



# Annette's Place Inc

## Code of Conduct Policy

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*We believe in forming an inclusive and welcoming environment and workplace by providing experiences that motivate and facilitate personal growth and development for staff and educators. The values that underpin our work ethic includes equality, respect, integrity and responsibility.*

### National Quality Standard (NQS)

Quality Area 4: Staffing Arrangements		
4.1	<b>Staffing arrangements</b>	Staffing arrangements enhance children's learning and development
4.1.2	<b>Continuity of staff</b>	Every effort is made for children to experience continuity of educators at the service
4.2	<b>Professionalism</b>	Management, educators and staff are collaborative, respectful and ethical
4.2.1	<b>Professional collaboration</b>	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	<b>Professional Standards</b>	Professional standards guide practice, interactions and relationships

Quality Area 7: Governance and Leadership		
7.1.1	<b>Service philosophy and purpose</b>	A statement of philosophy guides all aspects of the service's operations. 7
7.1.3	<b>Roles and responsibilities</b>	Roles and responsibilities are clearly defined, and understood, and support effective decision making and operation of the service.

### Education and Care Services National Regulations

Children (Education and Care Services) National Law NSW	
<b>168</b>	Education and care services must have policies and procedures



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### PURPOSE

Our Service aims to establish a common understanding of work place standards 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 make all interactions positive and compliant in accordance with the Services 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 Standards and Service policies and procedures at all times, promoting positive interactions with the Service and the local community.

#### **1. 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 partnership 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.



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- 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

### **2. Expectations of Employees**

- Employees will ensure their work is carried out proficiently 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 Standards
- Employees will 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, Approved Provider or the Ombudsman
- Employees will have a solid understanding of the Services 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 or Approved Provider.
- Management will inform employees about essential information and make documents readily accessible to them.
- Employees will be courteous and responsive when dealing with colleagues, students, visitors, children and families.
- Employees will work collaboratively with colleagues
- Employees will be mindful of their duty of care towards themselves and others
- Employees will be positive role models for children at all times
- Employees will respect the rights of all children
- Employees will respect the confidential nature of information gained about each child participating in the program.



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### **3. 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 room and service.
- Promote leadership by working with employees to improve professional development and growth
- Provide ongoing support and feedback to employees
- 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, reflecting the value of different professional approaches

### **4. 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 person, 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

### **5. 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 you become aware of the breach.



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- 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 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

### **6. 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 confidential information must be not accessed by unauthorised people
- Employees will adhere to the Services 'Privacy and Confidentiality Policy'

### **7. Baby- Sitting**

- 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 family

### **8. 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 Records Keeping Policy.



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### 9. 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 have a duty of care to take reasonable care for the safety and welfare of children and young people in care. Thus taking all reasonable action to protect children and young people from risk of harm that can be reasonably predicated.

### 10. Social Media

- The Service offers two public Facebook pages as a communication tool. The administrator of the accounts is the Service's Nominated Supervisor.
- The Administrator can give permission for relevant staff members to access and post on the pages.
- The Administrator oversees the content on the page and ensures 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.
- Staff members are to use their own personal discretion when adding a family of the Service as a 'friend' on Facebook.

### 11. Use of alcohol, drugs and tobacco

- See WHS Handbook.

### 12. Dress Code

All employees must adhere to our uniform/dress code. Enclosed shoes must be worn at all times. Clothes must be suitable for movement, active play and messy play. No logos or political statements are to be worn.



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### **13. 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 or permission is given by the Responsible Person.
- No personal mobile phones are to be used or carried when educators are rostered with the children.
- Photographs of children are not to be taken on personal mobile phones under any circumstances.
- During work hours educators and staff are not to contact families or children of the Service for personal reasons.

### **14. Service Email**

- Email is to be used only for service usage, not for private communications.
- Passwords and access privileges are treated as strictly confidential to the staff member 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.

### **15. Service computers/printers**

- Service computers and printers are not to be used for personal reasons unless permission is given by the Director.



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### Code of Conduct Agreement

I have read and understood the Services Code of Conduct policy, and agree to abide by the provisions set out in the Code of Conduct at all times. Failure to do so may lead to disciplinary action or dismissal.

Name:

Signature:

Position:

Date:

### Source

- Australian Children's Education & Care Quality Authority. (2014).
- Guide to the Education and Care Services National Law and the Education and Care Services National Regulations 2015,
- ECA Code of Ethics.
- Guide to the National Quality Standard.
- Anti-Discrimination Act
- Fair Work Act
- Industrial Relations Act
- Work Health and Safety Act
- Ombudsman Act
- Privacy and Personal Information Protection Act





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### Review

Policy Reviewed	Modifications	Next Review Date
January 2017	Minor changes made	January 2018
October 2017	Updated the references to comply with the revised National Quality Standard	January 2018
January 2018	Minor changes made to support operational delivery	January 2019