



BEFORE, AFTER & VACATION CARE

# PARENT CODE OF CONDUCT

TeamKids, February 2026



FUN

GENUINE

INNOVATIVE

INVOLVED

REMARKABLE

At TeamKids, we require that all our employees conduct themselves according to the highest standards of ethics, integrity, and behaviour when dealing at all times. We also expect that our parents/guardians share an expectation of appropriate behaviour of all adults and work in partnership for positive outcomes for the children who attend our services.

This code of conduct applies to all families, parents/guardians and authorised nominees, who may deliver and collect children, visit services or interact in any way (verbally, electronically or in writing) with other TeamKids employees.

The aim of this code of conduct is to provide an outline of the standards of behaviour expected of all adults involved with TeamKids, Outside School Hours Care (OSHC) services. Specifically, this Parent Code of Conduct is intended to:

- Provide a set of principles to guide parents/guardians and authorised nominees, in their interaction with staff (at all levels of TeamKids employment), children and other parents.
- Communicate the TeamKids expectations of how parents/guardians and authorised nominees, conduct themselves when on the service grounds.
- Explain how parents/guardians and authorised nominees, can direct their concerns.

## **SAFETY AND WELL-BEING**

The parent/guardian or authorised nominee will prioritise the safety and well-being of their child and other children attending a TeamKids service at all times.

The parent/guardian or authorised nominee will inform the OSHC provider about any health concerns, allergies, or special needs their child may have.

## **RESPECT FOR STAFF**

The parent/guardian or authorised nominee will treat TeamKids staff with respect, kindness, and appreciation, recognising their valuable contributions to their child's wellbeing and development.

The parent/guardian or authorised nominee will communicate openly and honestly with all levels of TeamKids, addressing any concerns or issues in a respectful manner.

The parent/guardian or authorised nominee will adhere to the TeamKids documented policies and procedures as well as follow any guidelines provided, as they apply to myself.

## **COMMUNICATION**

The parent/guardian or authorised nominee will maintain open lines of communication with TeamKids, keeping them informed of any changes in their child's routine or circumstances.

The parent/guardian or authorised nominee will promptly respond to any messages or requests for information from the service or TeamKids.

The parent/guardian or authorised nominee are expected to interact civilly with Educators, all TeamKids staff, children and other parents at all times. Written and spoken communication should be courteous and respectful. Abusive language, raising your voice, insulting or violent behaviour to anyone on any TeamKids premises, by telephone or at any school-related event, is not appropriate and may result in the parent/guardian or authorised nominee's child being excluded from returning to any TeamKids service.

The parent/guardian or authorised nominee will actively participate in parent-educator/parent-TeamKids staff member meetings or conferences to discuss their child's progress and development.

## CO-OPERATION

The parent/guardian or authorised nominee will follow the policies and procedures set by TeamKids, including those related to delivery, collection and any other guidelines provided.

The parent/guardian or authorised nominee will cooperate with TeamKids Educators in implementing any agreed-upon strategies or routines for their child's benefit.

The parent/guardian or authorised nominee will provide any necessary supplies or materials requested by TeamKids, such as a sun hat, appropriate clothing, a change of clothes, spare clothing, or snacks/meals.

## POSITIVE ROLE MODELLING

The parent/guardian or authorised nominee will demonstrate good manners, kindness, and respect towards others.

The parent/guardian or authorised nominee will encourage and support their child in their learning and social development.

The parent/guardian or authorised nominee will not engage in any form of behaviour or language that could be harmful, discriminatory, or offensive in the presence of their child or other children. This includes not approaching any child, to interact (physically or verbally) about events/incidents, which may have occurred between children.

## CONFIDENTIALITY AND PRIVACY

The parent/guardian or authorised nominee will respect the privacy and confidentiality of other children and families in the OSHC setting.

The parent/guardian or authorised nominee will not share personal or sensitive information about other children, Educators or staff without their explicit consent.

The parent/guardian or authorised nominee will not take any photographs, videos or other recordings of children, Educators or staff at any TeamKids service, property or premises.

## HEALTH AND WELLBEING

The parent/guardian or authorised nominee will inform TeamKids of any contagious illnesses or infections their child may have to protect the health of other children, Educators and staff.

## FEEDBACK

The parent/guardian or authorised nominee will provide constructive feedback, when necessary, with the aim of fostering a collaborative and supportive relationship. This will follow the TeamKids Grievance and Complaints Policy, which is available for reference on the TeamKids website at all times.

## BREACHES OF THIS CODE OF CONDUCT

With this Code of Conduct in place, it is hoped that parents/guardians or authorised nominees can appropriately direct their comments/concerns and contribute to a harmonious TeamKids community that reflects and builds on its philosophy and values.

The consequences for breaches of this Parent Code of Conduct will be determined by TeamKids management and may include one of the following:

- Banning a parent/guardian or authorised nominee from entry to the service. This is supported in Education and Care Services National Regulations 2011
- Directing that a parent/guardian or authorised nominee may only communicate with Educators or members of staff through a nominated TeamKids representative.
- Involving other authorities, where appropriate (e.g., Police, Child Protection Agencies).
- Taking other such steps as appropriate according to the nature of the breach, as determined by TeamKids.

**By adhering to this Parent Code of Conduct, the parent/guardian or authorised nominee will aim to create a positive and respectful partnership with TeamKids, promoting the wellbeing and development of their child and fostering a nurturing environment for all children.**

## VERSION CONTROL

Version control Date:

Reviewed:

To be reviewed:

Policy No.

Procedures No