

Narnia Early Learning *Parent Code of Conduct*



**Narnia
Early Learning**
FOR THE WHOLE OF LIFE

Introduction

At Narnia Early Learning, we believe that creating a nurturing and supportive environment for our children requires the active participation of both parents and staff. We expect all parents and guardians to adhere to the following code of conduct to ensure the well-being and safety of all children, families and staff attending our centres. We recognise parents are an essential part of the Narnia and St Philip's Christian Education community.

Parents are expected to collaborate and work in partnership with Narnia Early Learning to support the vision, mission and values of our organisation. The parent and school relationship is one of mutual respect, trust, confidence and cooperation.

Our Mission and Values

Narnia's values are foundational and are key to the Staff Code of Conduct as well as the Parent Code of Conduct. Our core values are:

- **Christ First**
- **Serve One Another**
- **Strive for Excellence**
- **Do What is Right**
- **Build Community**

These values guide our expectations for all community members:

- **Excellence** – in conduct and communication
- **Respect** – for staff, other parents and carers, students and members of the community
- **Courtesy** – in all interactions
- **Pride** – in the Narnia community, SPCE Community and in the wider community
- **Responsibility** – be personally responsible for your actions
- **Integrity** – be reliable and honest in all of your dealings
- **Tolerance** – for others, regardless of their background, age, gender, sexuality, religious beliefs, or race
- **Inclusion** – of all those who come to Narnia Early Learning, SPCE Schools and of those in the community

UPDATED JANUARY 2026

Parent Expectations

1. Respect and Courtesy

- Treat all staff, children, and other parents with respect and courtesy at all times
- Maintain a positive and friendly attitude when interacting with others
- Communicate openly, honestly, and respectfully with staff and fellow parents
- Use respectful, non-discriminatory, non-sexist language when speaking with staff
- We do not tolerate any form of sexual harassment, sexual discrimination or sex-based discrimination at our Narnia Centres. We have an active prevention plan in place as per government legislation

2. Communication

- Keep lines of communication open with staff and promptly share any relevant information about your child's health, well-being, or special care needs
- Keep Narnia informed of your child's parenting arrangements, including updated information regarding Court Orders or AVOs that may be in place
- Avoid involving Narnia staff in parenting disputes, or expecting Narnia staff to act as a go-between for estranged parents
- Understand that staff will respond to communications within 48 hours during business hours (see Right to Disconnect policy)
- It is not appropriate for Narnia staff to make judgments on the merits of claims made by one parent against the other and it should not be asked to do so

3. Attendance and Punctuality

- Notify the centre as early as possible if your child will be absent
- Arrive on time for pick-up to avoid late fees and ensure staff can maintain appropriate ratios
- Only authorised persons listed on your child's enrolment form may collect your child. Notify staff in advance if someone different will be collecting your child

4. Safety and Security

- Follow all safety and security protocols when entering and exiting the centre
- Supervise your child at all times during drop-off and pick-up until care has been formally transferred to or from staff
- Observe parking zone restrictions and traffic flow procedures
- Notify Narnia staff immediately of any safety concerns or incidents involving your child or others
- Sign in and sign out your child in accordance with regulatory requirements
- Never attempt to collect a child if you are under the influence of alcohol or drugs

5. Health and Hygiene

- Keep your child home if they are unwell and notify the centre
- Follow exclusion periods for infectious illnesses as required by health regulations

UPDATED JANUARY 2026

- Provide required medical information, including allergies, medical conditions, and medication requirements
- Ensure your child arrives with appropriate sun protection (hat, sunscreen applied)
- Smoking, vaping, alcohol and illicit substances are strictly prohibited on centre premises and at all centre events

6. Technology and Mobile Device Use

Legislative Context:

Under NSW legislation effective November 2025, strict controls are in place regarding devices capable of capturing, storing, or transmitting images in early childhood education settings. The Education and Care Services (Supply, Authorisation and Use of Devices) Order 2025 (Ministerial Direction) sets legally binding requirements for all NSW early learning services to protect children's safety and privacy.

What This Means for Staff:

- Staff are prohibited from using personal devices (phones, tablets, smartwatches, cameras) when working directly with children
- Only service-issued devices may be used for documenting children's learning
- Significant fines apply for non-compliance with these requirements

What This Means for Parents and Visitors:

While the legislative requirements apply to staff and others working directly with children, do not apply to parents attending for drop-off and pick-up, we are mindful of maintaining a child-safe environment for all children, and request your cooperation with the following:

- We kindly ask families to avoid using mobile phones inside the service where possible, to support privacy and calm transitions
- Please keep personal electronic devices, including smartwatches capable of capturing images, put away while in learning spaces
- Do not take photos or videos within the centre unless specifically authorised by the Director for a special event
- When authorised to take photos (e.g., at special events), ensure photos include only your own child
- Never post photos that include other children on social media without explicit permission from their parents

These practices help us create a safe, respectful environment and minimise distractions during the important transition times. We appreciate your understanding and cooperation in supporting this child-safe culture.

