

STAFF CODE OF CONDUCT POLICY

We believe in maintaining an inclusive and welcoming environment and workplace that motivates and facilitates personal growth and development for staff and educators. The values that underpin our work ethic include equality, respect, integrity, and responsibility.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 4: STAFFING ARRANGEMENTS		
4.1	Staffing arrangements	Staffing arrangements enhance children's learning and development.
4.1.2	Continuity of staff	Every effort is made for children to experience continuity of educators at the service.
4.2	Professionalism	Management, educators and staff are collaborative, respectful and ethical.
4.2.1	Professional collaboration	Management, educators and staff work with mutual respect and collaboratively, and challenge and learn from each other, recognising each other's strengths and skills.
4.2.2	Professional Standards	Professional standards guide practice, interactions and relationships.

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1.1	Service philosophy and purpose	A statement of philosophy guides all aspects of the service's operations.
7.1.3	Roles and responsibilities	Roles and responsibilities are clearly defined, and understood, and support effective decision-making and operation of the service.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
168	Education and care services must have policies and procedures

PURPOSE

We aim to establish a common understanding of work place standards and ethics expected of all employees of the Service. We aim to ensure positive working relationships are formed between all educators and management, promoting dignity and respect by avoiding behaviour which is or may be perceived as harassing, bullying or intimidating. Educators and management will at all times conduct themselves in an ethical manner and strive to ensure that all interactions are positive and respectful and are in accordance with the Service's philosophy.

SCOPE

This policy applies to staff, management and visitors.

IMPLEMENTATION

The Approved Provider, Nominated Supervisor, Educators and Staff, Volunteers, and Students will adhere to the Early Childhood Australian Code of Ethics, National Regulations and Quality Standard, and Service policies and procedures at all times, promoting positive interactions both within the Service and the local community.

Respect for People and the Service:

- Employees and Management are committed to the Service philosophy and values, inclusive of best practice in early childhood education and building positive partnerships with children, families and staff.
- Effective, open, and respectful reciprocal communication and feedback between employees, children, families, and management is conveyed.
- It is important to treat colleagues, children, and families with respect. Bullying or insulting behaviour, including verbal and non-verbal aggression, abusive, threatening, or derogatory language or intimidation towards other employees, children, visitors, or families is unacceptable and will not be tolerated.
- Employees are committed to valuing and promoting the safety, health, and wellbeing of employees, volunteers, children, and families.
- Employees are committed to an Equal Opportunity workplace and culture which values the knowledge, experience, and professionalism of all employees, team members, and managers, and the diverse heritage of our families and children.

Expectations of Employees

Employees Will:

- Ensure their work is carried out proficiently, harmoniously, and effectively. They will act in a professional and respectful manner at all times whilst at work, giving their full attention to their responsibilities and adhering to all Service policies, procedures, laws, regulations, and National Quality Standard.
- Act honestly and exercise attentiveness in all Service operations. They will carry out all lawful directions, retaining the right to question any direction which they consider to be unethical. If uncertain they can seek advice from the Nominated Supervisor, General Manager, Approved Provider or the Ombudsman.
- Have a solid understanding of the Service's policies and procedures; if uncertain about the content of any policy or procedure with which they must comply employees should seek clarification from the Nominated Supervisor, General Manager or Approved Provider.
- Be courteous and responsive when dealing with colleagues, students, visitors, children and families.
- Work collaboratively with colleagues.
- Be mindful of their duty of care towards themselves and others.
- Be positive role models for children at all times.
- Respect the rights of all children.
- Respect the confidential nature of information gained about each child participating in the program.

Expectations of Leaders and Management

In addition to the above responsibilities, leaders and management are expected to:

- Promote a collaborative and interconnected workplace by developing a positive working environment where all employees can contribute to the ongoing continuous improvement of the Service.
- Promote leadership by working with employees and providing opportunities for professional development and growth.
- Provide ongoing support and feedback to employees.
- Keep employees informed about essential information and changes and make documents readily accessible to them.
- Model professional behaviour at all times whilst at the Service.
- Implement supportive and effective communication systems, consulting employees in appropriate decision making.
- Take appropriate action if a breach of the code of conduct occurs.

- Share skills and knowledge with employees.
- Give encouragement and constructive feedback to employees, respecting the value of different professional approaches.

Reporting a breach in the code of conduct:

- All employees are required by law to undergo a Working with Children Check, which is verified by the employer.
- If employees become aware of a serious crime committed by another employee, they are required to report it to management.
- All employees must report possible risk of harm to children or young persons to management.
- Employees will report any concerns they may have about inappropriate actions of any other employee that involves children or young people to management.

