



Code of Conduct Policy

POLICY STATEMENT:

Child Safety Commitment

Lake Mac Newy OOSH believes in maintaining an inclusive and welcoming environment and workplace that motivates and facilitates personal growth and development for staff and educators. The values that underpin our work ethic include equality, respect, integrity, and responsibility. Our Service is committed to adhering to the ECA Code of Ethics (2016), which is based on the principles of the United Nations Convention on the Rights of the Child (1991) and provides a framework for reflection on the ethical responsibilities of early childhood professionals.

Our Service is committed to creating and maintaining an environment that promotes the safety of all children and embeds the [National Principles for Child Safe Organisations](#). All employees and volunteers share responsibility for maintaining a child-safe culture and promoting the safety and well-being of children. They must act immediately if they observe, suspect, or become aware of behaviour that may place a child at risk of harm, while supporting children's sense of safety, security and belonging. In all decisions, interactions and practices, the safety, well-being and best interests of children are paramount considerations.

PROCEDURE:

We aim to establish a common understanding of workplace standards and ethics expected of all employees of the Service. We aim to ensure positive working relationships are formed between all educators and management, promoting dignity and respect by avoiding behaviour which is or may be perceived as harassing, bullying or intimidating. Educators and management will at all times conduct themselves in an ethical manner and strive to ensure that all interactions are positive and respectful and are in accordance with the Service's philosophy.

Our Service takes every reasonable effort to accommodate the diversity of all children in embedding the National Child Safe Principles into our organisation and service operations. We are committed to the safety and well-being of children and young people. We recognise the importance of and responsibility for ensuring our Service provides a safe and supportive environment which respects and fosters the rights and well-being of children in our care. We are dedicated in promoting cultural safety for Aboriginal children, cultural safety for children from culturally and/or linguistically diverse backgrounds and to providing a safe environment for children with a disability.



IMPLEMENTATION

The approved provider, nominated supervisor, educators, staff, volunteers, and students will adhere to the Early Childhood Australian Code of Ethics, Education and Care Services National Regulations and National Quality Standard, National Principles for Child Safe Organisations as reflected in the NSW Child Safe Standards under the Children's Guardian Act 2019 and Service policies and procedures at all times, promoting positive interactions both within the Service and the local community. Our OSHC Service adheres to and aligns with legislative requirements regarding the taking of images or videos of children to ensure safe physical and online environments. (See *Safe Use of Digital Technologies and Online Environments Policy*.)

RESPECT FOR PEOPLE AND THE SERVICE

- Employees, educators, staff and management are committed to the Service philosophy and values, inclusive of best practice in school age education and care and building positive partnership with children, families and staff
- Our Service will develop a *Statement of Commitment to Child Safety and Wellbeing* to demonstrate a strong culture of child safety within the Service
- Employees, educators, staff and management adhere to the Service's Child Safe policies, including *Child Safe Environment Policy*, *Child Protection Policy*, *Safe Use of Digital Technologies and Online Environments Policy* and take reasonable steps at all times to protect children from abuse and harm
- Employees, children, families and management communicate openly, respectfully and constructively with one another.
- It is important to treat colleagues, children, and families with respect. Bullying or insulting behaviour, including verbal and non-verbal aggression, abusive, threatening, or derogatory language or intimidation towards other employees, educators, staff, management, children, visitors, or families is unacceptable and will not be tolerated
- Employees, educators, staff and management are committed to valuing and promoting the safety, health, and wellbeing of employees, volunteers, children, and families
- Employees, educators, staff and management promote the cultural safety, participation and empowerment of Aboriginal and Torres Strait islander children to express their culture and enjoy their cultural rights
- Employees, educators, staff and management promote the safety, participation and empowerment of children with culturally and/or linguistically diverse backgrounds to support children to express their culture and enjoy their cultural rights
- Employees, educators, staff and management promote the safety, participation and empowerment of children with a disability
- Employees, educators, staff and management are committed to an equal opportunity workplace and culture which values the knowledge, experience, and professionalism of all employees, team members, and managers, and the diverse heritage of our families and children



- Employees, educators, staff and management respect the privacy of children and their families by keeping all information about child protection concerns confidential and only share information to promote child wellbeing or safety and /or manage risk of family violence with other Information Sharing Entities (IES) as per state/territory legislation.
- Our Service will conduct a comprehensive probation and induction orientation program for all new employees, volunteers and students to include awareness of their roles and responsibilities in relation to Child Safe practices and mandatory child safety and protection training, including reporting obligations.
- Policies and procedures will be developed to ensure employees, educators, staff, students, visitors and families are aware of the standards of behaviour that is expected within the service.
- Employees, educators, staff and management are informed that inappropriate conduct and behaviour, including bullying, sexual harassment, discrimination and harassment will not be tolerated.
- It is important employees, educators, staff and management listen and respond to the views and concerns of children particularly if they are telling you that they or another child has been abused or they are worried about their safety or the safety of another.

