

 Operational Policy: Family Code of Conduct		
Operational Policy OP058-V1.00	Creator: Lisa Mollison	Approver: Chelsea Daly
	Revision: 27/2/2025	

POLICY

At Camp Australia we are a child safe organisation. In our organisation we ask everyone to treat each other with dignity, respect, and fairness and this is supported by our Diversity and Inclusion policy.

This family code of conduct policy is in place to emphasise the commitment and ethical responsibilities each family agrees to when enrolling their child/ren at a Camp Australia service.

STRATEGIES

We request that all stakeholders involved with the service are respected. This includes respect for our educators, visitors and all employees, respect for children and respect for families. If we work to share information, contribute ideas and together, reflect on practices we will have a network to support children to thrive.

When entering a Camp Australia service, we ask that all families and visitors adhere to the following:

- be a positive role model
- respect and understand the important and valuable role our employees play in supporting the positive and healthy development of children in our care
- refrain from impolite, abusive or offensive behaviour or language towards employees or other families, including threats and inappropriate comments
- swearing is not acceptable
- under no circumstances should a child, family member or employee be approached in a confrontational manner, if this does occur, you may be asked to leave the premises
- respect cultural differences of other families and employees
- maintain a professional relationship with employees, ensuring social media guidelines are adhered to
- refrain from making negative comments about camp Australia online. Please refer to Camp Australia's Family Grievances and Complaints policy
- behaviour guidance of children other than your own in the service is the responsibility of Camp Australia employees. Interactions with other family's children is to be positive.
- do not enter the premises under the influence of alcohol or drugs, please refer to the Camp Australia Smoking, Drug and Alcohol free environment policy.
- do not smoke in any form around or in the premises or in the car park
- use the car park appropriately and follow all signs as marked
- do not leave any child unattended in the car or car park

- do not bring any food into the service that goes against allergy aware guidance as we may have children with severe life-threatening allergies in attendance
- refrain from asking questions about other children, our employees will not answer these due to our confidentiality policies
- refrain from inappropriately accessing or using children's, family's or team members information

If parents or family members are in breach of these guidelines and following an evaluation by the regional manager and general manager, the following action may be taken by camp Australia:

- **the parent account placed on a booking hold**
- **the family not allowed on the service site**
- **we could request a different person to drop off and pick up the child**
- **the family may be excluded from using Camp Australia services and the parent account terminated**
- **employees may call the police**