Managing conflict in the workplace:

- Management will remain objective and impartial when managing conflict in the workplace.
- Management have a responsibility to address a possible breach of the code of conduct by any employee as soon as they are aware of the breach.
- Allegations will be investigated and can result in remedial action, or disciplinary action ranging from a caution to dismissal.
- Management will consider all relevant facts and make decisions or take actions fairly, ethically, consistently, and with 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 Service 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.

Adhering to service confidentiality:

- Unless authorised to do so by legislation, employees must not disclose or use any confidential information without appropriate approval.
- All employees are to ensure that confidential information is not accessed by unauthorised people.
- Employees will adhere to the Service's *Privacy and Confidentiality Policy*.

Babysitting

- We do not provide babysitting services outside normal operating hours.
- Should employees undertake private babysitting arrangements with families, our Service takes no responsibility for any private arrangements between staff members and the family. However, we do expect staff to inform the Service if they are babysitting or caring for a child that attends the Service.
- We have rigorous recruitment and suitability processes in place to ensure that we employ competent and professional members of staff and maintain our duty of care to safeguard children whilst on our premises and in the care of our staff. We have no such control over the conduct of staff outside of their position of employment. Parents should make their own checks as to the suitability of a member of staff for babysitting.
- We will not take responsibility for any health and safety issues, conduct, grievances, or any other claims arising out of the staff member's private arrangements outside of the Service hours. The member of staff will not be covered by the Service's insurance whilst babysitting as a private arrangement.
- Out-of-hours work arrangements must not interfere with the staff member's employment at the Service.
- All staff are bound by contract to the Service's Privacy and Confidentiality Policy, where they are unable to discuss any issues regarding the Service, other staff members, parents/families, or other children.

Record keeping

- Employees and Management will maintain full, accurate, and honest records as required by national regulations.
- Managers have a responsibility to ensure that employees comply with their record keeping obligation outlined in the *Record Keeping and Retention Policy*.

Duty of care

- Management and employees have a responsibility to take reasonable care for the health and safety of themselves and others at the workplace to enable compliance with the work health and safety legislation.
- Duty of Care relates to both physical and psychological wellbeing of individuals.
- Management and employees must take reasonable care for the safety and welfare of children and young people in their care. This includes taking all reasonable action to protect children and young people from risk of harm that can be reasonably predicted.

Social media

- The Service offers its current families and staff members a private Facebook page as a communication tool. The administrators of the account are the Service's Nominated Supervisor, General Manager and Service Provider.
- Only current families and staff may have access to the page as the page is locked as 'Privacy type: Closed: Limited public content. Members can see all content.'
- The description is: Description: This Facebook group is for staff and families of children attending Balmain Care for Kids. The intention is that this group will allow you to: Keep in touch with what's happening at the Service, connect with other parents and employees of Balmain Care for Kids, and share your thoughts about programs, policies, and procedures.
- The Administrator(s) control the content on the page and ensure that the postings are relevant and respectful of the Service, the children, the staff, families, and greater community.
- Staff members that have a personal Facebook account are not permitted to post any negative comments relating to the Service, children, colleagues, or families. If they choose to 'like' the Service's page they have a responsibility to ensure that their profile picture is an appropriate representation of an early childhood Educator.
- Staff members are to use their own personal discretion when adding a family of the Service as a 'friend' on Facebook. The Service does not recommend staff to add families of the Service as they will be seen still as a representative of the Service and held to the Service's Code of Conduct on all posts on their private 'wall' if families have access.
- Families are asked in our Social Media policy to respect that staff may have a personal policy on adding families due to their professional philosophy and that the Service does not recommend staff to have families as friends on their private account.

Use of alcohol, drugs, and tobacco

- Smoking is NOT permitted in or on surrounding areas of the Service.
- It is expected that the odour of cigarette smoke will not be detected on an employee's clothing. If an employee is found smoking on the premises, that employee may be terminated. Our Service supports the [Smoke Free Environment Act 2000](#). The company and its employees will follow all conditions outlined in this act.
- Our Service is bound by the Education and Care National Regulations. As such, alcohol, drugs, or other substance abuse by employees can have serious adverse effects on their own health and the safety of others. As such, all employees must not:
 - Consume alcohol nor be under the influence of alcohol while working,

- use or possess illegal drugs at any workplace,
 - drive a vehicle, having consumed alcohol or suffering from the effects of illegal substances,
 - or
 - bring alcohol or any illegal drugs onto the premises.
- If a co-worker suspects a colleague to be affected by drugs or alcohol, they must inform the Nominated Supervisor immediately. No employee will be allowed to work under the influence of drugs or alcohol.
- Employees undergoing prescribed medical treatment with a controlled substance that may affect the safe performance of their duties are required to report this to the Nominated Supervisor.
- All issues pertaining to these matters shall be kept strictly confidential. A breach of this policy may initiate appropriate action including the termination of employment.