EXPECTATIONS OF EMPLOYEES

EMPLOYEES MUST:

- Adhere to the Code of Conduct Policy
- Ensure their Working with Children Check (WWCC) is valid and current
- Notify the Approved Provider within 72 hours of any changes, or within 24 hours of becoming aware of any changes, to their Working With Children Check (WWCC) status or their fit and proper status, including but not limited to any show cause notice, suspension notice, supervision notice, disciplinary notice/order, prohibition notice, or any other matter that may affect their suitability to work in education and care services.
- Ensure their work is carried out proficiently, harmoniously, and effectively
- Act in a professional and respectful manner at all times whilst at work, giving their full attention to their responsibilities and adhering to all Service policies, procedures, Child Safe Standards, Education and Care Services National Law and National Regulations, and the National Quality Standard
- Demonstrate and maintain professional boundaries that foster trust, dignity and mutual respect in their interactions with families, colleagues and members of the community
- Maintain appropriate professional boundaries with children at all times. Staff must ensure all interactions with children are respectful, safe, and appropriate to their role and responsibilities within the Service.
- Not be in the possession of a personal electronic device that can take images or videos or personal storage and file transfer media when providing education and care and working directly with children



- Act honestly and exercise attentiveness in all Service operations
- Carry out all lawful directions, retaining the right to question any direction that they consider to be unethical. If uncertain they can seek advice from the nominated supervisor, approved provider or the Ombudsman.
- Uphold the rights of children and always prioritise their needs
- Treat all children and young people with respect
- Promote the well-being and safety of children and take all reasonable steps to protect children from abuse
- Provide active and adequate supervision of children at all times
- Understand their legislative responsibility as mandatory reporters to report any allegation of child abuse, neglect or possible risk of harm to management or Child Protection authority
- Understand their legislative responsibility to report any inappropriate action of any other employee that involves children or young people to management as part of the *Reportable Conduct Scheme*
- Mandatory Child Safe training as required under NSW Child Safe Standards and regulatory requirements (including any sector-specific training effective January 2026)
- Report any suspected corrupt conduct, fraud, serious financial misconduct, or misuse of government funding in accordance with the Service's Complaints and Governance procedures, including escalation to the appropriate regulatory or government authority where required.
- Follow and comply with the *Complaints & Grievances Policy* when matters are raised regarding child safety and wellbeing.
- Maintain a sound understanding of and comply with the Service's policies and procedures, the National Principles for Child Safe Organisations (as reflected in the NSW Child Safe Standards under the Children's Guardian Act 2019), and the ECA Code of Ethics. If uncertain about the content of any policy or procedure with which they must comply, employees should seek clarification from the nominated supervisor or approved provider
- Communicate and interact in a professional, respectful and responsive manner with colleagues, management, children, families, students and visitors at all times.
- Work collaboratively with colleagues, management, families and members of the community with courtesy, respect and recognise and value diversity
- Be mindful of their duty of care towards themselves and others
- Be positive role models for children at all times
- Ensure compliance with a zero tolerance of racism within the Service
- Report any incidents or bullying, discrimination or harassment, including sexual harassment they have experienced or witnessed
- Not be under the influence of drugs or alcohol while working; bring alcohol or drugs onto the premises



- Not smoke or vape in or on surrounding areas of the Service [see *Tobacco, Drugs and Alcohol-Free Policy*]
- Declare to management any personal or close relationships with enrolled families to ensure appropriate professional boundaries and to manage any actual or perceived conflict of interest.
- Respect the confidential nature of information gained about each child enrolled in our Service
- Engage in critical reflection to inform individual and collective decision making and ensure continual improvement, including a review of Child Safe policies and procedures.
- Report to management and decline any bribe or gift, including money, received by a family that may influence or appear to influence a decision or action

EMPLOYEES MUST NOT:

