

# CODE OF CONDUCT & BEHAVIOURAL POLICY

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## 1. Purpose

Jungle Buddies maintains a moral responsibility and a genuine desire to provide a safe and positive environment for every family and all employees.

To achieve this Jungle Buddies needs to ensure that all parents/guardians, visitors, employees and any other persons involved in the venue abide by clear guidelines regarding appropriate interactions and communication with one another, with all children and with all employees within the venue.

All parents/guardians, visitors and staff members within the venue play an important role, and accordingly the Code of Conduct outlines the accepted behaviours and practices we expect of all adults attending, visiting and/or working.

This Code of Conduct provides a broad outline of behavioural principles, expectations and ideals, and will provide guidelines to promote desirable and appropriate behaviour to ensure that all interactions with children and adults are respectful, honest, accountable, courteous, sensitive, tactful and considerate.

## 2. Scope

This Code of Conduct applies to all adults, at all times while on the Jungle Buddies' premises, including:

- Parents/guardians and extended family and friends of all children visiting Jungle Buddies Play Centre;
- Jungle Buddies' employees or external workers/contractors ("Jungle Buddies' Staff Members");

## 3. Responsibilities

Jungle Buddies is responsible for:

- Ensuring a copy of this Code of Conduct Policy is readily available to all Jungle Buddies' Staff Members, parents/guardians and visitors.
  - Maintaining the currency and relevancy of the Code of Conduct Policy.
- Ensuring the standards of conduct are adhered to and for taking the appropriate remedial action in the case of a notified breach.

Jungle Buddies' Staff Members are responsible for:

- Respecting the individual needs, cultural practices and beliefs of families in all interactions, both verbal and non-verbal.
- Working with colleagues, management and parents/guardians to provide an environment that encourages positive interactions and supports constructive feedback.
- Providing guidance to parents/guardians and visitors through positive role modelling and when appropriate, clear and respectful directions.

The parents/guardians, visitors and Jungle Buddies' Staff Members are responsible for:

- Abiding by the Code of Conduct Policy as set out herein.

## 4. General Guidelines

The general guidelines that should be applied to all interactions are:

- Safety: To have regard for the health, safety and welfare of all children, families, visitors and Jungle Buddies' Staff Members .
- Ethical conduct: To always act in the best interests of children, their families, visitors and Jungle Buddies' Staff Members.
  - Co-operation: To act and behave in a co-operative and positive manner.
  - Respect:
    - o Value the rights, religious beliefs and practices of individuals regardless of whether you share those views;
    - o Refrain from actions and behaviours that may constitute harassment or discrimination.

## 5. Acceptable Standards of Conduct

The accepted behaviours and appropriate practices that are to be applied at all times are:

In relation to interactions with children:

- Be a positive role model.
- Speak in an encouraging and positive manner.
- Listen actively to children and offer empathy, support and guidance where needed.
  - To regard all children equally and with respect and dignity.
- Parents/Guardians are responsible for the supervision of their children at all times while on premises.



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In relation to other interactions with other adults (including Jungle Buddies employees):

- Use courteous, respectful and acceptable written and spoken language through all forms of communication.
  - Respect the rights of others as individuals.
  - Provide constructive feedback that is fair and equitable rather than negative criticism.
- Accept management decisions and follow their directions (and those of Jungle Buddies' Staff Members), or if there is a disagreement between you and a Jungle Buddies' Staff Member, to speak with the Venue and Operations Manager away from all children.
- Immediately notify the nearest Jungle Buddies' Staff Member of any sick, injured or upset person, damaged facilities or equipment or any unsafe circumstance (including but not limited to any fire, spills or breakages).  
Immediately notify the nearest Jungle Buddies' Staff Member of any illegal, profane, insulting, harassing, racist, aggressive or otherwise offensive language, gestures, behaviour or foul play by any person.

Under NO circumstances are any of the following permissible:

- The use of any illegal, profane, insulting, harassing, racist, aggressive or otherwise offensive language, gestures, behaviour or foul play.
  - Open or public criticism of any child, parent/guardian, visitor or staff member while on premises.
- Approaching directly in a confrontational, harassing, aggressive or threatening manner any child, parent/guardian, visitor or Jungle Buddies' Staff Member.
- Smoking, using recreational drugs, being under the influence or drinking alcohol within the Jungle Buddies' premises (excluding the responsible service of alcohol at an after-hours private function with Jungle Buddies' prior written permission).
- Damaging or engaging in conduct that might damage the facilities and equipment at Jungle Buddies' premises.

## 6. Procedure for dealing with a breach of the Code of Conduct

Any concern, complaint or alleged breach will be addressed to the Venue and Operations Manager or management. On receipt of a complaint or notification of an alleged breach of the Code of Conduct, management will investigate the complaint in a confidential manner and will then determine the most appropriate course of action having regard to the severity of the breach.

Appropriate courses of action may include, but are not necessarily limited to, any or all of the following:

Minor breaches

- A warning (verbal or written) and/or a meeting to inform the relevant person(s) of the complaint or notification received, the outcome of the investigation and Jungle Buddies' expectations for the future.

Serious breaches

- Immediate removal of the relevant person(s) from the Jungle Buddies' premises;
  - Barring the relevant person(s) from attending Jungle Buddies' premises;
  - Police involvement if warranted;
- These actions will only be taken if no other alternatives are deemed appropriate.

## 7. Related Documents

The Code of Conduct is to be read with and operates in conjunction with the Jungle Buddies Terms and Conditions of Entry, which may be amended from time to time.

## 8. Evaluation

In order to assess whether the Code of Conduct Policy is achieving its purpose, Jungle Buddies will:

- Monitor compliance with the expectations and procedures set out in the Code of Conduct.
- Take into consideration feedback on the Code of Conduct from parents/guardians, visitors, Jungle Buddies' Staff Members and management.
- Assess whether satisfactory resolutions are being achieved in relation to issues arising from this policy.
- Modify the Code of Conduct as appropriate to ensure the specified objectives are achieved.

