

Code of Conduct

Background

Sunkids believes that all parents and guardians play a crucial role in the effective operations of the Service and in enriching the children's curriculum. It is acknowledged that without the support, participation and contribution of parents and guardians, Sunkids could not operate.

This code of conduct applies to all those entering Sunkids Services and outlines the behavioral principles, expectations and ideals that are required by Sunkids.

The employer also has an obligation to ensure a safe and discrimination free workplace for educators in accordance with relevant state legislation.

Policy statement

Sunkids has a duty of care to the children and educators who are part of the Service. There is a code of conduct in place so all those involved with Sunkids Services will clearly understand the expectations, values, and beliefs of Sunkids regarding personal conduct standards.

Sunkids Values

- Children are a precious trust who are worthy of our utmost respect and care. Sunkids is privileged to be entrusted with empowering children to realize their full potential.
- Standards of equity, tolerance, honesty, and respect are upheld in the Sunkids organisation.
- The development of good character and self-esteem is vital to children so they can live successfully and honorably in our society.
- Parents are co-educators with Sunkids in their child's learning and development.
- Early childhood educators are critical in providing quality experiences for children and their ongoing professional development is supported by Sunkids.
- The Sunkids curriculum builds upon the ideas and interests of all children. There is a holistic approach that honors children's development as unique individuals.
- Sunkids Services are places of inspiration that foster learning in a creative, aesthetic, and orderly ambience.
- Successful relationships are the foundation of a happy and productive life. All personal interactions must be respectful and courteous.

Strategies and practices

- Comply with all policies and procedures of the service.
- Act in the best interests of children, families, and educators.
- Work in a cooperative and positive manner.

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- Use courteous and acceptable verbal and non-verbal language. Refrain from the use of profane, insulting, harassing, aggressive and offensive language or any physical threats.
- Respect the rights, religious beliefs, and practices of others.
- Refrain from behavior that may discriminate or harass another.
- Comply with the Sunkids' policies regarding confidentiality and respect the confidential nature of any information gained while at the Service.
- Maintain a positive approach. Refrain from discussing the Service or individuals in a defamatory manner.
- Seek guidance and direction from educators and immediately refer any matters of concern to the Nominated Supervisor or educators.
- In an emergency, where it is believed that educators, children, or others are at imminent risk (e.g., threats of violence) the Nominated Supervisor, educators or other person present will immediately contact local police to advise of the situation.
- Parents/guardians witnessing a serious incident must advise the Nominated Supervisor immediately or contact police directly, if appropriate.
- Refrain from gossiping, agitating, or seeking to enlist or coerce others to a particular point of view.
- All educators are reminded to support a welcoming and inclusive environment for all families and children. We kindly remind all staff to speak in English during working hours, especially when in the presence of children and families. Using a shared language helps ensure clear communication and allows everyone to feel included and respected.
- All educators are expected to be actively engaging in meaningful interactions with children throughout the day. This includes participating in play, conversations and learning activities that support each child's development and wellbeing.
- Any breach of this *Code of Conduct Policy* – action or inaction – will be investigated according to the [Breach Management Plan](#) and the [Grievance and Complaint Policy](#) will be followed.
- The Service's *Code of Conduct Policy* is reviewed annually. As part of the annual review, the policy is distributed to staff, educators and parents for their contributions and feedback.

Responsibilities of Sunkids

- Ensure all educators, parents/guardians, students, volunteers, and visitors are provided with a copy of the *Code of Conduct Policy*.
- Support services in the implementation of the *Code of Conduct Policy*.
- Seek feedback and input into the *Code of Conduct Policy* through annual review process.
- Ensure that grievance processes are in place.

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Responsibilities of the Educators

- Respecting the individual needs, cultural practices and beliefs of families, colleagues, and others.
- Working with colleagues, families and the Sunkids organisation to provide an environment that encourages positive interactions and supports constructive feedback.

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- Providing a positive role model and demonstrating virtues of respect and consideration.
- Reporting any observed behavior that may frighten, threaten, punish, or humiliate a child or other persons.
- Read the *Code of Conduct Policy* provided in the new employee package.

Responsibilities of parents

- Abide by the standards of conduct set out in this policy.
- Bring any matters of concern to the attention of the Nominated Supervisor or Sunkids Management.
- Follow the grievance procedure in place.
- Read the *Code of Conduct Policy* provided in the enrolment package.