- Use abusive, derogatory or offensive language
- Engage in conduct that is detrimental to the professional standing of our Service, is improper or unethical, is an abuse of power, or harasses, discriminates against, victimises, humiliates, intimidates, or threatens other educators, staff members, volunteers, or visitors at the Service, either directly or indirectly via information technology such as email, text or social media. Additionally, they will not support or encourage this behaviour in others
- No personal mail or deliveries should be directed to the Service unless prior approval has been granted by the nominated supervisor/management
- Condone or participate in illegal, unsafe or abusive behaviour towards children, including physical, sexual or psychological abuse, ill-treatment, neglect or grooming
- Exaggerate or trivialise child abuse issues
- Fail to report information to the approved provider if they know a child has been abused
- Engage in unwarranted and inappropriate touching involving a child
- Persistently criticise and/or denigrate a child
- Verbally assault a child or create a climate of fear
- Encourage a child to communicate in a private setting
- Share details of sexual experiences with a child
- Use sexual language or gestures in the presence of children
- Discriminate against any child, because of culture, race, ethnicity or disability
- Put children at risk of abuse- refusing food/play, making threats, exposing children to inappropriate language or material (movies, internet, photos)
- Develop inappropriate relationships with children
- Communicate with children outside Service operations without authorisation



- Engage in behaviour that could be interpreted as grooming or favouritism
- Share personal contact details or social media with children
- Show preferential behaviour towards any child
- Accept an offer of money, regardless of the amount
- Seek or accept a bribe
- Acquire personal profit or advantage because of their position (e.g., through the use of Service information)
- Exchange any property of the Service for own use unless properly authorised
- Approach other employees, managers or visitors directly on individual matters that are irrelevant to them
- Exchange large gifts or money to, or from, an individual child or family that may be seen as favouritism
- Engage in any action in breach of our *Confidentiality Policy*, including but not limited to disclosure of confidential Service or customer information, or the improper or illegal use of that confidential information. Authorised persons will only access confidential information for the purpose intended.
- Engage in or support any action in breach of Service policies and/or procedures.

EXPECTATIONS OF LEADERS AND MANAGEMENT

In addition to the above responsibilities, leaders and management are expected to:

- Model child safe values in daily practices and decision-making
- Monitor and review compliance with National Child Safe Principles (Child Safe Standards), NSW mandatory reporting, National Law and Regulations
- Promote a collaborative and interconnected workplace by developing a positive working environment where all employees can contribute to the ongoing continuous improvement of the Service
- Promote leadership by working with employees and providing opportunities for professional development and growth
- Provide flexible opportunities to ensure all employees can participate in staff meetings and professional development
- Provide ongoing support and feedback to employees
- Keep employees informed about essential information and any relevant changes and make all documents readily accessible to them
- Promote open and effective communication with all staff regarding [*Right to Disconnect*](#) provisions under Fair Work Act- including out of hours emergency contact and expectations of staff
- Model professional behaviour at all times whilst at the Service
- Implement supportive and effective communication systems, consulting employees in appropriate decision making
- Take appropriate action if a breach of the code of conduct occurs
- Share skills and knowledge with employees



- Give encouragement and constructive feedback to employees, respecting the value of different professional approaches
- Follow recruitment policies and procedures to ensure all potential candidates undergo appropriate background checks, including Working with Children Checks
- Model and provide guidance to educators and staff to ensure compliance with a zero tolerance of child abuse, racism and bullying within the Service.
- Leaders and management will ensure the safety, wellbeing and best interests of children remain the paramount consideration in decision-making, risk management, supervision and staffing practices

REPORTING A BREACH IN THE CODE OF CONDUCT

Our Service aims to foster a culture of transparency and accountability while supporting employees to report any reasonable suspicion of reportable matters of improper, illegal or misconduct within the service to management, including, but not limited to:

- breaches of the Service code of conduct or other service policies
- breaches of Education and Care Services National Law or Regulations
- breaches of legislation or law
- criminal activity
- corruption
- conduct that poses a danger or harm to any person/s
- harassment or discrimination
- improper or misleading financial practices

Raising any concern or breach of the Code of Conduct is a professional responsibility. Reports can be made verbally or in writing and may be anonymous. Our Service will implement protective practices to ensure that, where applicable, employees identity is not compromised or disclosed following a report of a reportable matter. All reports will be handled professionally and confidentially including storage of documents in a secure and confidential manner and ensuring access to confidential documents is restricted to authorised personnel only. Once a report has been made the matter may be investigated through a formal investigation.



