

1. Purpose

This Code of Conduct outlines standards of behaviour and communication to assist Affinity Education Group (Affinity) in meeting its obligations to provide a safe, respectful and inclusive environment and to protect the safety and wellbeing of the children in our care and our employees.

2. Scope

This Code of Conduct applies to all families, parents, carers, authorised nominees and visitors and sets out Affinity's expectations regarding behaviour and communication that may impact our services, children, families, staff or community.

3. Guiding principles

At Affinity, child safety is everyone's responsibility. We are committed to protecting the safety, rights and wellbeing of all children and maintaining a culture where harm or abuse is not accepted.

The Paramountcy Principle underpins all aspects of our work. This means the safety, rights and best interests of children are always the highest priority and guide all interactions and decisions.

The following principles support how this Code of Conduct is applied in everyday interactions:

- **Respect for everyone** - Everyone has the right to feel safe, valued and treated with dignity. We communicate in a calm, respectful and inclusive way, even when we disagree.
- **Positive partnerships** - Children benefit when families and Educators work together. We build open, supportive relationships based on trust and shared responsibility.
- **Clear and constructive communication** - We share information honestly and respectfully, and raise concerns in a way that supports understanding and resolution.
- **Privacy and confidentiality** - Personal information about children, families and staff is respected and protected at all times.
- **Fair and consistent approach** - Expectations are applied consistently, and concerns are managed in a fair, respectful and balanced way.

4. Expected behaviour

The following expectations describe how families, visitors and staff work together to create a safe, respectful and positive environment. These expectations reflect our guiding principles and apply to all interactions within our services and wider community.

4.1. Working together respectfully

We expect families, authorised nominees and visitors to communicate and behave in a way that supports a safe, respectful and inclusive environment for everyone.

This includes:

- communicating in a polite, calm and respectful manner;
- listening to and acknowledging different perspectives;
- treating others fairly and without discrimination;
- respecting personal and professional boundaries; and
- refraining from offensive, intimidating, aggressive, threatening, abusive or harassing behaviour.

These expectations help create a safe, respectful and inclusive environment for children, families and staff.

4.2. Communicating openly and constructively

We expect families, authorised nominees and visitors to communicate openly, honestly and respectfully when raising questions, concerns or feedback.

This includes:

- raising concerns directly with the service in a calm and respectful manner;
- providing reasonable opportunity for concerns to be considered and addressed;
- engaging honestly and respectfully in discussions aimed at resolving concerns; and
- remaining respectful, even when there are differing views or expectations.

These expectations support positive relationships and help concerns to be understood and addressed effectively.

Accountable (Owner)	Chief Operating Officer	Accountable (Expert)	Director of Operations
Responsible	All staff, students, volunteers, families	Document Version	v13
Consulted	Legal, Policy Committee	Date Approved	Sep 2026
Informed	All staff, students, volunteers, families	Date next reviewed	Sep 2027
Warning – uncontrolled when printed. This document is current at the time of printing and may be subject to change without notice. Please ensure you are using the latest version			

4.3. Maintaining a safe environment

We expect families, authorised nominees and visitors to support a safe environment for children, families and staff.

This means:

- complying with the service's safety requirements and reasonable directions from staff, including during emergencies;
- ensuring children are signed in and out correctly;
- ensuring that only authorised persons collect children from the service;
- not bringing unsafe, prohibited or inappropriate items into the service; and
- not engaging in illegal activity in or around the service.

These expectations help maintain a safe and supportive environment for children, families and staff.

4.4. Respecting privacy and confidentiality

We expect families, authorised nominees and visitors to respect the privacy and confidentiality of children, families, staff and service information.

This means:

- respecting the privacy of children, families and staff;
- not sharing personal, confidential or sensitive information about others without permission;
- not taking, sharing or publishing photos, videos or other content in a way that compromises the privacy of children, families or staff;
- not sharing confidential service information without approval; and
- not seeking access to information about other children, families or staff unless authorised to do so.

These expectations help protect privacy, maintain trust and support a safe and respectful community. Expectations regarding the use, taking and sharing of photos and videos are outlined in [POL2-P33 Safe Use of Digital Technologies – Electronic Devices](#).