Dress code

- All employees must adhere to our uniform/dress code which is explained during the induction process and outlined in the employee handbook.
- Enclosed shoes must be worn at all times (strictly no high heels, thongs, or wedges).
- Clothes must be suitable for free movement, active play, and messy play.

Personal Hygiene

All employees are to adhere to the following standards:

- Long hair is to be clean and neatly tied back: Ensure hair does not hang in your eyes.
- Makeup is to be light and natural.
- Fingernails are to be clean, well-groomed and an appropriate length, especially if dealing with babies and nappy changing.
- Employees will follow appropriate oral hygiene practices.
- An appropriate deodorant/antiperspirant will be worn.
- Strong perfumes will not be worn as they may cause allergic reactions in children.

Personal phone calls/mobile phones

- Employees are not authorised to use the Service's phones for personal reasons unless in the case of an emergency.
- No personal mobile phones are to be used or carried during working hours, they are to be left in lockers.

- No personal mail or deliveries should be directed to the Service unless prior approval has been granted by the Nominated Supervisor/management.
- Educators and staff are not to contact families or children of the Service for personal reasons.

Service email

- Email is to be used only for company usage, not for private communications.
- Passwords and access privileges are strictly confidential and to be used only by the Educator issued with that access, or persons delegated to know and use that access in the normal course of operation.
- It is the responsibility of the authorised user to take fair and reasonable steps to ensure the passwords and other forms of access are held safe.
- Employees are to be aware that the Service email account is regularly accessed by Management.

Dismissal

All staff members are made fully aware that the following breaches of the Code of Conduct and role responsibilities may lead to termination of employment:

- Reporting to work under the influence of alcohol or drugs.
- Refusal to complete required additional training.
- Possessing or selling drugs at the Service.
- Immoral, immature, or indecent conduct while at the Service.
- Inappropriate use of company equipment and/or resources.
- Refusing to work as reasonably directed.
- Possessing a dangerous weapon whilst at the Service.
- Bringing disrepute to the Service.
- Causing disruption or discontent in the relationship between a family and the Service.
- Disclosure of confidential information.
- Falsifying documentation.
- Taking, abusing, defacing, or destroying company property.
- Interfering with work schedules.
- Falsification of reports, documents, or wages information.
- Failure to report for work without notice.
- Walking off the job.
- Failure to follow service policies and procedures.
- Vulgarity or disrespectful conduct to families, management, children or colleagues.

- Making or publishing false, vicious, or malicious statements about any employee of the Service, or the Service itself.
- Failure to hand in lost property (this is regarded as stealing): Lost property is to be handed to the Nominated Supervisor.

Disciplinary Action

All staff members are made fully aware that continued abuse of the following may result in disciplinary action. These include, but are not limited to the following:

- Unauthorised absence.
- Consistent or ongoing late arrivals and/or unauthorised extended breaks.
- Having personal visitors whilst on shift.
- Continued personal phone calls.
- Carrying a personal mobile phone whilst on shift.
- Using a personal mobile phone or device to take photographs of the children.
- Unauthorised distribution of Service resources or materials.
- Consistent or ongoing poor work standard.
- Carelessness in the performance of duties.
- Consistent or ongoing low level of enthusiasm.
- Lack of personal cleanliness and hygiene.
- Failure to report health, fire, or safety hazards.
- Failing to comply with the service's policies, procedures and Employee Handbook.

JURISDICTION SPECIFICATIONS FOR NSW

NEW SOUTH WALES (NSW)
<p>For Working with Children Check information, refer to the website:</p> <ul style="list-style-type: none"> • https://www.kidsguardian.nsw.gov.au/

Source

Anti-Discrimination Act: See <https://raisingchildren.net.au/disability/disability-rights-the-law/law/anti-discrimination-laws-for-acts-for-specific-australian-states-and-territories>.

Australian Children's Education & Care Quality Authority. (2014).

Early Childhood Australia Code of Ethics. (2016).

Fair Work Act 2009 (Cth).

Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2017).

Guide to the National Quality Framework. (2018).

Ombudsman Act 2001 (Cth).

Privacy and Personal Information Protection Act 1998 (Cth).

Revised National Quality Standard. (2018).

Work Health and Safety Act 2011 (Cth).

Workplace Relations Act 1996 (Cth).

REVIEW

POLICY REVIEWED	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE
January 2019	<ul style="list-style-type: none"> Social media section updated as new Facebook page for parents introduced. 	January 2020
January 2018	<ul style="list-style-type: none"> Minor changes made to support operational delivery Related policy section added 	January 2019
October 2017	<ul style="list-style-type: none"> Updated the references to comply with the revised National Quality Standard 	January 2018
January 2017	<ul style="list-style-type: none"> Minor changes made 	January 2018