

Families Code of Conduct

Families will follow Junior Adventures Group (JAG) policies and philosophy when accessing the Service.

Families will be supportive and respectful of all JAG People. Families will extend this support and respect to all children in care and their family members.

When communicating or providing feedback, families will role model appropriate and respectful behaviour. In the presence of children, this is particularly important as aggressive language and tone can be intimidating for children.

JAG People are available for Parents/Guardians to speak to briefly at all times when the service is open. Longer, more confidential appointments can be made with the Service Leaders. This ensures an opportunity for Parents/Guardians to express any concerns they may have regarding the operation of the service in a suitable and confidential manner. If Parents/Guardians wish to speak to someone other than the Service Leaders, they can follow our Feedback and Complaints Policy.

Families will approach team members, children and other families in a calm, measured and considered manner.

Families are not permitted to caution or discipline any child/ren in the care environment and are encouraged to manage their own child's behaviour in accordance with these guidelines.

Families will refrain from engaging in aggressive, abusive, threatening or violent behaviour and/or communication when interacting with any JAG people or children in our care.

Parents/Guardians who engage in unacceptable interactions with JAG People or other families/children may be suspended from the Service and be required to make alternative arrangements for their child's delivery and collection.

If a Parent/Guardian's behaviour is of a threatening nature and individuals feel that the health and safety of themselves or the children is being jeopardised, JAG People have the right to ask the person to leave. The police will be contacted if the person does not respond to the request to leave the premises.