REPORTING RESPONSIBILITIES

- As mandatory reporters, all employees, students and volunteers must report possible risk of harm to children or young persons to management and/or Child Protection authority, police (see *Child Protection Policy*)
- The approved provider/management will report any allegations or child related misconduct as per their legislative requirements (this may include reporting the matter to the Police, Department of Communities and Justice and the Office of the Children's Guardian in NSW).
- Employees must proactively raise, respond to and escalate any concerns relating to child safety, supervision, professional boundaries, unsafe practices, or inappropriate conduct by another employee involving children or young people, including reporting concerns in accordance with child protection and Reportable Conduct Scheme requirements.
- If employees become aware of a serious crime committed by another employee, they are required to report it to management
- All employees are required by law to undergo a Working with Children Check (WWCC) which is verified by the employer to ensure it is valid and current
- Employees are required to notify management immediately of any enforcement actions issued to them during their course of employment

MANAGING CONFLICT IN THE WORKPLACE

MANAGEMENT WILL:

- Adhere to the *Complaints & Grievance Policy*
- Remain objective and impartial when managing conflict in the workplace
- Be responsive and address a possible breach of the code of conduct by any employee as soon as they become aware of the breach
- Investigate all allegations which may result in remedial action, or disciplinary action ranging from a caution to dismissal
- Consider all relevant facts and make decisions or take actions fairly, ethically, consistently, and with transparency. If they are uncertain about the appropriateness of a decision or action, they will consider:
 - whether the decision or conduct is lawful
 - whether the decision or conduct is consistent with Service policies and objectives
 - whether there will be an actual, potential, or perceived conflict of interest involving obligations that could influence the business relationship or conflict with business duties.



ADHERING TO SERVICE CONFIDENTIALITY

- Unless authorised to do so by legislation, employees must not disclose or use any confidential information without appropriate approval (including written approval as required)
- Lawful sharing of information with other parties must be to promote the wellbeing or safety of children and adhere to guidelines under Child and Family Information Sharing Schemes
- All employees are to ensure that confidential information is not accessed by unauthorised people
- Employees will adhere to the Service's *Confidentiality Policy*.

BABYSITTING

The Service does not provide babysitting services outside normal operating hours. Any babysitting or private care arrangements made between employees and families are private agreements and are not arranged, endorsed or managed by the Service.

- The Service accepts no responsibility or liability for private babysitting or care arrangements entered into between employees and families outside Service operations
- Employees who undertake private babysitting arrangements with families of the Service are expected to maintain professional boundaries, confidentiality and child safe practices at all times. Employees remain bound by the Service's Confidentiality Policy and must not discuss confidential matters relating to the Service, other employees, families or children.
- To support child safe practices and protect all parties involved, the Service strongly encourages employees and families to use a written babysitting agreement. A draft agreement template is available from the Service upon request.

RECORD KEEPING

- Employees and Management will maintain full, accurate, and honest records as required by the Education and Care Services National Regulations
- The approved provider has a responsibility to ensure that employees comply with their record-keeping obligations
- Employees must not destroy records without permission from management
- Records must be retained and stored securely as per our Record Keeping policy

DUTY OF CARE

- Employees have a duty of care to take all reasonable steps to protect children from harm and to ensure their health, safety and wellbeing at all times.
- This includes providing active supervision, maintaining safe environments, responding appropriately to incidents, risks and



concerns, and following the Service's policies, procedures and legislative requirements.

- Employees, management and the approved provider also have a responsibility to take reasonable care for the health and safety of themselves and others in the workplace in accordance with work health and safety obligations.
- Duty of care extends to both the physical and psychological well-being of children, employees and others within the Service environment.

APPROPRIATE USE OF ELECTRONIC COMMUNICATION AND SOCIAL NETWORKING SITES

SOCIAL MEDIA

- As a Child Safe Organisation, the Service is committed to ensuring children and employees are protected from harm when engaging with digital technology and online environments
- Employees must follow the Service's Digital Device and Social Media Use Policy at all times
- Employees must not post or publish content on personal or public platforms that is unlawful, defamatory, breaches confidentiality, or is likely to damage the reputation of the Service
- Employees must not communicate with children through personal social media platforms or share personal contact details with children
- Employees are discouraged from engaging with families through personal social media accounts, including accepting or requesting 'friend' or similar social networking connections, to maintain appropriate professional boundaries
- Employees must ensure all online interactions with families through Service social media, digital platforms or communication systems remain professional, respectful and consistent with the Service's Code of Conduct

ELECTRONIC DEVICE EXPECTATIONS

We are mindful that educators have a duty of care to ensure children are protected from potential risk of harm. It is imperative that all employees of the OOSH Service provide children with their full attention, ensuring supervision is maintained and remains on the children.

