

1. Statement and Purpose

A Code of Conduct establishes a standard of behaviour to be followed by the Approved Provider, Nominated Supervisor, Certified Supervisor, educators, staff, students on placement and volunteers at the service. The Code of Conduct defines how individuals should behave towards each other, towards the children in our care, and towards other organisations and individuals in the community.

A Code of Conduct is informed by our philosophy, beliefs and values, and based on ethical principles of mutual respect, equity and fairness. Consideration has been given to the Code of Ethics and to the Early Childhood Australia's Code of Ethics in developing the code of conduct. The Approved Provider ensures that the Nominated Supervisor, staff, contractors, volunteers, students on placement, parents/guardians, children and others attending the programs and activities of SPLASH adhere to the expectations outlined in the Code of Conduct when communicating to and interacting with:

- children at the service and their parents and family members
- each other
- others in the community

2. Scope

This policy applies to the Approved Provider, Nominated Supervisor, staff, contractors, volunteers, students on placement, parents/guardians and visitors attending the programs and activities of SPLASH.

3. Aim

- To state our rules and expectations for staff about child safe behaviour in our service, and to outline the likely action we will take in the event of any breaches
- We are required to have a Code of Conduct under the Education and Care Services National Regulations
- Our service is required to have a Code of Conduct in place that aligns with the National Principles for Child Safe Organisations
- This Code of Conduct must be submitted when we lodge our child safe environment compliance statement with the Department of Human Services
- This code applies to:



- a. The approved provider, paid employees, volunteers and work placement students, referred to as 'staff' throughout this policy
- b. Third parties who carry out child-related work at our service, including contractors, subcontractors, self-employed persons, employees of a labour hire company referred to as 'staff' throughout this policy
- c. Visitors to our service who carry out child-related work, including allied health support workers
- d. Parents, family members, care providers, other visitors to our service

4. Related Policies

- Child Protection Policy
- Child Safe Environment Policy
- Child Safe Risk Management Plan
- Recruitment, Induction and Training Policy
- Complaint Handling Policy
- Excursions Policy
- Safe Arrival of Children Policy
- Transport Policy
- Sleep, Rest and Relaxation Policy
- Emergencies and Evacuations Policy
- Incident, Injury, Trauma and Illness Policy
- Physical Environment Policy
- Governance and Management Policy
- Staffing Arrangement Policy
- Safe Use Of Digital Technologies And Online Environments Policy
- Photography Policy
- Work Health and Safety Policy
- Relationships with Children Policy
- Orientation for Children Policy
- Parental Interaction and Involvement Policy
- Governance Policy
- Privacy and Confidentiality Policy
- Delivery and Collection of Children Policy
- Lock Up Policy



5. Key Terms

Term	Meaning	Source
Breach	Any action or inaction that fails to comply with this Code	Fair Work Ombudsman
Child-related work	A person is working directly with children at a given time if at that time the person: <ul style="list-style-type: none"> • is physically present with the children, and • is directly engaged in providing education and care to the children 	National Regulations
Harm and risk of harm	Used in this policy as overarching terms that cover neglect and various forms of abuse. It includes physical, sexual and psychological abuse; neglect; ill-treatment; grooming; exposure to family violence; commercial child sexual exploitation; online child sexual abuse; and sexual abuse that is perpetrated by other children and young people	SA child protection legislation
Parents	Includes guardians and persons who have parental responsibilities for the child under a decision or order of court	www.acecqa.gov.au
Staff	Refers to paid employees, volunteers, students, and third parties who are covered in the scope of this policy	
Assault	Refers to an incident where a person causes injury, pain, discomfort or damage to another person. It also includes insult or deprivation of liberty. Assault can be physical or verbal.	
Duty of care	The legal and ethical obligation of approved providers, nominated supervisors, and educators to protect children from harm and hazards within their care	www.acecqa.gov.au
Ethical conduct	Practices that prioritize the rights and well-being of children, families, and the community. It encompasses a commitment to respect, fairness, and inclusivity, ensuring children's safety, development, and active participation in their learning and care. This includes maintaining professional standards, building positive relationships, and upholding the reputation of the early childhood sector.	www.acecqa.gov.au
Harassment	<ul style="list-style-type: none"> • When someone is demeaning, derogatory or intimidating towards another person. Harassment includes: <ul style="list-style-type: none"> ○ racial taunts ○ taunts about sexual orientation or gender identity ○ sexual harassment: unwelcome physical, verbal or written behaviour of a sexual nature ○ repeated insulting remarks. 	www.acecqa.gov.au
Respect	To value the rights, religious beliefs and practices of individuals	www.acecqa.gov.au



