

Family Code of Conduct

Updated: January 2026



What are we talking about in this document?

This document provides families with an understanding of what behaviour and conduct is acceptable while using or visiting Keiki Early Learning.



Who is this for?

This policy applies to children, families, staff, management, students, and visitors of the service.



Why do we need this policy?

This document offers clear guidance for families, visitors, and staff at Keiki Early Learning to support respectful, safe, and consistent interactions that uphold the wellbeing of children, staff, and the wider service community.

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Key Terms

Term	Meaning	Source
Child/Children	any person under the age of 18 years old, unless employed by Keiki or completing a work placement at Keiki.	
Family	any person who is related to a child, such as parent, guardian or other blood or non-blood relatives of children.	
Keiki staff	any person who is employed by Keiki Early Learning.	



The Important Stuff

Upon enrolment and re-enrolment, parents, guardians, and carers are required to acknowledge and comply with Keiki Early Learning's policies, procedures, and behavioural standards. All families and visitors must ensure that their actions do not compromise the health or safety of staff, children, or other individuals present at the service.

It is a condition of entry into Keiki Early Learning that the Code of Conduct will be followed at all times.



Procedures and Guidelines

Families and visitors agree to:

To uphold the safety, wellbeing, and respectful environment of our services, all families, authorised nominees, and visitors are required to adhere to the following expectations without exception:

- Exercise reasonable care at all times to ensure your actions do not compromise the health, safety or wellbeing of others.
- Communicate respectfully and appropriately with and about staff, children, and all individuals present at the service.
- Comply fully with all Keiki Early Learning policies, as well as the terms outlined in enrolment and re-enrolment agreements.
- Promptly update Keiki Early Learning with any changes to your family or child's contact medical or enrolment details.
- Remain contactable at all times while your child is attending the service, either personally or through an authorised emergency contact/nominee.
- Collect your child within 30 minutes of being contacted by the service, regardless of the reason for contact.

Families and visitors must not:

Keiki Early Learning enforces a strict zero-tolerance policy for any behaviour that compromises the safety, wellbeing, or respect of children, staff, families, or the broader service community.

The following behaviours are expressly prohibited and will result in immediate action:

- Removing a child from the premises without notifying an educator and following the approved sign-out procedures.
- Using offensive, derogatory, or inappropriate language in any form.
- Harassing, abusing, intimidating, or threatening staff, children, or any individuals present at the service.
- Consuming alcohol or using illicit substances on service premises.
- Attending the service while under the influence of alcohol or illicit substances.
- Smoking, including the use of e-cigarettes and vapes, on or within 10 metres of the service premises, including car parks.
- Leaving hazardous items such as medications, cigarettes, vapes, or vape liquids in children's bags.
- Bringing hot foods or drinks into the service is prohibited due to safety risks.
- Posting offensive or defamatory content about Keiki Early Learning, its staff, families, or children on social media.
- Download or share images taken from Keiki Early Learning's Xplor platform or newsletter that contains other children on social media, or by any other means without the express permission of the other child's parent or guardian.
- Communicating with, or about, Keiki employees or families in a manner deemed inappropriate, offensive, or disparaging, whether in person or in writing.
 - Inappropriate behaviour includes verbal, written and electronic forms.
- Addressing grievances outside of the approved grievance policy and procedures.
- Contacting Keiki staff via personal devices or accounts without prior authorisation from the Nominated Supervisor.

All families are made aware through the terms of enrolment that breaches of policy may result in the termination of a child's enrolment. Upon enrolment and re-enrolment, families agree to comply with all service Policies and Procedures, which are made readily available. If a child or family member engages in behaviour that poses a risk to the safety or wellbeing of children, staff, or visitors, Keiki reserves the right to cancel enrolment immediately, with or without notice. Any outstanding fees will remain payable upon termination.

Furthermore, family members may be refused access to the service if their behaviour violates this Code of Conduct or any other Keiki Early Learning policy or enrolment condition, without affecting the child's enrolment status.

Use of devices at Keiki Early Learning

At Keiki Early Learning, the safety, privacy, and dignity of every child is our highest priority. In line with our commitment to child safety and compliance with relevant legislation, the following rules are strictly enforced:

- Families are not permitted to take photos or videos of children while on Keiki premises.
During service events, we understand the desire to capture special moments. However, photography or videography in group settings is strictly prohibited unless explicit written consent has been obtained from the parents or guardians of all children who may be captured.
- Smart glasses and other wearable or handheld smart devices capable of recording or capturing images are not allowed on the premises. Families can have their phone with them, but they cannot be used while on the service's licenced floor, where the children are present.
The use of such devices will result in immediate and permanent banning from the service premises and may lead to termination of enrolment.

These measures are non-negotiable and are in place to protect the rights, safety, and wellbeing of all children in our care. We appreciate your cooperation in upholding these standards.



Supporting Documents

Resources

[Education and Care Services National Law \(WA\) Act 2012](#)
[Education and Care Services National Regulations 2012](#)
[Child Safe Standards](#)
[UN Rights of the Child](#)
[ECA Code of Ethics](#)



Sources

- Australian Children's Education & Care Quality Authority (ACECQA).
- Education and Care Services National Law (WA) Act 2012. (2023).
- Education and Care Services National Regulations 2012. (2023).



Links to Regulations

National Quality Standard

Quality Area 6: Collaborative partnerships with families and communities

6.1	Supportive relationships with families	Respectful relationships with families are developed and maintained and families are supported in their parenting role.
6.2	Collaborative partnerships	Collaborative partnerships enhance children's inclusion, learning and wellbeing.

Quality Area 7: Governance and Leadership

7.1	Governance	Governance supports the operation of a quality service
7.1.2	Management systems	Systems are in place to manage risk and enable the effective management and operation of a quality service.

7.1.3	Roles and responsibilities	Roles and responsibilities are clearly defined, and understood, and support effective decision-making and operation of the service.
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Education and Care Services National Regulations

157	Access for parents
168	Education and care services must have policies and procedures
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
181	Confidentiality of records kept by approved provider



Review & Document Control

Policy Reviewed	Modifications
June 2023	Policy separated from staff code of conduct.
January 2025	Reworded content. Format adjusted. Added 'for any reason' to Keiki staff not being contacted. Added the definition of Keiki staff.
July 2025	Updated to make it clearer about the use of and storage of vapes and vape devices. New Keiki template.
January 2026	Updated to clarify that families must inform the service of any changes to contact, medical, or enrolment details, clarity on inappropriate behaviour, and that bringing hot food or drinks onto the premises is not permitted.

Disclaimer

It is each employee, family and visitor to the service's responsibility to read, understand, follow and address any concerns with management about this policy.

Are you looking at the most recent version of this document?

You can find it at: <https://keikiearlylearning.com.au/policies-and-procedures/>

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