PARENT CONDUCT IN A MARITAL SPLIT

- In the event of a marital split and both parents have equal custody, the Service views each parent as having equal rights to access information about their child. The Service can only act on custody orders issued by the courts.
- In the unhappy circumstances when a family is separating, it is in the best interests of the child to maintain as much stability as possible in other aspects of their life and protect them from adult issues and animosity. The Service can be that constant for children.
- Parents are asked to come to amicable arrangements regarding such matters as delivery and collection of children, fee payments and authorised persons.
- The Service's role in providing educational and recreational curriculum for the children must be respected. The Service will not be used to convey messages, mediate disputes or be drawn into arguments between aggrieved parties.

Procedure and forms

- Breach Management Plan
- Expression of Concern Form
- Harm – Guidelines for Handling Disclosure
- Harm – Guidelines for Handling Suspicion

Links to other policies

- Child Protection and Risk Management Policy
- Educator Professionalism and Ethics Policy
- Grievance and Complaint Policy
- Relationships with Children Policy

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Links Education and Care Services National Regulations 2011, National Quality Standard 2018

Regs	155	Interactions with children
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QA	2.2.3	Management, educators, and staff are aware of their roles and responsibilities to respond to identify and respond to every child at risk of abuse or neglect
	4.2.2	Professional standards guide practice, interactions and relationships
	5.1.2	The dignity and rights of every child are maintained
	7.1.2	Systems are in place to manage risk and enable the effective management and operation of a quality service
	7.1.3	Roles and responsibilities are clearly defined, and understood, and support effective decision-making and operation of the service.

Sources

- Child Protection Act 1999. <https://www.legislation.qld.gov.au/view/html/inforce/current/act-1999-010> accessed 23 June 2025
- Early Childhood Australia's Code of Ethics 2016. <https://www.earlychildhoodaustralia.org.au/our-publications/eca-code-ethics/> accessed 23 June 2025
- Education and Care Services National Regulations 2011. <https://www.legislation.nsw.gov.au/view/html/inforce/current/sl-2011-0653> accessed 23 June 2025
- Anti-Discrimination Act 1991. <https://www.legislation.qld.gov.au/view/html/inforce/current/act-1991-085> accessed 23 June 2025
- Guide to the National Quality Standard 2018. <https://www.acecqa.gov.au/nqf/national-quality-standard> accessed 23 June 2025
- NAPCAN. <https://www.napcan.org.au/> accessed 23 June 2025
- Workplace Health and Safety Act 2011. <https://www.legislation.qld.gov.au/view/html/inforce/current/act-2011-018> accessed 23 June 2025

Further reading and useful websites

- Department of Children, Youth Justice and Multicultural Affairs – <https://www.cyjma.qld.gov.au/> accessed 23 June 2025
- Queensland Police – <https://www.police.qld.gov.au/> accessed 23 June 2025
- ACECQA – <https://www.acecqa.gov.au/> accessed 23 June 2025

Policy review

The Service encourages staff and parents to be actively involved in the annual review of each of its policies and procedures. In addition, the Service will accommodate any new legislative changes as they occur, and any issues identified as part the Service's commitment to quality improvement. The Service consults with relevant recognised authorities as part of the annual review to ensure the policy contents are consistent with current research and contemporary views on best practice.

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Version Control

Version	Date Reviewed	Approved By	Comments/Amendments	Next Review Date
1	8 January 2018	Kaylene Harper	Updated to changed NQF requirements 1 February 2018.	January 2019
2	30 January 2019	Kaylene Harper	Accessed sources and further reading/useful websites. Additional readings included.	January 2020
3	29 January 2020	Kaylene Harper	Accessed sources and further reading/useful websites. Additional readings included.	January 2021
4	13 October 2020	Kaylene Harper	Reviewed policy. Accessed sources and further reading/useful websites.	October 2021
5	10 September 2021	Kaylene Harper	Reviewed policy	September 2022
6	7 October 2022	Linda Hollard	Reviewed policy Accessed sources	October 2023
7	23 August 2023	Grace McKinstry	Reviewed policy Accessed sources	August 2024
8	24 June 2025	Gen Mahaki	Reviewed policy Accessed sources	July 2025