CODE OF CONDUCT FOR PARENTS AND GUARDIANS

Purpose

This Code of Conduct sets out the standards of behaviour expected of parents and guardians at Shine Bright EYM services. It supports safe, respectful and inclusive participation in the kindergarten community and reinforces Shine Bright EYM's commitment to child safety, staff wellbeing, privacy, diversity and respectful relationships.

The Code of Conduct:

- Promotes the rights, safety and wellbeing of every child
- Values diversity and has zero tolerance of discrimination
- Supports a safe, secure, open and welcoming environment for children, families, staff and community members
- Encourages respectful, honest and constructive communication
- Encourages parents and guardians to support and participate appropriately in service programs and activities

2. Scope

This Code applies to all parents and guardians while attending a Shine Bright EYM service, participating in programs, excursions or service activities, communicating with staff or families, or otherwise representing or engaging with the service community. It applies to in-person, written, phone, online and social media interactions where conduct may affect child safety, staff wellbeing, family relationships or Shine Bright EYM's reputation.

3. Principles / rationale

Shine Bright EYM's Code of Conduct is grounded in the organisation's values of Respect, Integrity, Courage, Clarity and Curiosity. These values guide how parents and guardians are expected to engage with children, staff, other families and the broader service community, and support a child safe, inclusive and welcoming environment for all.

Respect: We earn respect by being respectful. Parents and guardians are expected to actively listen, value differing experiences, capabilities and opinions, and use empathy and acceptance to support children, families, staff and the community.

Integrity: We act honestly, consistently and in line with Shine Bright EYM policies, procedures and legal obligations. Parents and guardians help uphold safe, inclusive and respectful standards by recognising that the standard we walk past is the standard we accept.

Courage: We speak up when a child's safety, wellbeing or rights may not be supported, even when doing so feels uncomfortable. Parents and guardians are encouraged to raise concerns early, respectfully and through the appropriate channels.

Clarity: We understand that words matter. Parents and guardians are expected to communicate clearly, respectfully and constructively, use appropriate pathways for questions or concerns, and support communication that meets the needs of Shine Bright EYM's diverse community.

Curiosity: We ask questions to understand, avoid assumptions and reflect on how we can continuously improve. Parents and guardians support positive relationships by seeking understanding before responding and by engaging with feedback in a constructive way.

4. Policy statement

The following expectations describe how parents and guardians demonstrate Shine Bright EYM's values in their interactions with children, staff, other families and the broader service community. These examples are not exhaustive and should be read alongside Shine Bright EYM's related policies and procedures.

Respect: Parents and guardians contribute to an environment that respects children's rights, values diversity and is safe, secure, open and welcoming. They are expected to treat every child, family member, staff member and visitor with respect and dignity, actively listen to others, value different experiences and opinions, and treat the kindergarten environment with care.

Integrity: Parents and guardians act honestly and consistently with this Code, Shine Bright EYM policies and staff directions. They maintain duty of care, support child and staff wellbeing, respect privacy and confidentiality, and only disclose information to people who have a legitimate need to know, consistent with the Privacy and Confidentiality Policy.

Courage: Parents and guardians raise concerns, including child safety or wellbeing concerns, as soon as possible and through the appropriate channels. They are expected to speak up respectfully when

something does not feel safe, inclusive or consistent with this Code, and to raise complaints or grievances in accordance with the relevant Policy.

Clarity: Parents and guardians communicate clearly, respectfully and constructively with children, staff and other families. They use appropriate pathways for questions, feedback and concerns, follow staff guidance, and support communication that helps issues be understood and resolved efficiently.

Curiosity: Parents and guardians seek to understand before responding, ask questions respectfully, avoid assumptions and engage constructively with feedback. They support participation in service programs and activities in ways that are safe, inclusive and consistent with staff guidance and service procedures.

5. Roles and responsibilities

Role	Responsibilities
Parents/guardians	Read, understand and comply with this Code; model respectful behaviour; raise concerns early through appropriate channels.
Nominated Supervisor / service staff	Communicate expectations, provide guidance, respond to concerns and support safe and respectful engagement with the service community.
Shine Bright EYM leadership	Maintain and review this Code, support consistent implementation and respond to serious or repeated concerns in line with relevant policies and legal obligations.