Our OOSH Service adheres to and aligns with legislative requirements for taking images or videos of children.

- Only service supplied or issued devices are to be used when taking images or video of children
- Personal electronic devices that can take images or videos (such as tablets, phones, digital cameras, smart watches) and personal storage and file transfer media (such as SD cards, USB drives, hard drives and cloud storage) should not be in the possession of any person while providing education and care and working directly with children
- Authorisation is only provided for a staff member or educator to use a personal electronic device for essential purposes (personal health requirement, disability, family necessity, local emergency event, technology failure) Exemptions or



prescribed circumstances need to be provided for in writing by the approved provider. [Exemptions for prescribed circumstances must be reviewed every 3 months in NSW]

- A register of all electronic devices purchased for and used within the Service is developed and maintained by the approved provider/nominated supervisor
- Strict protocols are implemented for appropriate storage and retention of images and videos of children.

PERSONAL PHONE CALLS/MOBILE PHONES/SMART WATCHES

We are mindful that educators have a duty of care to ensure children are protected from the potential risk of harm. It is imperative that all employees of the Service provide children with their full attention, ensuring supervision is maintained and remains on the children at all times.

- Employees are not authorised to use the Service's phones for personal reasons unless in the case of an emergency or with permission from management
- No personal mobile phones or smart watches are to be used, checked or brought on the floor during working hours
- Mobile phones and smart watches are to be kept inside employee's bags/lockers which will be placed in a designated, secure location for safekeeping
- Personal mobile phones and Smart watches may be used during shift breaks when employees are free from work and supervision duties. They are not to be used in the general sight of children, unless an emergency arises.
- Personal mobile phones or smart watches are not to be used to take photos of children, as this is a breach of children's privacy. (Service mobile phones or iPads may be used if it's for the purposes of 'observations' etc.)
- Children are at no time to be given access to staff mobile phones
- Employees are not to contact families or children of the Service for personal reasons
- If, for personal reasons, an employee needs to remain contactable from someone outside the Service, they should ensure that the situation is explained to management and that the service's primary contact details are passed on to the person/family outside the Service.

SERVICE EMAIL

- Email is to be used only for company usage, not for private communications
- Passwords and access privileges are strictly confidential and to be used only by the educator issued with that access, or persons delegated to know and use that access in the normal course of operation
- It is the responsibility of the authorised user to take fair and reasonable steps to ensure the passwords and other forms of access are held safe
- Employees are to be aware that their Service email account may be accessed by management at any time.



USE OF ALCOHOL, DRUGS, VAPING AND TOBACCO

- Smoking or vaping is NOT permitted in or on surrounding areas of the Service
- Educators, staff, visitors and volunteers must not carry or use vaping substances or vaping devices on the Service premises while education and care is provided to children
- It is expected that the odour of cigarette smoke will not be detected on an employee's clothing. If an employee is found smoking/vaping on the premises, that employee's employment may be terminated. Our Service supports the [Smoke Free Environment Act 2000](#). The service and its employees will follow all conditions outlined in this act.
- Our Service is bound by the Education and Care Services National Regulations. Alcohol, drugs, or other substance abuse by employees can have serious adverse effects on their own health and the safety of others. As such, all employees must not:
 - consume alcohol nor be under the influence of alcohol while working
 - use or possess illegal drugs at any workplace
 - drive a vehicle, having consumed alcohol or suffering from the effects of illegal substances, or
 - bring alcohol, vaping devices or any illegal drugs onto the premises.
- If a co-worker suspects a colleague to be affected by drugs or alcohol or observes them vaping or smoking they must inform the nominated supervisor immediately. No employee will be allowed to work under the influence of drugs or alcohol.
- Employees undergoing prescribed medical treatment with a controlled substance that may affect the safe performance of their duties are required to report this to the nominated supervisor and management. Consideration will be given as to whether the particular medication affects the person's capacity to provide education and care to children
- All issues pertaining to these matters shall be kept strictly confidential. A breach of this policy may initiate appropriate action including the termination of employment.