7. Social Media Usage

- When posting about the centre or its activities on social media, respect the privacy and dignity of all individuals involved

UPDATED JANUARY 2026

- Avoid sharing negative or sensitive information that could harm the reputation of the centre, SPCE organisation, its staff, children or other families
- Do not post photos that include children other than your own child that have been taken within the Narnia environment (on-site or off-site) on social media
- We do not permit the names of our staff members to be posted on social media platforms at any time
- We discourage our staff from accepting friend requests from current parents on social media platforms

8. Confidentiality and Privacy

- Respect the privacy and confidentiality of other families and children attending the centre
- Do not share personal information about other children, families, or staff outside the centre
- Understand that staff are bound by privacy obligations and cannot share information about other children

9. Involvement and Engagement

- Support Narnia's policies and guidelines regarding your child's behaviour, nutrition, and health
- Participate in orientation sessions and parent meetings when possible
- Work collaboratively with educators when behavioral concerns arise
- If volunteering at the centre, ensure you hold a current Working With Children Check

10. Financial Obligations

- Ensure fees are paid on time in accordance with your enrolment agreement
- Contact the centre Director immediately if you are experiencing financial difficulty
- Understand that continued outstanding fees may result in suspension of care

11. Compliance with Policies

- Familiarise yourself with and adhere to all centre policies, including those related to illness, vaccinations, and behaviour management
- Access and review the full policy handbook using the password and access information provided by your centre Director
- Ask questions if you need clarification on any policy

12. Role Modelling

- Serve as positive role models for your child by demonstrating respectful and responsible behaviour
- Model appropriate conflict resolution and problem-solving
- Demonstrate the values of kindness, patience, and respect in all interactions

Feedback and Concerns

We value open communication and welcome your feedback. If you have concerns or complaints:

- Provide constructive feedback and express concerns through appropriate channels
- Resolve conflicts or issues in a respectful and collaborative manner
- Follow the complaints process outlined below

Complaints Process

Step 1: Speak directly with your child's educator or room leader

Step 2: If unresolved, arrange a meeting with the Centre Director

Step 3: If still unresolved, contact the Executive Director

Step 4: If the matter remains unresolved, you may escalate to the NSW Early Learning Commission

External Complaints: Parents may also lodge complaints directly with the NSW Early Learning Commission at any time. Contact details are displayed at the centre entrance.

Inappropriate Behaviour and Consequences

Narnia Early Learning is committed to providing a safe and respectful environment for all. Inappropriate behaviour will not be tolerated. Examples of inappropriate behaviour include, but are not limited to:

- Threatening, aggressive, or abusive language or behaviour toward staff, children, or other parents
- Harassment, bullying, or discrimination of any kind
- Physical violence or threats of violence
- Defamatory or malicious statements about the centre, staff, or other families
- Unauthorised photography or recording of children or staff
- Breaching confidentiality or privacy obligations
- Behaviour that compromises the safety or wellbeing of children or staff

Consequences for Inappropriate Behaviour

When inappropriate behaviour occurs, Narnia Early Learning may take one or more of the following actions, depending on the severity and circumstances:

- Direct the parent to stop the inappropriate behaviour immediately
- Provide a formal written warning to the parent
- Request that the parent leave the premises (Narnia Early Learning may contact law enforcement if necessary)
- Require that the parent (or another designated individual) communicate exclusively with an appointed representative of Narnia Early Learning

- Impose restrictions on the parent's access to Narnia Early Learning premises, either temporarily or permanently
- Limit the parent's participation in Narnia Early Learning activities and events, either for a specified period or indefinitely
- Conduct a review of the child's enrolment status, which could result in termination of enrolment

If a parent is behaving inappropriately, staff are empowered to address the issue directly and request that the behaviour cease. If the situation does not improve, or if a staff member believes that a parent's actions pose a risk to their own wellbeing or that of others, they are authorised to remove themselves from the situation. This could involve ending a meeting or phone call, or asking a parent to leave the premises or any related event immediately.

Child Safety

The safety and wellbeing of every child is paramount. All members of our community share responsibility for creating and maintaining a child-safe environment. Parents are expected to:

- Support our Child Safety Policy and procedures
- Report any concerns about a child's safety or wellbeing to the Centre Director or Executive Director immediately
- Understand that staff are mandatory reporters and are legally required to report suspicions of child abuse or neglect
- Cooperate with any child safety investigations or processes

Compliance with NSW Regulations

Narnia Early Learning is regulated by the NSW Early Learning Commission and must comply with:

- The Education and Care Services National Law and National Regulations
- The National Quality Framework and National Quality Standards
- All Ministerial Directions and Guidelines issued by the NSW Early Learning Commission
- Commonwealth Child Safe Framework requirements

Our current quality rating and compliance history are displayed at the centre entrance. You can also access information about the regulatory framework at www.acecqa.gov.au or contact the NSW Early Learning Commission directly if you have questions about our compliance obligations.

Under NSW law (effective November 2025), we are required to display our compliance history, including any serious breaches in the past two years and any prosecutions. This information is available at the centre entrance and demonstrates our commitment to transparency and accountability.

Acknowledgment

By enrolling your child at Narnia Early Learning, you acknowledge that you have read, understood, and agree to comply with this Parent and Community Code of Conduct. You will be asked to sign an acknowledgment as part of your enrolment documentation.

This Code of Conduct may be updated from time to time to reflect changes in legislation, best practice, or centre operations. You will be notified of any significant changes and provided with an updated copy.

By adhering to this code of conduct, we can collectively create a safe, supportive, and nurturing environment for all children, staff and families at Narnia Early Learning Centre's. Thank you for your commitment to the wellbeing of our staff, families and children.