

6-P7: Family Code of Conduct and Termination of Care Procedure



Responsible	Nominated Supervisor, Centre Team		
Accountable 1	Chief Operating Officer	Accountable 2	Nominated Supervisor
Consulted	Compliance Team, Policy Committee, Operations Safety Working Group		
Informed	All staff, students, volunteers, families		

Links to ECSNR 2011 and WA 2012:

R150 R168 2o R173 2b

Links to NQS:

QA 6 QA 7

Related Forms:

6-F3 Change of Booking Form

4-F70 Witness Statement

GUI 1118 Family Code of Conduct

Related Processes:

3.1.09 End Enrolment

Policy Statement

The objective of this procedure is to articulate Affinity Education Group's compliance with National Law and Regulations, including amendments, from the Education and Care Services National Regulations 2011 and the Education and Care Services National Regulations WA 2012.

Affinity Education Group policies and procedures must be followed by all educators and families. Affinity aims to ensure the health, safety and wellbeing, both physically and emotionally of all educators, children and families within the service. All people have the right to feel valued, respected and to have their physical and emotional wellbeing protected and at no time will behaviour contrary to this be accepted. The enrolment of a child of any non-compliant family member may be at risk.

The procedure outlines expected behaviours whilst enrolled in an Affinity centre and gives all centre users the necessary guidelines for dealing with non-acceptable or threatening behaviours or other actions that contravene company policy.

Procedure Strategies

- All Affinity Education policies and procedures are to be complied with by all employees and families.
- Educators and families are to be treated with courtesy and respect at all times.
- Educators and families are encouraged to establish and maintain positive partnerships and to maintain open lines of communication in an effort to provide the highest level of care and education for children.
- Any complaints or grievances will be handled in accordance with the *Family Complaints* procedure and dealt with confidentially and respectfully in a timely manner.
- Families will respect employees' rights to privacy.
- The Responsible Person in Charge at the centre will be displayed in the foyer and the contact details of the person to whom complaints are addressed must also be displayed.

Code of Conduct for families

- Families and visitors will be expected to act within the guidelines of the family code of conduct, including but not limited to;
 - Showing respect for all educators, employees, children and families
 - Respecting that educators are qualified, experienced and dedicated to the best educational and care outcomes for all children
 - Abiding by the centre's policies and procedures
 - Understanding the educators' commitment to protecting the privacy of all children and families
 - Families will not take photos or videos of other children while at the centre
 - Accepting that all families have the right to choose how to raise their children
 - Refrain from negative, slanderous communication about the centre via online, social media or other outlets
 - Fulfilling financial responsibilities regarding fees
 - Showing tolerance and acceptance for diversity
 - Refraining from any discriminatory to sexually harassing behaviours
 - Not engaging in illegal activity in or around the centre property
- Offensive language, physical or emotional abuse or threatening behaviour to any person in the centre will not be tolerated at any time. If educators deem it necessary, the police will be notified.
- All images and videos taken by Affinity of your child(ren) at the centre and shared on platforms such as StoryPark are for personal viewing only and are not for distribution. Affinity owns these images and videos including the copyright subsisting in them. Unless we have otherwise stated to you in writing, you must not share, publish, or distribute any images or videos taken by Affinity publicly including on any social media platforms.



6-P7: Family Code of Conduct and Termination of Care Procedure

- Where educators feel that they have been treated with contempt, an investigation will be carried out by the Nominated Supervisor in an effort to determine the facts of the situation. This may include gathering statements from educators involved and other educators whom may have been witnesses to this behaviour.
- Families are encouraged to raise concerns and grievances following the *Family Complaints* procedure, however, continual, irrational or exaggerated complaints despite conscientious effort being made to address or correct practice is unacceptable.

Termination of Care

- If it has been determined that any behaviour from a family member, nominee or visitor with the family or nominee is considered harmful, threatening or disrespectful to any educator, child or other family, that person will be asked to leave the centre. The child's enrolment may be cancelled. This may be an immediate cancellation, temporary cancellation or a period of time may be offered to find alternative care.
- Where cancellation of enrolment occurs, the family will be notified verbally and in writing, stating the reasons for the cancellation. Management may discuss this further with the family if they request. The decision, however, is final and unless there are exceptional circumstances will not be reversed.
- It will be decided after finalisation of the family's account if any money owed to the family by way of fees paid in advance or bonds will be refunded. Refer to the *Fee Payment* procedure.

Ceasing Care

- When a family chooses to cease care, 4 weeks' written notice is required by way of Change of Booking form or email. If 4 weeks' written notice is not given, the family will be charged to the total of four weeks, with full fees being charged for booked but unattended days after their last day of attendance. If the child does not attend their final booked days, full fees will be charged as per government cessation of care guidelines. Refer to the *Fee Payment* procedure.

References

Education and Care Services National Regulations 2011

Education and Care Services National Regulations WA 2012

Version Control	Date	Author	Description of Change
1	Oct 2013	AEG	Update ECSNR
V3.16	Mar 2016	AEG	Revision, merge
V7.17	July 2017	AEG	Revision
V6.18	June 2018	AEG	Update
V6.19	June 2019	AEG	Scheduled review
V6.20	June 2020	AEG	Scheduled review
V7.21	July 2021	AEG	Scheduled review
V7.22	July 2022	AEG	Name change (from Termination of Care)
V8.23	Aug 2023	AEG	Scheduled review
V12.23	Dec 2023	AEG	Added RACI table and reference
V9.24	Sept 2024	AEG	Scheduled review
V8.25	Aug 2025	AEG	Added information about the taking and sharing of photos

Responsible = those who are responsible for carrying out the task

Accountable level 1 = the owner and person accountable for the sign off or approval of a task

Accountable level 2 = the person who is accountable for the task being carried out

Consulted = the person to be consulted with and whose input, opinions and feedback are crucial to the task

Informed = the person who should be informed and made aware of the task and any updates

Policy Written by: Policy Team	Position: Policy	Date: Aug 2025
Approved by: Affinity Education Group	Approved Date: Aug 2025	Next review date: Aug 2026