Support	To work in a co-operative and positive manner	
Serious incident	An incident resulting in the death of a child, or an injury, trauma or illness for which the attention of a registered medical practitioner, emergency services or hospital is sought or should have been sought. This also includes an incident in which a child appears to be missing, cannot be accounted for, is removed from the service in contravention of the Regulations or is mistakenly locked in/out of the service premises (Regulation 12) A serious incident should be documented in an <i>Incident, Injury, Trauma and Illness Record</i> (sample form available on the ACECQA website) as soon as possible and within 24 hours of the incident. The Regulatory Authority (ESB) must be notified within 24 hours of a serious incident occurring at the service (Regulation 176(2)(a)). Records are required to be retained for the periods specified in Regulation 183.	National Regulations

6. Policy Review

Last reviewed: March 2026

Date for next review: March 2027

7. Induction and Ongoing Training

See Attachment 5: Code of Conduct communication, training, and monitoring

8. Resources

ACECQA – Guide to the National Quality Framework – [Standard 4.2: Professionalism](#)

ACECQA – Exceeding NQF case studies – [Quality Area 4: Staffing arrangements](#)

ACECQA – We hear you blog – [Developing a professional learning community](#)

Early Childhood Australia – [Code of Ethics](#)

Commission for Children and Young People – [Steps to develop or update your Code of Conduct](#)



Procedural Guidelines

1. Roles and Responsibilities

Role	Responsibility
<p>The Approved Provider</p>	<p>Is responsible for:</p> <ul style="list-style-type: none"> • providing a safe environment for staff, contractors, volunteers, students on placement, parents/guardians, children and others attending the programs and activities of SPLASH • providing guidance through leadership and by being a positive role model • developing and updating/ reviewing codes of conduct for SPLASH in collaboration with the Nominated Supervisor, staff, parents/guardians, children and others involved with the service (refer to Attachments 1 and 3) • ensuring that staff, volunteers, students and parents/guardians are provided with a copy of this policy on employment, engagement or enrolment at the service and that the current codes of conduct are publicly displayed and promoted to everyone including contractors and visitors • ensuring that the Approved Provider, Nominated Supervisor, staff, contractors, volunteers, students on placement, parents/guardians and visitors adhere to our expectations and competencies for communication (attachment 5) • ensuring that staff complete and sign the Code of Conduct Acknowledgement (refer to Attachment 2) and that these are filed with individual staff records upon engagement in the service • ensuring that the codes of conduct are regularly discussed at staff meetings to reinforce expectations • developing a culture of accountability within the service for complying with the code(s) of conduct and being prepared to respond when behavioural expectations are not adhered to • ensuring that all children being educated and cared for at SPLASH are protected from harm and any hazard likely to cause injury (National Law: Section 167) and that the children know who to speak to about any concerns and that their concerns are followed-up • working with the Nominated Supervisor, staff, students, volunteers, parents/guardians and others at the service to provide an environment that



	<p>encourages positive interactions, supports constructive feedback and holds one another to the codes of conduct</p> <ul style="list-style-type: none"> ensuring that parents/guardians of a child attending the service can enter the service premises at any time that the child is being educated and cared for, except where this may pose a risk to the safety of children or staff, or conflict with any duty of care of the Approved Provider, Nominated Supervisor or educators under the Law (Regulation 157) ensuring that contractors, volunteers, parent/guardians, students or visitors at the service are not placed in a situation where they are left alone with a child respecting individual abilities, needs, cultural practices and beliefs in all interactions, both verbal and non-verbal notifying the ESB in writing within 24 hours of a serious incident (refer to Definitions) or of a notifiable complaint (refer to Definitions) at the service (National Law: Sections 174(2)(b) and 174(4), National Regulations: Regulations 175(2)(c) and 176(2)(b)) via the NQAITS referring notifiable complaints (refer to Definitions), grievances or complaints that are unable to be resolved appropriately and in a timely manner to the Grievances Subcommittee/investigator (refer to Complaints and Grievances Policy) activating the Complaints and Grievances Policy on notification of a breach of the Code of Conduct Policy taking appropriate disciplinary or legal action, or reviewing the terms of employment in the event of misconduct or a serious breach of the Code of Conduct Policy contacting Police in an emergency situation where it is believed that there is an immediate risk, such as when violence has been threatened or perpetrated or where sexual abuse or grooming is suspected as outlined in the Child Safe (formerly Child Protection) Policy.
The Nominated Supervisor	<ul style="list-style-type: none"> ensuring that the children educated and cared for at SPLASH are protected from harm and from any hazard likely to cause injury (National Law: Section 167) providing guidance through their leadership and by being a positive role model assisting the Approved Provider to develop codes of conduct for staff and parents/guardians, students, contractors, volunteers and visitors (refer to Attachments 1 and 3 for samples) completing and signing the Code of Conduct Acknowledgement for staff (refer to Attachment 2)



