

PREAMBLE

Our Code of Conduct aims to provide a framework for all educators, educator assistants, staff, committee members, volunteers and families of Clarence Family Day Care to ensure an understanding of the standards of conduct and behaviour expected at all times. It provides assistance and guidance on how to best support children and how to avoid or better manage difficult situations.

POLICY & PROCEDURE

The approved provider, committee members, nominated supervisor, educators, staff members, volunteers, and students will maintain the following ethical conduct ideologies at all times, and demonstrate positive interactions within the Service and the local community:

1. Commit to our Service philosophy and values, including the promotion of principles of the NQF and best practice in early childhood education, in partnership with our families.
2. Effective, open and respectful two-way communication and feedback between employees, children, families and management.
3. Honesty and integrity in all interactions with children, families.
4. Consistency and dependability in all exchanges with children, families, employees and managers.
5. Commitment to a workplace that values and promotes the safety, health, and wellbeing of employees, volunteers, children and families.
6. Commitment to an equal opportunity workplace and culture that values the knowledge, experience, and professionalism of all employees and the diverse heritage of our families and children.
7. Perform all duties to the best of your ability.
8. Be accountable for every aspect of your performance and behaviour.
9. Effectively and efficiently follow all reasonable instructions and requests from management.
10. Be courteous and responsive in all interactions with colleagues, visitors, students, and the community.
11. Be mindful of your duty to the safety of yourself and others.
12. Promote a collaborative and collegial workplace by contributing to a positive work environment in which all can contribute to ongoing personal and professional development.

THE APPROVED PROVIDER, MANAGER, NOMINATED SUPERVISOR, EDUCATORS, STAFF MEMBERS, STUDENTS AND VOLUNTEERS WILL:

- Ensure their work is carried out professionally, cautiously and efficiently. They will act in a professional and respectful manner at all times whilst at work, giving their full attention to the Service responsibilities and adhering to all Service policies, procedures, laws and regulations.
- Adhere to all lawful directions, retaining the right to question any direction that they consider to be unethical. If uncertain they can seek advice from the Manager, Nominated Supervisor, Approved Provider or the Ombudsman.
- Consider all relevant facts and make decisions or take actions fairly, ethically, consistently and with appropriate transparency. If they are uncertain about the appropriateness of a decision or action they will consider:
 - Whether the decision or conduct is lawful
 - Whether the decision or conduct is consistent with our policies and objectives
 - Whether there will be an actual, potential or perceived conflict of interest involving obligations that could influence the business relationship, or conflict with business duties

- Comply with our Privacy and Confidentiality Policy when dealing with confidential information and records.
- Report (suspected) breaches of the code of conduct to a Manager in writing.
- Report any suspicious behaviour to the Manager and encourage and actively support a safe and supportive Service environment.
- Include children and families in the decision-making process.
- Refrain from developing close personal relationships with children or their families outside work.
- Refrain from using abusive, derogatory or offensive language.

THE APPROVED PROVIDER, MANAGER, NOMINATED SUPERVISOR & COORDINATORS WILL:

- Exercise leadership by working with educators and staff to implement performance and development processes that are consistent with the employee's conditions of employment.
- Provide ongoing support and feedback to educators and staff.
- Establish systems within your area of responsibility which support effective communication and consult with and involve your staff in appropriate decision-making.
- Take appropriate action if a breach of the Code of Conduct may have occurred.

THE APPROVED PROVIDER, MANAGER, NOMINATED SUPERVISOR, EDUCATORS, STAFF MEMBERS & VOLUNTEERS WILL NOT:

- Engage in conduct that is detrimental to the professional standing of our Service, is improper or unethical, is an abuse of power, or harasses, discriminates against, victimises, humiliates, intimidates, or threatens other educators, staff members, volunteers, or visitors at the Service, either directly or indirectly via information technology such as email, text or social media. Additionally they will not support those who do this.
- Seek or accept a bribe. Accept an offer of money, regardless of the amount.
- Exchange any property of the Service for own use unless properly authorised.
- Approach other employees, managers or visitors directly on individual matters that are irrelevant to them.
- Engage in any action in breach of our Privacy and Confidentiality Policy, including but not limited to disclosure of confidential Service or customer information, or the improper or illegal use of that confidential information. Authorised persons will only access confidential information for the purpose intended.
- Engage in or support any action in breach of Service policies and/or procedures.
- Drink alcohol or use illicit substances on the educator's premises (during operating hours) or come to the Service under the influence.
- Show preferential behaviour towards any child.

FAMILIES AND VISITORS WILL:

- Treat all children at the service equally and respectfully.
- Report any suspicious behaviour to the Manager or Approved Provider and encourage and actively support a safe and supportive Service environment.
- Respect the rights, dignity and worth of every person, regardless of their abilities, gender, religion or cultural background.
- Refrain from bullying, harassing or discriminating against any child or adult at the Service.
- Respect the decisions of educators and staff members.
- Tell Manager if they witness to any instances of bullying, harassment or discrimination.
- Cooperate and follow rules.
- Listen to educators' instructions and follow them.
- Speak to an Educator or the Manager or Nominated Supervisor if worried, concerned, or have a grievance about something.

FAMILIES AND VISITORS WILL NOT:

- Drink alcohol or use illicit substances on the educator's premises (during operating hours) or come to the Service under the influence.

- Smoke on the educators' premise during operating hours.
- Remove a child from the premises without advising the child's educator.

NATIONAL QUALITY FRAMEWORK

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	NATIONAL QUALITY AREA	NATIONAL QUALITY ELEMENT/STANDARD
83, 84, 168	4 7	4.1 = 4.1.2 4.2 = 4.2.1, 4.2.2 7.1.1, 7.1.3

REFERENCE & RELATED INFORMATION

- Australian Children's Education & Care Quality Authority.
- Australian Human Rights Commission <https://www.humanrights.gov.au/our-work/childrens-rights>
- Early Childhood Australia Code of Ethics. (2016).
- Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2017).
- Guide to the National Quality Framework.
- National Quality Standard.

ACKNOWLEDGMENT

I have read and understood Clarence Family Day Care's Code of Conduct and agree to abide by its terms and conditions at all times.

NAME		DATE	
POSITION		SIGNATURE	