DRESS CODE

All employees must adhere to the Service uniform and dress requirements whilst on shift. Company shirts will be provided where available.

Staff must:

- wear enclosed, flat footwear suitable for active supervision at all times
- wear clothing that is practical and appropriate for active play, supervision and engagement with children. 'See Dress Code Policy for further details'
- ensure clothing does not display offensive, inappropriate or political logos or statements whilst waiting for a company shirt
- ensure jewellery and accessories do not pose a safety risk



PERSONAL HYGIENE

Employees are required to maintain a professional standard of personal hygiene and presentation that supports the health, safety and wellbeing of children, families and colleagues.

Staff must:

- maintain appropriate personal hygiene in accordance with infection control, food safety and workplace health and safety requirements
- ensure hair is tied back where necessary and personal presentation does not create a safety risk or interfere with supervision, food preparation, handling or serving
- avoid strong fragrances that may trigger allergies or sensitivities
- avoid behaviours that are unprofessional in the presence of children, including chewing gum during active

BREACH OF THE CODE OF CONDUCT

Failure to comply with the expectations outlined in this Code of Conduct may be considered a breach and may result in disciplinary action, which may involve termination of employment. The Service reserves the right to determine whether conduct not specifically listed may also constitute a breach of this Code of Conduct.

Examples of serious breaches may include, but are not limited to:

- Reporting to work under the influence of alcohol or drugs
- Refusal to complete mandated professional training
- Possessing or selling drugs at the Service
- Serious misconduct or inappropriate behaviour inconsistent with the professional standards of the Service
- Inappropriate use of company equipment and/or resources
- Refusing to work as reasonably directed
- Possessing a dangerous weapon whilst at the Service
- Engaging in conduct that brings, or is likely to bring, the Service into disrepute
- Causing disruption or discontent in the relationship between a family and the Service
- Disclosure of confidential information
- Providing false or misleading information, including information relating to prohibition notices
- Stealing, abusing, defacing, or destroying company property
- Interfering with work schedules
- Falsification of reports, documents, or wages information
- Failure to report for work without notice
- Walking off the job



- Failure to follow policies and procedures
- Vulgarity or disrespectful conduct to families, management or colleagues
- Making or publishing false, vicious, or malicious statements about any employee of the Service, or the Service itself
- Failure to hand in lost property (this is regarded as stealing): Lost property is to be handed to the nominated supervisor
- Unable to maintain or hold a current Working with Children Check/ Child Safety Certificate
- Unauthorised absence
- Consistent or ongoing late arrivals and/or unauthorised extended breaks
- Having personal visitors whilst on shift
- Continued personal phone calls
- Carrying a personal mobile phone/electronic device whilst on shift
- Using a personal mobile phone or device to take photographs or video of children
- Unauthorised distribution of Service resources or materials.
- Consistent or ongoing poor work standard
- Carelessness in the performance of duties
- Consistent or ongoing low level of enthusiasm
- Lack of personal cleanliness and hygiene
- Taking excessive breaks
- Failure to report health, fire, or safety hazards
- Repeated tardiness.

DISCIPLINARY ACTION

Any breach of this Code of Conduct may result in disciplinary action. Disciplinary action will be managed in accordance with the Service's policies and procedures and may include performance management, formal warnings, suspension or termination of employment, depending on the nature and seriousness of the breach.



CONSIDERATIONS

Education and Care Services National Law & Regulations	National Quality Standards & Elements	Links to other Service Policies	Other Documentation/ Evidence
S2A, 3A, 162A R82, 84, 155, 168, 170	4.1, 4.1.2, 4.2, 4.2.1, 4.2.2, 7.1.1, 7.1.3 Child Safe Standards 1, 5, 7, 8, 10 Part 6A – Devices in education and care services (where applicable)	- Child Protection Policy - Child Safe Environment Policy - Complaints & Grievance Handling Policy - Interactions with Children Policy - Confidentiality Policy - Digital Device & Social Media Use Policy - Staffing Arrangements Policy	- Community Services Complaints, Appeals and Monitoring Act, 1994. - Family Handbook - Staff Handbook - Enrolment Form - Complaints records and notifications - Privacy and Confidentiality - Record Keeping and Storage

ENDORSEMENT BY THE SERVICE:

Approval date: May 2026

Date for Review: May 2027