	<ul style="list-style-type: none"> • adhering to the Code of Conduct for staff at all times • ensuring that the Approved Provider, Nominated Supervisor, staff, contractors, volunteers, students on placement, parents/guardians and visitors adhere to our expectations and competencies for communication (attachment 5) • informing the Approved Provider in the event of a serious incident (refer to Definitions), of a notifiable complaint (refer to Definitions) or of a breach of the Code of Conduct Policy • contacting Police in an emergency situation where it is believed that there is an immediate risk, such as when violence has been threatened or perpetrated, or where sexual abuse or grooming is suspected as outlined in the Child Safe (formerly Child Protection) Policy • working with the Approved Provider, staff, students, volunteers, parents/guardians and others at the service to provide an environment that encourages positive interactions, supports constructive feedback and holds one another to the Codes of Conduct • ensuring that parents/guardians, students and volunteers sign the code of conduct (refer to Attachment 4) • ensuring that parents/guardians of a child attending the service can enter the service premises at any time that the child is being educated and cared for, except where this may pose a risk to the safety of children or staff, or conflict with any duty of care of the Approved Provider, Nominated Supervisor or educators under the Law (Regulation 157) • developing practices and procedures to ensure that parent/guardians, students, contractors, volunteers or visitors at the service, are not placed in a situation where they are left alone with a child • respecting individual abilities, needs, cultural practices and beliefs in all interactions, both verbal and non-verbal • understanding and accepting that serious breaches of this code will be deemed misconduct and may lead to disciplinary or legal action, or a review of their employment.
Educators, Staff	<ul style="list-style-type: none"> • assisting the Approved Provider to develop a code of conduct for staff (refer to Attachment 1) • completing and signing the Code of Conduct Acknowledgement (refer to Attachment 2) • adhering to the code of conduct for staff (refer to Attachment 1) at all times • adhering to our expectations and competencies for communication (attachment 5)



	<ul style="list-style-type: none"> • providing guidance to students, volunteers, parents/guardians, students and visitors through positive role modelling and, when appropriate, clear and respectful directions • working with the Approved Provider, Nominated Supervisor, their colleagues, students, volunteers, parents/guardians and others at the service to provide an environment that encourages positive interactions, supports constructive feedback and holds one another to the Codes of Conduct • ensuring that parents/guardians, students, contractors, volunteers and visitors at the service are not placed in a situation where they are left alone with a child • informing the Approved Provider in the event of a serious incident (refer to Definitions), of a notifiable complaint (refer to Definitions) or of a breach of the Code of Conduct Policy • contacting Police in an emergency situation where it is believed that there is an immediate risk, such as when violence has been threatened or perpetrated or where sexual abuse or grooming is suspected as outlined in the Child Safe (formerly Child Protection) Policy. • respecting individual abilities, needs, cultural practices and beliefs in all interactions, both verbal and non-verbal • understanding and accepting that serious breaches of this code will be deemed misconduct and may lead to disciplinary or legal action, or a review of their employment.
Parents/Guardians Volunteers and students	<ul style="list-style-type: none"> • completing and signing the Code of Conduct for parents/guardians/volunteers & students (refer to Attachments 3 and 4) • abiding by the Code of Conduct for parents/guardians/ volunteers & students • complying with all policies of the service.

2. Evaluation

In order to assess whether the values and purposes of the policy have been achieved, SPLASH will:

- regularly seek feedback from everyone affected by the policy regarding its effectiveness
- monitor the implementation, compliance, complaints and incidents in relation to this policy
- assess whether a satisfactory resolution has been achieved in relation to issues arising from this policy
- keep the policy up to date with current legislation, research, policy and best practice
- revise the policy and procedures as part of the service's policy review cycle, or as required



3. Attachments

- Attachment 1: Code of Conduct for Approved Provider, Nominated Supervisor and all staff
- Attachment 2: Code of Conduct Acknowledgement for staff
- Attachment 3: Conduct for parents/guardians, students, contractors and volunteers
- Attachment 4: Code of Conduct Acknowledgement for parents/guardians, students, contractors and volunteers
- Attachment 5: Code of Conduct, Communication, Training and Monitoring