6. Compliance and breaches

Everyone covered by this Code must comply with it. Concerns about behaviour, child safety, privacy, discrimination, bullying, harassment or other conduct issues should be raised as soon as possible with service staff, the Nominated Supervisor, a senior leader or through the relevant complaint or grievance pathway. Reports will be handled sensitively and, where required, confidentially. Victimisation of anyone raising a concern in good faith will not be tolerated.

Breaches may result in action proportionate to the seriousness of the conduct. This may include a reminder of expectations, a request to leave the service or activity, limits on participation, referral to relevant authorities, or other action consistent with Shine Bright EYM policies, legal obligations and child safety requirements.

7. Exceptions

There are no exceptions to child safety, duty of care, privacy or legal reporting requirements. Where this Code appears to conflict with a law, regulation, court order or other legal obligation, the higher standard applies and advice should be sought from a senior leader.

8. Parent/guardian acknowledgement

I acknowledge that I have read and understood the Shine Bright EYM Code of Conduct for Parents and Guardians. I agree to abide by this Code and to conduct myself in a way that supports Shine Bright EYM's values of Respect, Integrity, Courage, Clarity and Curiosity, and promotes the safety, wellbeing and inclusion of all children, families, staff and community members.

Parent/guardian name	
Child's name	
Service / kindergarten	
Signature	
Date	

9. Related documents / policies / legislation

Policies

- Child Safe Environment and Wellbeing
- Complaints and Grievances
- Delivery and Collection of Children
- Inclusion and Equity
- Interactions with Children
- Occupational Health and Safety
- Privacy and Confidentiality
- Rest and Sleep
- Safe Use of Digital Technologies and Online Environment
- Staffing
- Tobacco, Alcohol and other Drugs

Legislation

- Charter of Human Rights and Responsibilities Act 2006 (Vic)
- Child Safe Standards (Vic)
- Children, Youth and Families Act 2005 (Vic)
- Child Wellbeing and Safety Act 2005 (Vic)
- Disability Discrimination Act 1992 (Cth)
- Early Childhood Australia's Code of Ethics (2016)
- Education and Care Services National Law Act 2010: Sections 166, 167, 173, 174
- Education and Care Services National Regulations 2011: Regulations 83, 155, 156, 157, 168, 170, 171, 174, 175, 176
- Equal Opportunity Act 2010 (Vic)
- Fair Work Act 2009 (Cth)
- Fair Work Regulations 2009 (Cth)
- National Quality Standard, Quality Area 4: Staffing Arrangements
- Occupational Health and Safety Act 2004
- Occupational Health and Safety Regulations 2017
- Racial Discrimination Act 1975
- Racial and Religious Tolerance Act 2001 (Vic)
- Sex Discrimination Act 1984 (Cth)
- Victorian Institute of Teaching the Victorian Teaching Profession Code of Conduct
- Victorian Institute of Teaching the Victorian Teaching Profession Code of Ethics

APPENDIX 1

Values in action

INTEGRITY	•We proactively implement proven practice, regulatory compliance, policies and procedures •We believe that the standard you walk past is the standard you accept •We enact the Shine Bright way with all colleagues, children, families and community
CURIOSITY	•We critically reflect and seek continuous improvement in all that we do. •We avoid assumptions and habit and try new things. •We ask questions to understand rather than to respond.
COURAGE	•We collaborate with families about sensitive issues with empathy and clarity. •We speak up when a colleague or child's needs or rights aren't being met, even if it feels uncomfortable. •We embrace authenticity and vulnerability to deepen trust and genuine connection.
CLARITY	•We understand that words matter and that clear communication helps people to value what we do and how we do it. •We use data and evidence to guide decision-making and to bring clarity to our motivations. •We communicate with versatility to meet the needs of our diverse community
RESPECT	•We earn respect by being respectful. •We actively listen and respect people's differing experiences and capabilities and value their opinions. •We remove judgement where appropriate and use empathy and acceptance to support our community.