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.

The safety, rights, and best interests of every child are paramount. This Code of Conduct applies to everyone who attends or contacts our services, including parents, guardians, authorised nominees, and visitors, whether in person, over the phone, by email, or online.

Considerations

Education and Care Services National Regulations	**National Quality Standard/s**	**Other Service policies/documentation**	**Other**
Regulations 82, 157, 168, 170, 171	Quality Area 4, 4.2 Quality Area 6, 6.1 Quality Area 7, 7.1	Code of Conduct – Staff and Volunteers Child Protection Policy Dealing with Complaints Policy Governance Policy Multicultural, Inclusion & Anti-Bias Policy HR & WHS Policy and Procedures	National Law (NSW), section 3A Child Safe Standards (NSW)

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.
- Raise concerns with the Responsible Person (Centre Supervisor) in the first instance.
- Where this is not appropriate, the Service Support Manager/Nominated Supervisor may handle the complaint. Families can make contact through the Head Office by calling 1300 467 325 or emailing admin@peaksportslearning.com.au and it will be passed on to the relevant person.
- Avoid discussing concerns in front of children or other families, including in waiting areas.

3. Support a Positive Learning Environment

- Speak respectfully about Peak Sports and Learning, our programs, and staff, and bring any concerns to us directly so we can work through them together.
- Encourage your child's participation in learning experiences.
- Follow all policies and procedures, including health and safety guidelines.
- Drop off and collect your child within session times, respecting staff working hours.
- Sign your child in and out each session, and keep your contact details, authorised nominees, and medical information up to date.

4. Maintain Confidentiality and Privacy

- Do not photograph, record, or share images or 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 cancellation 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.
- Disciplining, confronting, or physically handling a child who is not your own. Concerns about another child's behaviour should be raised with staff.

2. Misuse of Social Media

- Making 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.
- Smoking, vaping, or being affected by alcohol or drugs while on 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 official service communication channels.

Inappropriate behaviour towards children, 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 (Centre Supervisor) shall be the first contact for all complaints.
2. Where this is not appropriate, 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 1300 467 325 or emailing 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.
- Communication with the service being limited to Head Office or a nominated staff member.
- In severe cases, cancellation of your child's enrolment.
- Police involvement for violent, threatening, or illegal behaviour.

Any restriction on a parent or guardian's access to the premises will be confirmed in writing and only applied where it is needed to protect the safety of children, staff, or others. Where behaviour raises a child protection concern, we will act in line with our Child Protection Policy and our mandatory reporting obligations.

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.
2	January 2026	January 2027	Directors	Annual review. Added child safety paramountcy statement, updated legislative references, clarified complaints contacts, and added conduct expectations for access, sign in and out, and smoking or vaping.