4. Monitoring and Review

Reviewed: March 2026

Next review: March 2027



Attachment 1

1. CODE OF CONDUCT FOR THE APPROVED PROVIDER, NOMINATED SUPERVISOR AND ALL STAFF

The Approved Provider, Nominated Supervisor and all staff at SPLASH are responsible for promoting the safety and wellbeing of children and their families by:

- welcoming all children and their families and being inclusive
- treating everyone with respect, including listening to and valuing their ideas and opinions
- contributing to a culture of child safety
- adhering to the *Child Safe Policy* and all other policies
- adhering to the Safe use of digital technologies and online environments policy and procedures
- taking all reasonable steps to protect children from abuse
- respecting the privacy of children and their families, and only disclosing information to people who have a need to know as required under the Privacy and Confidentiality Policy
- reporting and acting on any breaches of this Code of Conduct, unethical practices, complaints or concerns.

2. PROFESSIONAL RESPONSIBILITIES

The Approved Provider, Nominated Supervisor, educators and all staff will demonstrate commitment to their professional responsibilities by:

- undertaking their duties in a competent, timely and responsible way
- ensuring their knowledge and expertise is up to date and relevant to their role
- understanding and complying with legal obligations in relation to:
 - discrimination, harassment and vilification
 - negligence
 - mandatory reporting
 - privacy and confidentiality
 - occupational health and safety
 - raising any complaints or grievances
 - following all service policies.



3. RELATIONSHIPS WITH CHILDREN

In their relationships with children, the Approved Provider, Nominated Supervisor, Certified Supervisor, educators all staff, students and volunteers will demonstrate their commitment to high-quality education and care for children by:

- being a positive role model at all times
- encouraging children to express themselves and their opinions
- allowing children to undertake experiences that develop self-reliance and self-esteem
- maintaining a safe environment for children
- respecting the rights of all children
- contributing to a service environment that is free from discrimination, bullying and harassment
- speaking to children in an encouraging and positive manner
- listening actively to children and offering empathy and support
- giving each child positive guidance and encouraging appropriate behaviour
- regarding all children equally, and with respect and dignity
- having regard to the cultural values, age, physical and intellectual development, and abilities of each child at the service
- providing opportunities for children to interact and develop respectful and positive relationships with each other, and with other staff members and volunteers at the service
- informing children if physical contact is required for any purpose, and asking them if they are comfortable with this interaction
- ensuring all interactions with children are undertaken in full view of other adults
- encouraging and assisting children to undertake activities of a personal nature for themselves e.g. toileting and changing clothes
- respecting the confidential nature of information gained about each child while participating in the program.

4. RELATIONSHIPS WITH PARENTS/GUARDIANS AND FAMILIES

In their relationships with parents/guardians and families, the Approved Provider, Nominated Supervisor, Certified Supervisor, educators' staff, students and volunteers will demonstrate their commitment to collaboration by:

- being respectful of, and courteous towards, parents/guardians and families at all times



- considering the perspective of parents/guardians and families when making decisions that impact on the education and care of their child
- communicating with parents/guardians and families in a timely and sensitive manner
- responding to concerns expressed by parents/guardians and families in a timely and appropriate manner
- respecting the cultural context of each child and their family
- working collaboratively with parents/guardians and families
- respecting the privacy of information provided by parents/guardians and families, and keeping this information confidential, as required under the *Privacy and Confidentiality Policy*.

5. RELATIONSHIPS WITH COLLEAGUES AT THE SERVICE

In their relationships with colleagues, the Approved Provider, Nominated Supervisor, Certified Supervisor, educators' staff, students and volunteers will demonstrate collegiality by:

- developing relationships based on mutual respect, equity and fairness
- working in partnership in a courteous, respectful and encouraging manner
- valuing the input of their peers
- sharing expertise and knowledge in appropriate forums, and in a considered manner
- respecting the rights of others as individuals
- giving encouraging and constructive feedback and respecting the value of different professional approaches.



Attachment 2

CODE OF CONDUCT POLICY ACKNOWLEDGEMENT FOR STAFF

I hereby acknowledge that on[Date], I received a copy of the Code of Conduct Policy for SPLASH.

I have read the policy, including all attachments, and I understand its contents.

I commit to abiding by the Code of Conduct and fulfilling my responsibilities as outlined in this policy whilst working at SPLASH.

I understand that the Approved Provider will address any breach of this policy, and that any serious breach could lead to disciplinary or legal action.

