

Parent and Community Code of Conduct

At STEM Zone, our mission is to connect with the community and empower students and educators to foster their creativity and curiosity of the world around them. We value learning and offer every opportunity for young people grow and extend themselves in a safe environment.

Our commitment to staff and client wellbeing is our top priority, and this priority allows us to pursue our mission and strive to achieve our goals. This policy aims to outline the expectations of our parents and guardians in their interactions with STEM Zone and the representation of STEM Zone in the community.

This Code of Conduct applies to all adults including parents, guardians, step-parents, grandparents, extended family, carers and others while involved in activities or communications related to STEM Zone. For convenience, the term 'client' is used throughout the document.

Communication & Privacy

Clients of STEM Zone agree to the following protocol with regards to communication:

- Always speak respectfully with staff and other clients of STEM Zone
- Use appropriate channels when communicating with STEM Zone, which include the current platforms used by STEM Zone such as email, phone calls, SMS, Facebook Messenger and Instagram.
- Scheduling an appropriate time to meet with staff to raise concerns or ask questions and not disrupt the program or the staff member's ability to ensure their duty of care to their students, or attend to other duties
- Accepting that others may have different views, opinions and values
- Accepting and abiding by the decisions made by staff as being professional, discrete, and based on the best interests of all parties.
- Understanding that client circumstances, payments, relationships, and anything regarding their program or progress is confidential and that this information cannot be shared with other families.
- Never behaving rudely or aggressively towards staff or any other member of the STEM Zone community; this includes making verbal or physical threats
- Setting appropriate examples in matters of language and behaviour when at STEM Zone or associated events.
- Setting an example of respectful behaviour in all social media interactions, such as by not defaming or bullying others, or using criticism to portray another person as inferior.
- Only contacting tutors or other staff via the general STEM Zone contact details and not via private or personal channels
- Not taking photos or videos of other people's children at the premises or at events, or posting them on social media sites without the express permission of the parents/guardians concerned
- Ensuring that they don't comment negatively on other people's children or their behaviour; for example, when picking up children from a program or event.
- Maintaining regular communication with STEM Zone regarding relevant changes to the child's circumstances, mental and physical health, and attendance.
- Ensuring that they don't defame or negatively portray staff or services offered by STEM Zone on social or other media platforms or in the public, while understanding that honest reviews are welcomed, and complaints made to STEM Zone will be addressed in a timely and respectful manner by STEM Zone.

General Responsibilities

- Clients accepting that they have a major role to play in the education of their children and supporting the work of tutors/staff
- Valuing staff as professionals and recognising the value of a strong partnership between home and the programs offered at STEM Zone
- Following policies while at STEM Zone, for example not bringing outside food in for parties and other programs, with the exception of Birthday cakes for the parties at STEM Zone.
- Ensuring the regular and punctual attendance of their children and notifying STEM Zone in advance of absences (due to illness, vacations, or other circumstances).
- Following posted speed limits and parking signs when delivering and collecting children from STEM Zone
- Not being drug or alcohol affected while on the premises or at a student event held by STEM Zone
- Complying with all safety and emergency procedures while on the premises and following the instructions given by any member of staff
- Understanding that the educational support offered by STEM Zone is complementing their child's education and that their child is responsible for their learning. While they will do their best to assist their child in their learning, STEM Zone is not responsible for academic performance at school.

STEM Zone Responsibilities

STEM Zone takes seriously any issues brought to its attention. If clients express their concerns to STEM Zone in confidence, they can expect these concerns to be treated with courtesy and respect in order to try to resolve the matter.

As a general guide, minor issues may be addressed (in private) with your child's tutor/staff member. Cases of inappropriate conduct or misconduct ought to be directed, in the first instance, to a Director of STEM Zone (Julia Behr or Carissa Kelly). Clients are asked to also reference the Complaints Policy, which can be found on the website.

In cases of serious or repeated client misconduct, STEM Zone may take steps to ban a client from entry to the premises or events, or from speaking to staff and may, where appropriate, involve other authorities or cancel the child/children's enrolment.

With this policy in place, it is hoped that clients can appropriately direct their concerns and contribute to a harmonious environment that reflects and builds on STEM Zone's core values and mission.

Regular review

This policy will be reviewed every two years and following significant incidents if they occur.

Date of last review: 05/11/2022

Date of next review: 05/11/2024