

## Y Whittlesea - Family Code of Conduct

At Y Whittlesea, we believe the best outcomes for children happen when families and educators work together in a spirit of respect, kindness, and trust. We welcome open and positive communication, and we value the contributions each family makes to our community.

To help create a safe, supportive, and inclusive environment for everyone, we ask all families to:

- ✓ **Communicate respectfully** – speak kindly and courteously with educators, staff, and other families. Raise concerns privately and respectfully, not in front of children or other families.
- ✓ **Partner with educators** – work together to support your child's learning, growth, and wellbeing.
- ✓ **Share important information** – tell us anything that might help us care for and understand your child. Book a suitable time for detailed or sensitive discussions rather than raising them at drop-off or pick-up.
- ✓ **Follow our safety procedures** – including sign-in/sign-out, health requirements, and any other service guidelines. Ensure only authorised people collect your child and any relevant court orders or parenting agreements are supplied to management.
- ✓ **Protect privacy** – respect the confidentiality of other children, families, and staff. Do not share images or information from the service on social media or other platforms. Understand that staff cannot share information about other families without written consent.
- ✓ **Positive role modelling** - Demonstrate kindness, patience, and problem-solving when in our service. Support our values, policies, and procedures.

### **Please remember:**

✗ Aggressive, disrespectful, or inappropriate behaviour – including verbal aggression, physical threats, harassment, or sharing of private information/images – will not be accepted.

**If concerns arise, we will work with you to resolve them.**

**If families have a concern**, we encourage families to raise any issues through our **Dealing with Complaints** process. Concerns will always be managed respectfully, confidentially, and in line with our policies.

**If our Educators have a concern**, our approach is:

1. **Gentle reminder** – a conversation to clarify expectations.
2. **Written notice** – a formal letter outlining the issue.
3. **Meeting with management** – to discuss and agree on a way forward.
4. **Final step** – if issues remain unresolved, access to the service may be limited or enrolment ended.

***Together, we can create a place where every child feels safe, supported, and inspired to thrive.***