



MARY
MACKILLOP
CHILDCARE NQ

WORKING TOGETHER

A Code of Conduct for Families and Volunteers of Mary MacKillop Childcare North Queensland



“Teach me Your Ways O Lord” (Psalm 86)

This **Code of Conduct** applies to all families, volunteers and visitors who interact with our Early Learning Centre's, Kindergartens, Outside School Hours Care Services and Mary MacKillop Childcare North Queensland Office in the Diocese of Townsville. It also applies to all families, volunteers and visitors who are present at services and MMCNQ sponsored activities/meetings/functions within and outside of operational hours. As families, volunteers and visitors there is an expectation of support for the Vision and Mission of MMCNQ in the Diocese of Townsville

CODE OF CONDUCT

MARY MACKILLIP CHILDCARE NORTH QUEENSLAND IN THE DIOCESE OF TOWNSVILLE



Mary MacKillop Childcare NQ (MMCNQ) is an organisation comprising a diversity of populations that have different relationships to one another. Relationships are at the very core of our Christian belief in our Triune (three persons in one) God. The Holy Trinity is God in relationship! This beautiful theology inspires all of us in MMCNQ to endeavour to be a living Christian community in relationship with God and others. St. Mary MacKillop taught us all to care for and educate children. It is essential in such a community that all members recognise and respect not only their own rights and responsibilities but also the rights and responsibilities of other members of the community and those of MMCNQ "All rights have to be balanced by responsibilities because we are in relationship" (Putney, 2005).

The onus for promoting and upholding these core values of MMCNQ must fall on all those with the greatest capacity to reason and control their actions, therefore, it is the expectation of MMCNQ that all families model acceptable behaviour at all times within the MMCNQ setting.

As a parent, celebrate that you play a formative role in the development of your child's sense of justice, equity, and worth of all members of the MMCNQ community. You are one of the most influential role models within your child's life. Let us all strive to build a harmonious community where children can flourish.

This Code is designed to guide families in their dealings with educators, other parents, children and the wider MMCNQ community. All educators and children at MMCNQ services are guided by similar codes. The Code is written in line with the MMCNQ values and expectations. The Code stands beside but does not exclude or replace the rights and obligations of individuals under common law. All MMCNQ services are private property owned by the Roman Catholic Trust Corporation for the Diocese of Townsville.



OUR GOSPEL VALUES

We are called to emulate Jesus' call to love God and to love each other. We look to the values taught to us in scripture and the Christian tradition to guide us including:

- Love [1 John 4:7-19];
- Promoting Life in Abundance (John 10:10);
- Inclusion (Luke 19:1-10);
- Reconciliation (Luke 15:11-32);
- Compassion (Luke 10:30-37);
- Justice (Matthew 25:31-46);
- Liberation (Luke 4:16-21);
- Community (John 15);
- Hope (Luke 24:13-35).

In living out these Gospel values we strive to develop the following:

- An inclusive approach including a non-judgemental and welcoming attitude towards all people
- An ability to understand the situation of others
- A co-operative attitude in working with others
- Open, positive and honest communication
- The ability to work respectfully with other people
- Reverence for Creation
- Trusting relationships
- Responsible actions.

AS A FAMILY WE ASK THAT YOU

- Support in words and actions the philosophy of Mary MacKillop Childcare North Queensland
- Work in partnership with MMCNQ for the common goal of achieving what is best for all
- Support your child/ren in all educational endeavours by giving praise and showing interest in MMCNQ activities
- Help your child/ren to discover that it is more the process that is experienced, rather than the end product, that makes it all worthwhile
- Model resilience – encourage healthy problem solving
- Help your child/ren to understand that 'giving of your very best' is what matters rather than always comparing yourself against the capabilities or achievements of others
- Listen to your child/ren, but remember that a different version of the event may be interpreted by others
- Display respect for all people at the service and never use raised voices or threatening language in an effort to intimidate or humiliate educators, children, families or visitors
- Understand the importance of a healthy family/educator relationship and communicate any concerns to your service in a constructive and appropriate manner
- Demonstrate that both families and educators work together for the benefit of the child/ren
- Adhere to MMCNQ policies, as outlined on the MMCNQ webpage and/or the parent handbook and endeavour to support them in the home
- Encourage your child/ren to appreciate the importance of honesty, respect for property and respect for the rights of others
- Co-operate where your child's behaviour has overstepped accepted MMCNQ standards
- Support MMCNQ in its efforts to maintain a positive learning environment
- Discourage gossip and hearsay by communicating with the service and always model good manners for your child
- Maintain a positive and co-operative attitude and interact positively with other parents and members of the MMCNQ community
- Encourage community building with other families in your service
- Value the MMCNQ community and its reputation especially when engaging with social media
- No smoking on MMCNQ premises and within five metres from entrance/fence line-as per State of Queensland legislation.
- Do not present at the service under the influence of alcohol or illegal substances





FAMILY RESPONSIBILITIES

- Open and honest communication in all aspects of your child's development including health, medical and behaviour development.
- Value and champion your MMCNQ service and its reputation. Be mindful of the hurt and damage social media may cause to educators and other families
- Under no circumstances approach another child or parent to address, discuss or chastise them because of actions towards your own child/ren. Refer concerns to your child's Educator or Service Leader.
- Respect the rights of educators and other individuals
- Respect the reputation of educators and be mindful of communications especially social media; e.g. tone of emails
- Follow the correct procedures to resolve a conflict or make a complaint.
- Respect educators time with the children and make an appointment for long discussions at a mutually convenient time.
- To protect our children do not discuss any grievances or perceived failings in front of them regarding the service
- Volunteers must follow the instructions and directions of the service leader. A volunteer may remind children of the rules but at no time issue consequences and refer them to the educators if the behaviour continues
- As valued members of the MMCNQ community attend and participate appropriately in special events

FAMILY RIGHTS

- To be treated with respect and courtesy by educators, children and other families
- To be listened to, and clearly communicated with by the service in regard to your child's education and development
- To have confidentiality over sensitive issues respected by educators
- To be treated in a caring and polite manner
- To have a timely response to concerns raised
- To be treated with professionalism by all MMCNQ employees

COMPLAINT PROCESS FOR PARENTS, GUARDIANS AND CARERS

MMCNQ want to work in partnership with our families. If a family has a current complaint, criticism or concern, it is expected the following steps be followed in the first instance:

1. Speak to the appropriate person involved (e.g. educator) first and try to resolve the concern with mutual respect and clear communication. Where/if possible make an appointment with the relevant person
2. If for some reason this is not possible, then make an appointment to see the Service Leader or Responsible Person in charge.
3. The service leader or responsible person in charge should endeavour to mediate and find resolution
4. If, having followed Steps 1-3 with no satisfaction from your perspective, you may take your complaint to Mary MacKillop Childcare North Queensland Office for further facilitation.

It is important to note that criticism regarding an educator will only be heard if it is related to their professional conduct.

Deliberate breaches and inability to respect the Mary MacKillop Childcare North Queensland Code of Conduct for Parents & Volunteers or vexatious complaints may result in exclusion of a family from a service and / or possible termination of enrolment of their child/children.

If your complaint relates to Sexual Abuse by an educator towards a child in both an historical or current matter you should, in the first instance, contact the police.

**Parents when signing off on accepting the
MMCNQ policies in the Enrolment Application
Form and by the act of accepting enrolment at
a MMCNQ service are accepting this Code of
Conduct in its entirety**