

# Parent and Family Charter

All individuals, families and community members visiting and using this service will:

- Remember that children learn through play and have rights to be cared for, educated and respected
- Treat all children with dignity and respect
- Respect staff and acknowledge their professional capabilities
- Work with the staff at the service to ensure the best outcomes for my child
- Be aware that the staff are working to care and educate all children within the service and not just my own
- Not raise my voice, speak aggressively or swear at staff, children or other members of the service's community
- Ensure that I am not physically intimidating towards another member of the community
- Use social media positively and not as a forum to raise concerns or complaints towards the service, staff, children or their families
- Treat all ECMS property and resources with respect
- Be respectful towards people of differing ethnicities, cultures and beliefs
- Be aware that the use of harassing, discriminating, bullying or intimidating behaviours towards any member of the community will not be tolerated
- Use the appropriate channels (e.g. Centre Director/Coordinator or Area Manager) to address any complaints or concerns about my child's education and care.

ECMS is committed to ensuring that all members of our community have a right to feel safe and supported within this service. Any breaches of this Parent and Family Charter will be treated as serious and may result in consequences.

