

0Cobbler Creek OSHC

Parent/Visitor Code of Conduct

Background



The Cobbler Creek Out of School Hours Care (OSHC) Code of Conduct aims to provide guidelines for desirable and appropriate behaviour of all parents and visitors. The Code of Conduct embodies the philosophy and values of Cobbler Creek OSHC and is designed to provide principles and practices to guide adult behaviour during their time at our service. We require all adults who visit Cobbler Creek OSHC to adhere to this Code of Conduct in order to ensure the safety and wellbeing of children, families and staff. By sending your child/ren to Cobbler Creek OSHC, you agree to this Code of Conduct. A breach of this policy may result in suspension or termination of your family's enrolment with Cobbler Creek OSHC.

Parents and visitors are expected to...

- Offer effective, open, and respectful reciprocal communication and feedback when on site, as well as when communicating over the phone and via email.
- Communicate with Cobbler Creek OSHC Leadership and/or Responsible Person/s in an event where your child's behaviour and/or safety is concerned.
- Interact with children only in the presence of Cobbler Creek OSHC staff while on school grounds and avoid physical contact with children other than your own unless the safety of a child is compromised.

- Refrain from verbally disciplining the child of another family. Should a parent have an issue or concern regarding another child, family or employee, they must follow appropriate grievance procedures as outlined in our complaints and grievances policy.
- Use the adult toilet located in the foyer between HB10 and HB11 which is accessible during OSHC opening hours - the children's toilets are not to be used by adults.
- Answer texts and calls from Cobbler Creek OSHC, or have at least 1 emergency contact on FullyBooked who is able to do so at all times.
- Refrain from activities, conduct or communication that would be reasonably seen to undermine the reputation of the service, employees, or children of the service, including activities on social media.
- Respect service property and the property of staff, contractors, volunteers and other students. This includes no smoking and no pets on the Golden Grove Primary School grounds.
- Follow all lawful direction from staff, especially in the case of an emergency.
- Manage individual FullyBooked accounts, ensuring all information is up to date including emergency contacts, food allergies, and documentation for all medical conditions and additional needs.
- Provide in-date medication and sunscreen for any medical conditions and/or allergies.
- Sign your child in/out of OSHC each morning and afternoon and provide Legal Identification to staff member's who have not met you before when picking up your child/ren.