

# Code of Conduct - Families & Community

## Purpose

At Peak Sports and Learning, we are committed to providing a safe, respectful, and inclusive environment for all children, families, and staff. This includes our educators who work directly with children, our administration team who support families over the phone and in the office, and our management staff who oversee service operations.

We believe in fostering positive relationships between families, educators, and administration to support children’s development and wellbeing.

This Code of Conduct sets clear expectations for how parents, guardians, and visitors should engage with our educators, administration team, and management. By enrolling a child in our program, families agree to uphold these values and behaviours, ensuring that all interactions remain respectful, constructive, and aligned with our commitment to excellence.

## Considerations

Education and Care Services National Regulations	National Quality Standard/s	Other Service policies/documentation	Other
Regulations 168, 170, 171	Quality Area 4, 4.2 Quality Area 7, 7.1 National Quality Standard 4.2, 7.1	Code of Conduct – Staff and Volunteers Child Protection Policy Governance Policy Multicultural, Inclusion & Anti-Bias Policy HR & WHS Policy and Procedures	

## Our Shared Values

All families, visitors, and staff are expected to demonstrate:

- **Respect** – for children, staff, other families, and the learning environment.
- **Kindness** – treating others with empathy and consideration.
- **Integrity** – honest and transparent communication.
- **Collaboration** – working together to support children’s growth.
- **Confidentiality** – respecting privacy and sensitive information.

## Expected Conduct

To ensure a positive and cooperative environment, families and visitors must:

### 1. Engage Respectfully with Staff and Families

- Speak in a calm, respectful, and professional manner when addressing educators, administration staff, management, children, and other families.
- Follow directions and safety guidelines provided by educators, administration staff, and management at all times.
- Understand that staff responsibilities may limit their ability to have lengthy discussions during drop-off and pick-up. If needed, request a meeting at a suitable time.
- Respect the diverse backgrounds and perspectives of all community members.

### 2. Raise Concerns in an Appropriate Manner

- Address any issues or concerns by following the service's Dealing with Complaints Policy.
- Recognise that complaints will be handled with confidentiality and fairness, but resolution may take time.
- The Responsible Person (Centre Supervisor) shall be the first contact for all complaints.
- Avoid discussing concerns in front of children or other families, including in waiting areas.
- Where this is not reasonable, the Service Support Manager/Nominated Supervisor may handle the complaint. Families can make contact through the Head Office by calling 1300467325 or emailing [admin@peaksportslearning.com.au](mailto:admin@peaksportslearning.com.au) so it may be passed onto the relevant individual.

### 3. Support a Positive Learning Environment

- Speak positively about Peak Sports and Learning, our programs, and staff.
- Encourage your child's participation in learning experiences.
- Follow all policies and procedures, including health and safety guidelines.
- Ensure that pick-up and drop-off times are adhered to, respecting staff working hours.

### 4. Maintain Confidentiality and Privacy

- Do not photograph, record, or share images/videos of other children or staff without written permission.
- Respect the confidentiality of all children, families, and staff.
- Avoid discussing sensitive information about the service, children, or families on social media.

## Unacceptable Conduct

The following behaviours will not be tolerated at Peak Sports and Learning and may result in action taken against the responsible party, including termination of enrolment:

### 1. Aggressive or Disruptive Behaviour

- Using offensive, threatening, or abusive language (including swearing, shouting, or insults).
- Harassing, intimidating, or verbally attacking staff, children, or families.
- Threatening or engaging in physical aggression or violence.
- Creating conflict between families, children, or staff.

### 2. Misuse of Social Media

- Making negative, defamatory, or misleading comments about Peak Sports and Learning, its staff, or families online.
- Sharing private or sensitive information about the service, children, or staff.
- Engaging in cyberbullying, harassment, or gossip related to the service.

### 3. Failure to Follow Policies and Procedures

- Ignoring staff instructions related to safety, learning programs, or service operations.
- Disregarding health and safety policies, including rules about illness and hygiene.
- Bringing alcohol, drugs, weapons, or any illegal substances onto the premises.

### 4. Breaching Confidentiality

- Sharing confidential information about other children, staff, or families.
- Recording or photographing children or staff without explicit permission.
- Connecting with staff on personal social media platforms outside of regulated service communication.

**Inappropriate behaviour towards staff or families will not be tolerated.**

## Complaints and Conflict Resolution

We recognise that concerns may arise from time to time. To resolve them:

1. The Responsible Person (Supervisor) shall be the first contact for all complaints.
2. Where this is not reasonable, the Service Support Manager/Nominated Supervisor may handle the complaint. To make contact with any relevant persons, the complaint can be managed through the Head Office by calling 1300467325 or emailing [admin@peaksportslearning.com.au](mailto:admin@peaksportslearning.com.au) so it may be passed onto the relevant individual.
3. If necessary, external agencies or authorities may be contacted in cases involving serious breaches, such as safety or wellbeing concerns.

For more details, please refer to our Dealing with Complaints Policy. This policy outlines the process for addressing concerns fairly and confidentially.

## Consequences for Non-Compliance

Breaches of this Code of Conduct will be taken seriously and may lead to:

- Warnings issued to the offending party.
- Suspension of access to services or participation.
- In severe cases, cancellation of your child's enrolment.
- Police involvement for violent, threatening, or illegal behaviour.

We are committed to ensuring that Peak Sports and Learning remains a positive and safe space for all children, families, and staff.

Thank you for your cooperation in maintaining a respectful and supportive community.

### Version Control Table

Version Control	Date Released	Next Review	Approved by	Amendment
1	January 2025	January 2026	Directors	Policy created in alignment with the Staff Code of Conduct to establish clear standards of behaviour expected from families and the community using our services.