

## Family Code of Conduct

All children, parents and carers, educators, support staff and other Big Fat Smile participants have the right to be safe and feel safe in our Big Fat Smile community. With this right also comes the responsibility to comply with Big Fat Smile policies and procedures, and to be accountable for actions that put at risk the safety and wellbeing of others.

This Code provides parents and carers with guidelines to promote interactions and relationships based on respect, honesty, courtesy, sensitivity and consideration. The Code also assists in promoting Big Fat Smile's core values that underpin our vision and ethos: Safety \* Leadership \* Integrity \* Inclusion \* Child-centric \* Collaboration.

### Who does the Code apply to?

This Code of Conduct applies to all parents/carers of children enrolled in a Big Fat Smile service, as well as step-parents, extended family, other relatives and friends who are not part of the enrolment contract.

The Code must be observed in all conduct and interactions with Big Fat Smile, including attending a Big Fat Smile service or community program, and interacting with children, their families, staff members and volunteers.

### General Conduct

In all matters associated with Big Fat Smile, parents/carers must at all times act in accordance with the Big Fat Smile Values.

#### Parents/carers agree to:

- ✓ Treat all Big Fat Smile employees, and other children and families, with respect and courtesy;
- ✓ Work with educators to deal promptly with areas of concern;
- ✓ Comply with Big Fat Smile's policies and procedures;
- ✓ Observe confidentiality of all information gained through participation in Big Fat Smile services;
- ✓ Use appropriate complaint and feedback channels to raise concerns;
- ✓ Not engage with educators on social media and private platforms, to help ensure professional boundaries/relationships are maintained;
- ✓ Not engage in behaviour that a reasonable person would consider to be offensive, intimidating, humiliating, aggressive, threatening or abusive;
- ✓ Not attend the service if under the influence of alcohol or other drugs which may impact on your ability to respond to your child's needs. Please arrange alternate transport and care for your child in this instance.

#### The following behaviour will not be tolerated:

- Aggressive, intimidating, harassing or discriminatory behaviours and actions towards staff, children and families. This may include profanity, name calling, and aggressive tone and language. *Individuals displaying such behaviour will be asked to leave the premises immediately.*
- Theft of personal or service property.
- The breach of any confidentiality and/or privacy policies.
- Public electronic media are not to be used to discuss sensitive service policies and/or staff/staffing matters and/or other families' children
- Taking photos of any children other than your own.
- Bringing tobacco, alcohol or illicit drugs onto service premises or to events.
- Gossip and public criticism which are malicious in nature.

**When things go wrong**

Breaches of this Code may have serious consequences.

Big Fat Smile will endeavour to resolve any matter related to a breach of this Code by facilitating discussions between the parties.

If the Code breach is of a serious nature, or if, in the opinion of Big Fat Smile, there is a risk of future breaches, Big Fat Smile may take any action it considers appropriate in the circumstances. This may include cancelling a child's enrolment at a Big Fat Smile service.

**Declaration**

I/we declare that

- I/we have read and understood this Big Fat Smile Family Code of Conduct (and/or have had it read and explained to me/us);
- I/we agree to abide by this Code;
- I/we agree to share this code with other authorised nominees;
- I/we understand the consequences if I/we breach this Code.

**Signed**

Name/s:

Signature/s:

Date:

Educator's name and  
signature: