

YMCA of the NT Policy

Code of Conduct for Families

Procedure Number	Date Approved	Date Last Amended	Status
6	19/03/2018	19/05/2021	Final

1. PURPOSE

YMCA Children and Family Services aims to provide an environment that is welcoming and safe for children, families and employees; and to ensure that we provide a service that is based on the highest standards of honesty, integrity, respect and fairness. We expect that all stakeholders, employees, families, contractors and other visitors to the centre will also conduct themselves appropriately and meet these high standards.

2. SCOPE

The scope of this Policy applies to all Board members, Sub Committee members, educators and volunteers.

For the purposes of this document we refer to these as the YMCA.

All Policies and Procedures must conform to this Policy.

3. POLICY

YMCA NT expect that all stakeholders, employees, families, contractors and other visitors to the centre will conduct themselves appropriately promoting a safe and welcoming environment.

4. ROLES AND RESPONSIBILITIES

Department/Role	Responsibility
Children's Services Management	Is responsible for the development, monitoring, and review of the policy and related systems, ensuring content meets all legislated requirements. To facilitate policy awareness to all educators on the appropriate implementation and use of the policy.
Responsible Persons	YMCA nominated supervisor/ and or service management will oversee the implementation and service adherence of the policy Nominated supervisor/person with management and control will seek individual community feedback and facilitate an active consultation process with service users as appropriate. Is responsible for addressing any instance of non-compliance with this policy- and implementing strategies to help prevent

	<p>non- compliance with this policy. Responsible for ensuring suitable resources and support systems to enable compliance with this policy.</p> <p>Drive the consultation process and provide leadership and advice on the continuous improvement of the policy.</p>
All employees, volunteers & students	<p>Responsible for meeting the requirements outlined in this Policy. Responsible for raising concerns or complaints in accordance with this Policy.</p>

5. DEFINITIONS

N/A

6. LEGISLATIVE AND INDUSTRY REQUIREMENTS

- National Quality Standard- Quality Area 6
- National Quality Standard-Quality Area 7

7. SUPPORTING DOCUMENTS

(LINKS TO PROCEDURES AND/OR WORK PRACTICES)

National Early Years Framework (EYLF)

My Time, Our Place: Framework for School Aged Children

Safeguarding Children and Young People Policy

ECA Code of Ethics

YMCA Complaints and Grievances Policy

8. APPROVAL AND REVIEW

Approved By: Liz Stiller Executive Manager

Effective Date: 14/08/2019

Policy Owner: YMCA NT Children's Services

Amendments

Version	Date	Author	Change Description
2	14/08/2019	Y NT	N/A
3	19/05/2021	Y NT	<p>No parent is to discipline another child under any circumstances, including:</p> <ul style="list-style-type: none"> -telling a child off -smacking, grabbing or pulling a child -yelling or swearing at a child

PROCEDURES

It is expected that family members and visitors to the centre will:

- Be polite and respectful when dealing with staff, children and others families.
- Read and comply with all of the YMCA of the Northern Territory Children's Services policies and procedures.
- Be responsible for their own child's health, as well as protecting the health of others in the service, by keeping their child away from the service when they are unwell.
- Ensure that they arrive on time to collect their children from the centre.
- Refrain from discussing any grievance issues with other parents or community members, ensuring that they follow the services grievance procedures.
- Be mindful and respectful of other cultures and religious backgrounds in the service.
- Refrain from using abusive or foul language.
- Not arrive at the centre affected by excessive use of drugs or alcohol.
- Not smoke tobacco or other substances while on the premises.
- No parent is to discipline another child under any circumstances, including:
 - telling a child off
 - smacking, grabbing or pulling a child
 - yelling or swearing at a child
- Avoid physical contact with children other than their own, unless the safety of a child is compromised (this should be reported immediately to educators).
- Be aware of confidentiality, particularly in regard to children's health information. A common practice in early years' services is displaying children's health information to ensure all educators are aware of individual children's health needs ie: asthma & severe allergies. All families to show respect regarding children's health needs.