Signature

Name (please print)

Date

Witness signature

Name (please print)

Date

Thank you for your contribution to making SPLASH an open, safe, welcoming and friendly environment.



Attachment 3

1. CODE OF CONDUCT FOR PARENTS/GUARDIANS, STUDENTS, VOLUNTEERS, CONTRACTORS AND VISITORS

I commit to contributing to creating an environment at SPLASH that:

- respects the rights of the child and values diversity
- acknowledges the vulnerability of Aboriginal children, children from a culturally and linguistically diverse background and children with a disability and has zero tolerance of discrimination
- maintains a duty of care (refer to Definitions) towards all children at the service
- is committed to the safety and wellbeing of each child at the service
- is committed to the safety and wellbeing of all staff at the service
- provides a safe and secure environment for all at the service
- provides an open, welcoming environment in which everyone's contribution is valued and respected
- is committed to communicating openly and honestly
- is committed to continually learning how to be inclusive and respectful of cultural needs
- encourages parents/guardians, volunteers, students and community members to support and participate in the program and activities of the service.

2. RELATIONSHIPS WITH CHILDREN

In our relationships with children, I commit to:

- being a positive role model at all times
- encouraging children to express themselves and their opinions
- allowing children to undertake experiences that develop self-reliance and self-esteem
- maintaining a safe environment for children
- speaking to children in an encouraging and positive manner
- giving each child positive guidance and encouraging appropriate behaviour
- regarding all children equally, and with respect and dignity
- having regard to each child's cultural values
- respecting individual difference including age, physical and intellectual development, and catering for the abilities of each child at the service.



3. RELATIONSHIPS WITH THE APPROVED PROVIDER, NOMINATED SUPERVISOR, STAFF AND OTHERS

In my relationships with the Approved Provider, Nominated Supervisor, staff, other parents/guardians, volunteers and visitors I commit to:

- reading and abiding by the Code of Conduct Policy provided to me
- developing relationships based on mutual respect
- working in partnership in a courteous, respectful and encouraging manner
- valuing the input of others
- sharing our expertise and knowledge in a considered manner
- respecting the rights of others as individuals
- giving encouraging and constructive feedback, and respecting the value of different professional approaches
- respecting the privacy of children and their families and only disclosing information to people who have a need to know as required under the Privacy and Confidentiality policy
- following the directions of staff at all times
- treating the SPLASH environment with respect
- raising any concerns, including concerns about safety, as soon as possible with staff to ensure that they can be resolved efficiently
- raising any complaints or grievances in accordance with the Complaints and Grievances Policy.

Note: All parents and guardians acknowledge and sign at time of enrolment to SPLASH that they “accept the policies and rules of St Paul Lutheran School will apply to SPLASH, and agree to comply with the SPLASH policies and procedures as amended from time to time.”



Attachment 4

CODE OF CONDUCT POLICY ACKNOWLEDGEMENT FOR STUDENTS, CONTRACTORS AND VOLUNTEERS

I hereby acknowledge that on[Date], I received a copy of the Code of Conduct for parents/guardians, students, contractors and volunteers for SPLASH.

I have read this policy and understand its contents.

I commit to abiding by the Code of Conduct and fulfilling my responsibilities as outlined in this policy whilst my child is attending SPLASH.

I agree to abide by the values, principles and practices set out within. I understand that a breach of the Code of Conduct may lead to limitations being placed on my attendance at the service.

_____	_____	_____
Signature	Name (please print)	Date

_____	_____	_____
Witness signature	Name (please print)	Date

Thank you for your contribution to making SPLASH an open, safe, welcoming and friendly environment.



Attachment 5

CODE OF CONDUCT COMMUNICATION, TRAINING AND MONITORING

- The Code of Conduct can be found on the staff shared folder.
- The approved provider and nominated supervisor provide information, training and other resources and support regarding the Code of Conduct and related documents
- All staff (including volunteers and students) are formally inducted. They are given access to review, understand and formally agree to uphold this Code of Conduct and related documents
- The nominated supervisor runs a professional development program for each staff member, which covers this Code
- The approved provider and nominated supervisor monitor the Code of Conduct and staff practices to ensure our staff are understand and uphold the Code
- The approved provider and nominated supervisor monitor and audit staff practices. They address non-compliance. Breaches are taken seriously
- Families know they can access our Code of Conduct and related documents on the SPLASH website.
- Families are notified in line with our obligations under the National Regulations when changes are made to our policies and procedures, including this Code of Conduct