4.5. Building positive relationships

We expect families, authorised nominees and visitors to work collaboratively with the service to support children's learning, development and wellbeing.

This means:

- working in partnership with staff to support your child's learning, development and wellbeing;
- sharing relevant information that may affect your child's care, wellbeing or participation in the service;
- recognising and respecting the professional role, expertise and responsibilities of staff; and
- supporting consistent approaches that promote positive outcomes for your child.

These expectations support collaborative partnerships and help ensure children receive consistent care, guidance and support across home and the service environment.

4.6. Meeting agreed responsibilities

We expect families, authorised nominees and visitors to meet their responsibilities and comply with arrangements that support the safe and effective operation of the service.

This means:

- keeping enrolment and child information accurate and up to date, including contact, medical, health, dietary and authorised collection details;
- providing information and documentation required by the service within stated timeframes;
- following applicable Affinity policies and procedures; and
- meeting agreed enrolment and payment arrangements.

These expectations help support the safe, consistent and effective operation of the service and ensure children receive reliable care. Expectations regarding fees and payment arrangements are outlined in [POL7-P4 Fee Payment Procedure](#).

5. Raising concerns and seeking support

When concerns arise, they must be raised in a respectful and constructive way so they can be understood and addressed.

Concerns should be raised with the Centre Manager in the first instance and in line with the [POL6-P6 Complaints Policy and Procedure](#).

Accountable (Owner)	Chief Operating Officer	Accountable (Expert)	Director of Operations
Responsible	All staff, students, volunteers, families	Document Version	v13
Consulted	Legal, Policy Committee	Date Approved	Sep 2026
Informed	All staff, students, volunteers, families	Date next reviewed	Sep 2027
Warning – uncontrolled when printed. This document is current at the time of printing and may be subject to change without notice. Please ensure you are using the latest version			

6. When expectations are not met

Behaviour that does not meet this Code of Conduct is addressed in a timely, fair and respectful way. The focus is on understanding what has occurred, maintaining safe and respectful relationships, and supporting positive interactions moving forward.

Concerns are discussed with those involved to clarify expectations and identify appropriate actions. This may include reminding families, authorised nominees and visitors of the expectations outlined in this Code of Conduct and setting clear boundaries for future interactions.

When concerns cannot be resolved, or behaviour continues to not meet expectations, further action may be necessary to maintain a safe, respectful and inclusive environment for children, families and staff.

Immediate action may be taken where behaviour places the safety, wellbeing or dignity of any child, family member, visitor or staff member at risk.

All decisions are guided by the Paramountcy Principle, ensuring the safety, rights and best interests of children remain the highest priority.

6.1. Possible outcomes

To protect the safety and wellbeing of children, families and staff, Affinity may, at its absolute discretion, take action when behaviour does not meet the expectations outlined in this Code of Conduct.

Depending on the circumstances, action may include:

- setting clear expectations and boundaries for future interactions;
- changing communication arrangements with the service, including requiring communications to occur in writing, through a nominated staff member, or at scheduled times;
- restricting access to parts of the service environment when necessary to support safety, privacy or wellbeing;
- requiring alternative arrangements for drop-off, collection or communication;
- requesting that a visitor, family member or authorised nominee leave the service premises; or
- reviewing, suspending or terminating a child's enrolment, with notice or immediate effect when appropriate.

When a decision is made to suspend or terminate a child's enrolment, the family is advised in writing. Any applicable notice periods, fees and account arrangements are managed in line with the [POL7-P4 Fee Payment Procedure](#).

Any action taken must be proportionate to the circumstances and aimed at maintaining a safe, respectful and inclusive environment for children, families and staff.

7. Version history

The version history table below records updates to this document, including approval dates and a summary of changes made.

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
v13	Sept 2026	AEG	Scheduled review Document refresh to align with other updates

Accountable (Owner)	Chief Operating Officer	Accountable (Expert)	Director of Operations
Responsible	All staff, students, volunteers, families	Document Version	v13
Consulted	Legal, Policy Committee	Date Approved	Sep 2026
Informed	All staff, students, volunteers, families	Date next reviewed	Sep 2027
Warning – uncontrolled when printed. This document is current at the time of printing and may be subject to change without notice. Please ensure you are using the latest version			