

QA4 – CODE OF CONDUCT

INFORMATION

We strive to provide the highest quality care and education to the children and families that make up our centre community. To help ensure we meet these high standards, it is vital that all team members know and understand what is expected of them, and the types of behaviours and attitudes that our organisation believes contribute to a positive and supportive environment for all. It is also important that staff know and understand what may occur if the standards set through this Code of Conduct, and our policies and procedures, are not met.

This Code of Conduct complements the *Early Childhood Australia's Code of Ethics* and these documents should be read and used in conjunction with each other.

RESPONSIBILITIES

All team members, visitors, students and volunteers must comply with this procedure.

PROCEDURE

Team members are expected to adhere to the behaviours outlined in this Code of Conduct and the *Early Childhood Australia Code of Ethics* at all times.

At all times team members will:

- Respect the rights of all children, and understand they are always the priority
- Be positive role models for the children in their care
- Promote safety, health and wellbeing
- Respect one another
- Commit to an equal opportunity workplace and culture
- Embrace diversity and encourage all team members to have a voice
- Work collaboratively with colleagues
- Be open to continuous improvement
- Always behave professionally
- Take responsibility for their actions
- Exercise diligence and meet their duty of care obligations
- Comply with the tasks and behaviours detailed in their job description.
- Not bully or engage in abusive or cruel behavior
- Maintain open and honest communication
- Maintain confidentiality and adhere to the centre's privacy requirements
- Conduct themselves in an ethical and morally correct manner
- Adhere to all policies, procedures and guidelines
- Raise any risks, issues, hazards or potential conflicts of interest
- Not engage in conduct that is unlawful or of a danger to the Centre or will result in bringing the Centre into disrepute
- Advise the Centre Manager of any personal relationship with other staff or families that may impact on children and work performance or be seen as a potential conflict of interest.

SAFETY, COMPLIANCE AND CONFLICT

- If a team member witnesses or becomes aware of a crime, serious risk, hazard or misconduct, they will report it to the Centre Manager immediately.
- If a team member suspects or is concerned about any potential risk or harm occurring to the children in their care, they will report it immediately.
- Team members will ensure they have a verified Working with Children Check, that is always maintained.
- Team members will always conduct themselves safely, and in a way that ensures children's safety.
- Team members will not put themselves in compromising, or dangerous situations.
- Team members will follow the steps outlined in the *Grievance and Complaints Procedure* if they have a grievance or issue to raise. The *Grievance and Complaints Procedure* will ensure that all matters are addressed appropriately.
- All team members will comply with mandatory reporting requirements.

BABY-SITTING

It is not acceptable for staff to babysit for centre families. If a baby-sitting relationship was established before the staff member, or family, started at the centre, it is vital that the staff member shares this with the Centre Manager as soon as they, or the family, commence at the centre. If you do babysit for families, you do so at your own risk and without the permission of the Approved Provider and Centre Manager.

PERSONAL HYGIENE & PRESENTATION

Team members will:

- Follow the centre's uniform guidelines
- Wear shoes that are comfortable, supportive and enclosed
- Ensure long hair is tied back or up, is clean and in a tidy fashion
- Ensure that if make up is worn, it is light, natural makeup
- Wear minimal jewellery
- Maintain good levels of hygiene and grooming; this includes, for example, bathing/showering regularly and wearing deodorant
- Cover tattoos & remove all piercings, with the exception two holes per ear only. Studs are ideal
- Not smoke in their uniform & be aware of strong odors (smoke and or perfume) and the effects on young children.

TELEPHONE, EMAIL AND ICT USAGE

- Whilst at work, team members are only permitted to use their phones for personal use whilst on a break. Phones, personal devices and Smart watches are not permitted to be in the rooms with children at any time.
- Personal phones can only be connected to the staff wi-fi.
- The centre phone and email account are only to be used for matters relating to the centre.
- The centre computers, laptops, and/or tablets are only to be used for work and study matters related to the centre.

- Team members must maintain privacy and confidentiality with their passwords and system access.

SOCIAL MEDIA

Please refer to the *Social Media Procedure* for clear direction and guidance on accepted and expected behaviours.

ALCOHOL, DRUGS AND TOBACCO

Please refer to the *Tobacco, Alcohol and Drugs Procedure* for clear direction and guidance on accepted and expected behaviours.

DISCIPLINARY ACTION AND/OR DISMISSAL

If at any time a team member is found to have acted or conducted themselves in breach of the Code of Conduct, disciplinary action or termination of employment may occur.

Behaviours or actions that may be considered to be in breach of the Code of Conduct include, but are not limited to:

- Not following policies, procedures and guidelines
- Working under the influence of alcohol, or drugs
- Immoral or indecent conduct
- Endangering team members, children or families
- Refusing to follow directions of line managers
- Fraudulent activity
- Not complying with privacy or confidentiality guidelines
- Not showing for work, without prior notice
- Inability to attend or actively participate in professional development and training
- Being disrespectful to others
- Stealing or purposely damaging property.

ACKNOWLEDGMENTS, REFERENCES AND RESOURCES

Commission for Children and Young People. (n.d.) *Child Safe Standards*. Retrieved January, 2019 from <https://ccyp.vic.gov.au/child-safety/being-a-child-safe-organisation/the-child-safe-standards/>

Commission for Children and Young People. (n.d.) *Reportable Conduct Scheme*. Retrieved January, 2019 from <https://ccyp.vic.gov.au/reportable-conduct-scheme/>

Early Childhood Australia. (2019). *Code of Ethics*. Retrieved 27 June, 2019 from <http://www.earlychildhoodaustralia.org.au/our-publications/eca-code-ethics/code-of-ethics-core-principles/>

Queensland Government – Business Queensland. (2019). *Writing a code of conduct*. Retrieved 27 June, 2019 from <https://www.business.qld.gov.au/running-business/employing/taking-on-staff/staff-code-conduct/writing>

DOCUMENT CONTROL

Date Reviewed	Modifications
Nov, 2019	Reviewed and created new policy document
11 th January 2022	Reviewed no changes

CODE OF CONDUCT AGREEMENT

I have read and understood this Code of Conduct and agree to abide by the provisions set out in the Code of Conduct at all times.

Name:

Date:

Signature:

Position: