWOOSH Philosophy
- Policy A-3 Enrolment & Orientation
- Policy A-8 Participation & Access
- Policy A-9 Raising Issues of Concern
- Policy A-12 Confidentiality and Privacy
- Policy B-5 Diversity, Inclusion, Equity & Anti-Bias
- Policy D-1 Work Health & Safety

## PROCEDURES

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**As a Parent/Guardian of a child attending TWOOSH, or visitor, I commit to conduct myself in a manner which allows me to act as a positive role model to children, families and staff. I agree to;**

- ◆ Respect the rights, dignity, diversity and worth of every educator, management committee member, children and their families regardless of their gender, ability, cultural background or religion.

- ◆ Be a positive role model and act in a manner that is free from harassment, victimisation, and unlawful discrimination.
- ◆ Be courteous and respectful and communicate in a respectful, constructive, and appropriate manner.
- ◆ Ensure that all interactions with children and educators are positive and non-confrontational. All children and educators at the centre are entitled to a safe and happy environment.
- ◆ Do not attend the service if you are affected by illegal drugs or alcohol, or consume them while at TWOOSH.
- ◆ Do not smoke/vape at the service or surrounding areas.
- ◆ Understand the repercussions if you breach, or are aware of any breaches of this Code of Conduct.
- ◆ Adhere to service policies and procedures and always follow the safety procedures of the service.
- ◆ Respect the service and affiliated property, other people's property, privacy, and confidentiality.
- ◆ Follow TWOOSH Complaints Handling policy to resolve a conflict or grievance.
- ◆ Adhere to TWOOSH's Dealing with Infectious Disease policy including any advice from the NSW Public Health unit.
- ◆ Understand that the service will not allow a child to be collected by an authorised nominee (including parents/carers) or be in contact with a visitor who appears to be under the influence of alcohol and/or illegal drugs.
- ◆ Not engage in any form of physical, verbal or psychological intimidation including but not limited to:
  - at the service or outside of the service
  - social media or other means of electronic communication.
- ◆ Not engage in inappropriate physical contact with TWOOSH staff, or act in ways that may cause an individual to reasonably fear that unjustified force will be used against them. Examples of inappropriate behaviour include (but are not limited to):
  - use of physical contact to have an individual follow direction
  - unjustified use of physical force
  - throwing an object in a hostile way
  - restraining an individual
  - hitting, kicking, pushing, pulling, shoving, grabbing, pinching, poking, shaking or engaging in any criminal activity in relation to an individual or the service
- ◆ Refrain from contacting team members via social media or gaming and other communication platforms as a result of a relationship formed through TWOOSH.
- ◆ Be respectful of service decisions and planning regarding the educational program, care and practices.
- ◆ Not reprimand or discipline a child who is not their own; this is the role of the TWOOSH. Any issue should be raised with the Nominated Supervisor or educators. It is the service's responsibility to deal with these issues.
- ◆ Work collaboratively to resolve any issues their child may have at the service.
- ◆ Calmly and respectfully discuss issues or concerns regarding the service including other children or families, ensuring confidentiality and respect is maintained.
- ◆ Parents/Guardians will calmly and respectfully discuss enrolments, and accounts in a private manner via phone and/or email with the Director or Responsible Person to ensure confidentiality and respect is maintained while establishing an equitable and peaceful solution.

## Weapons

- ◆ TWOOSH does not permit prohibited weapons on the grounds of TWOOSH or within TWPS. Parents/Guardians or visitors who bring prohibited weapons to TWOOSH will be required to leave the premises immediately and may result in TWOOSH contacting local authorities.

## BREACHES OF THE CODE

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Any parent, member of the service, educator or visitor may notify the Nominated Supervisor or Management Committee Member of a breach of the A-16 TWOOSH Parent/Guardian & Visitor Code of Conduct. The Nominated Supervisor and/or the Management Committee will investigate the complaint.

Breaches of this code of conduct may result in one or more of the following actions;

- ◆ Warnings, either verbal or in writing
- ◆ Meeting and discussion with the Nominated Supervisor/Responsible Person and/or a member from the Management Committee
- ◆ Cancellation of enrolment and care
- ◆ Permanent exclusion from the service
- ◆ Parent/Guardian/visitor/volunteer may be excluded from the service.
  - Your child may still be able to attend the service, however you will be required to make alternative arrangements for an authorised person to bring and collect them during the exclusion period. A meeting will be held with management to determine an appropriate course of action to move forward.
- ◆ TWOOSH may, if necessary, involve other relevant authorities
- ◆ TWOOSH may, if necessary, involve TWPS

By accepting enrolment at TWOOSH, you are accepting this Code of Conduct in its entirety and ensuring any of your authorised nominees have also been informed of this Code of Conduct.

To maintain a safe environment for Educators, children, families, and visitors at TWOOSH, management reserves the right to take appropriate action in the event of any breach of this Code of Conduct. Such action will be determined at the discretion of the Director/Nominated Supervisor and/or a member of the Management Committee.

## Revisions

**Date of next review: September 2027**

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<b>Date</b>	<b>Reviewer</b>	<b>Approved by</b>
<b>11/3/2026</b>	HB	TWOOSH Management Committee

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