



Code of Conduct

For sole trader business Tolentino Tuition

Updated 18/07/26

Currently, as a sole trader, the following code of conduct provides the minimum expected behaviour of myself and any potential future personnel within my organisation, Tolentino Tuition. Strategies to support this code of conduct include:

- that the code of conduct is published on tolentinotuition.com
- families employing the services of myself will be aware that they also will be expected to understand that this code of conduct is supported by clear organisational reporting and response mechanisms to address breaches of the code; and has a requirement that they will be the other adult that is always present or in sight as I am conducting one-to-one coaching, instruction, or other activity with their child.
- a requirement to revisit and update this policy should any future personnel be hired, or volunteers be enlisted. It will be made widely available and communicated to all relevant personnel at the time of employment and include a requirement that all future personnel will acknowledge and sign the code of conduct.

Caring for children and young people brings additional responsibilities for myself and any future employees and volunteers of my organisation, Tolentino Tuition. I am responsible for promoting and protecting the safety and well-being of children and young people by:

- adhering to the organisation's child safe policy at all times and taking all reasonable steps to ensure the safety and protection of children and young people
- treating everyone (this includes staff, volunteers, students, children, young people and parents) including those of different race, ethnicity, gender, gender identity, sexual orientation, age, social class, physical ability or attributes and religious beliefs with respect and honesty and ensure equity is upheld
- being a positive role model to children and young people in all conduct with them
- setting clear boundaries about appropriate behaviour between myself and the children and young people in Tolentino Tuition tutoring sessions – boundaries help everyone to understand their roles

- listening and responding appropriately to the views and concerns of children and young people
- being alert to bullying behaviours and responding promptly and appropriately
- ensuring another adult is always present or in sight when conducting one-to-one coaching, instruction or other activity
- being alert to children and young people who are, or may be at risk of harm, and reporting this quickly to the Child Abuse Report Line (13 14 78)
- responding quickly, fairly and transparently to any serious complaints made by a child, young person or their parent/guardian
- encouraging children and young people to 'have a say' on issues that are important to them
- being aware of resources that help educate and develop an understanding of what matters to children and young people through publications on the Commissioner for Children and Young People (CCYP) website <https://www.cyp.com.au/resources-for-educators/>

I will not:

- engage in rough physical games
- develop any 'special' relationships with children and young people that could be seen as favouritism such as the offering of gifts or special treatment
- do things of a personal nature that a child or young person can do for themselves, such as toileting or changing clothes
- discriminate against any child or young person because of age, gender, cultural background, religion, vulnerability or sexuality.

Breach of the Code of Conduct

If a family breaches the code of conduct, I will communicate about the breach with them and negotiate a possible resolution. If a resolution is not reached and/or the family, or carer, is continually unable to be in attendance during a tutoring session I will cease tutoring sessions with the child.

A family or school will have the right to address me about a considered breach of conduct. I will first work towards solving the complaint myself, by negotiating with the family as to when and how the code was breached, and an appropriate way of resolving the issue.

If I cannot successfully resolve a complaint myself, I will seek Mediation to settle the dispute through the Australian Mediation Association Register (AMR) <https://ama.asn.au/find-a-mediator/>

Agreement

I agree to abide by this code of conduct

Name: _____

Signature _____ Date _____