LOWER PLENTY PRIMARY SCHOOL OSH 

126 Main Road, Lower Plenty 3093

Phone: 9435 2585 Fax: 9432 0844

Email: lower.plenty.ps@edumail.vic.gov.au

Website: www.lowerplentyps.vic.edu.au

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# PARENT CONDUCT POLICY

## PURPOSE

Lower Plenty Primary School OSHC strives to provide a safe and healthy workplace for staff and a caring and supportive environment for children and families. The service expectations of parent conduct whilst attending the service are clearly explained in this policy

## SCOPE

This policy applies to children, families, staff, management and visitors of the OSHC Service.

## IMPLEMENTATION

* Parents are expected to understand and uphold the service’s governance, philosophy and goals.
* Parents are expected to complete an enrolment process every year and follow all policies and procedures relating to enrolment throughout the year.
* Parents shall be expected to communicate appropriately with all staff whilst dropping off or collecting their children, or other children as permitted to and from the service.
* Appropriate communication shall include, but not be limited to:
  + Appropriate language;
  + Calm tone; and
  + Considerate.
* Work collaboratively with staff to resolve any behavioural problems which may arise.
* Parents shall not be permitted to discipline verbally, or in any other way, the children of other families.
* Should a parent have an issue or concern regarding the conduct of another child, family or member of staff, they should first raise with the Coordinator and/or Supervisor, or follow appropriate complaints procedures.
* Parents who consistently breach the conduct expected of them whilst engaging with the service will be referred to the Business Manager and/or Principal and may be exposed to appropriate consequences, which may result in the suspension of their family’s enrolment with the service.
* The Police may be notified if parent conduct within the service is threatening or violent.

## FURTHER INFORMATION AND RESOURCES

* National Regulations 168
* National Quality Framework Quality Area 6
* Victorian Safety Standards 3

## REVIEW CYCLE AND EVALUATION

This policy was last updated on 20th January, 2022 and is scheduled for review in January 2025.