



BEFORE, AFTER & VACATION CARE

# CODE OF CONDUCT

---

TEAMKIDS | JAN 2025

FUN GENUINE INNOVATIVE INVOLVED REMARKABLE

# TEAMKIDS CODE OF CONDUCT



At Team Holiday Pty Ltd and its associated entities, including TeamKids, Kids Unlimited and Stand Up Project ("the Company") we require that all of our team members conduct themselves according to the highest standards of ethics, integrity, and behaviour when dealing with our clients (children/parents), colleagues and other stakeholders. This includes, but is not necessarily limited to, full compliance with all legal obligations imposed by statute or any other source of law.

## STANDARDS OF CONDUCT

### 1. Compliance & Legal Obligations

- **Policy Adherence:** Comply with all Company and workplace policies, procedures, rules, regulations, and contracts.
- **Legal Compliance:** Abide by all applicable laws and regulations governing our industry.
- **Personal compliance:** Ensure you maintain current, relevant qualifications and checks as required by governing regulations to be suitable and fit to work with children.
- **Notification of Changes to Personal Circumstances:** Promptly notify the Company of any changes in your personal circumstances that may impact your ability to work in the Children's Services industry (e.g., deferral from educational studies, investigations into breaches of child safety standards).

### 2. Professionalism & Integrity

- **Honesty and Fairness:** Act in a professional, honest, and fair manner in all dealings with children, colleagues, external providers, school staff, Company management, and the general public.
- **Courtesy and Respect:** Treat all individuals with courtesy, respect, and dignity in every interaction, ensuring communication is free from harassment, discrimination, and inappropriate behaviour.
- **Faithfulness & Diligence:** Remain faithful, diligent, and actively pursue the Company's best interests in all your actions.

### 3. Workplace Behaviour & Relationships

- **Respectful Communication:** Ensure all communications, including those on social media, are conducted in a respectful manner. Refrain from harassment, discrimination, or unfair treatment of colleagues, clients, or customers (e.g., ethnic slurs, personal insults, inappropriate references to sexuality, obscenities, or derogatory language).
- **Bullying and Harassment:** Do not engage in any bullying, discriminatory, or harassing behaviour toward children, colleagues, external providers, school staff, Company management, or the general public.
- **Social Media Conduct:** Refrain from making any statements about the Company on social media or other public platforms that may harm its reputation.



## 4. Health, Safety, and Well-Being

- **Workplace Health and Safety:** Work in a safe and compliant manner, following all workplace health and safety rules and responsibilities.
- **Substance-Free Workplace:** Refrain from using prohibited drugs or alcohol at work or arriving at work while under the influence.
- **Fit for Duty:** Ensure you maintain current, relevant qualifications and checks as required by governing regulations to be suitable and fit to work with children.

## 5. Confidentiality & Company Representation

- **Confidentiality:** Maintain the confidentiality of all Company information, records, and materials acquired during employment, both during and after the termination of employment.
- **Media & Public Representation:** Do not make any unauthorised statements to the media about Company business or any public statements that may harm the Company's reputation.
- **Employment Conflicts:** Do not engage in employment or provide services to any other person, supplier, competitor, or entity without the Company's prior written consent.

## 6. Appearance & Punctuality

- **Punctuality:** Ensure punctuality and adhere to agreed work schedules.
- **Professional Appearance:** Dress in a presentable, clean, neat, and tidy manner, including wearing any required Company uniforms.

## 7. Property & Company Interests

- **Respect for Property:** Treat Company property with care and respect.
- **Best Interests:** Actively always promote and protect the best interests of the Company.
- **Uphold Core Values:** At all times, behave in a way that upholds the Company's core values, integrity, and reputation.

## CHILD SAFETY

TeamKids has zero tolerance for racism, child abuse and inequality. We are dedicated to creating a safe environment for all children, where abuse and harm are not tolerated. Child safety is our top priority, and we actively support and encourage the prevention and reporting of abuse and harm to children. All team members, volunteers, and contractors share the responsibility of promoting the safety, well-being, and empowerment of every child.

The standards outlined below identify positive child safe behaviours that we ask staff, volunteers and contractors to demonstrate at all times, as well as behaviours that we consider unacceptable and not permitted.

## Standards of behaviour

By engaging with the Company as a team member, volunteer or contractor, it is an expectation that you will:

- Protect children from harm or abuse, taking any disclosures seriously and reporting concerns or breaches to management immediately.
- Participate in compulsory training, including child safety and wellbeing programs.
- Treat all children with respect, regardless of their background, and promote inclusivity, helping every child feel included and supported.
- Consider the unique needs of each child, particularly Aboriginal children, and ensure they feel welcome, respected, and able to express their cultural identity.
- Report any instances of racism and help create a safe, inclusive environment for people of all cultures.
- Identify, confront, report and take a zero tolerance approach to racism and other harm to Children, and ensure that any instances of racism are addressed.
- Listen to and value children's ideas, responding if they feel unsafe, and encouraging peer support and friendships.
- Involve children, parents, and carers in decisions about activities, fostering a sense of community.
- Declare any conflicts of interest that may affect my ability to perform your role impartially.
- Respect the privacy of children and their families, keeping personal information confidential unless legally required to disclose it.
- Inform parents/carers of any situations outside the Code of Conduct that require special management, such as driving a child or one-on-one sessions.
- Comply with all relevant legislation and the Company's child safety policies, always prioritising the rights and needs of children.

It is also expected that as a team member, volunteer or contractor, it is an expectation that you will not:

- Engage in or condone any illegal, unsafe, abusive, or harmful behaviour, including physical, sexual, emotional abuse, neglect, or grooming.
- Ignore or downplay concerns or disclosures of abuse or harm.
- Use offensive language, verbal abuse, or hurtful behaviour towards children.
- Fail to report abuse to authorities when required.
- Touch children unnecessarily or inappropriately or perform tasks they can do themselves.
- Criticise, denigrate, or deliberately isolate a child, or create a climate of fear.
- Offer children alcohol, cigarettes, drugs, or expose them to inappropriate content, including pornography.
- Use sexual language, gestures, or share details of sexual experiences with children.
- Develop 'special' relationships or show favouritism, including giving gifts or undue attention.
- Have unauthorised contact with children via social media, phone, or online.
- Take unauthorised photos or share images of children in activities.
- Be alone with a child without professional justification.
- Engage in babysitting, tutoring, or mentoring outside of work hours without approval.
- Enter changing/bathroom facilities without knocking.



## Suspected breaches

In the event of a potential breach by another person in the organisation of this code of conduct, it is expected that all team members, volunteers, and contractors will act promptly and report any incident or concerns as soon as possible to their direct manager, or directly to People and Culture.

In the event of potential harm or abuse of a child, concerns should be raised immediately to [childsafety@teamkids.com.au](mailto:childsafety@teamkids.com.au).

Protections and confidentiality provisions are available for anyone making a report.

Where these standards are not met, appropriate disciplinary action will be taken. In cases where the breach involves serious misconduct, this may result in summary dismissal. In cases where a breach of the policy involves a breach of any law, then the relevant government authorities or the police may be notified.

## REFERENCES:

ACECQA National Quality Framework

Quality Area 2 – Children’s health and safety

Quality Area 6 – Collaborative partnerships with families and communities

Education and Care Services National Regulations (2011),

Version control Date: September 2024

Reviewed: September 2024

To be reviewed: September 2025