

# Code of Conduct

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)-

<b>QUALITY AREA 4: STAFFING ARRANGEMENTS</b>		
<b>4.1</b>	Staffing arrangements	Staffing arrangements enhance children's learning and development.
<b>4.1.2</b>	Continuity of staff	Every effort is made for children to experience continuity of Educators at the service.
<b>4.2</b>	Professionalism	Management, Educators, and staff are collaborative, respectful, and ethical.
<b>4.2.1</b>	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.
<b>4.2.2</b>	Professional Standards	Professional standards guide practice, interactions, and relationships.

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

## Related Policies-

Privacy and Confidentiality Policy Interactions with Children, Family and Staff Policy In-Service and Staff Development Policy Grievance Policy	Child Protection Policy Record Keeping and Retention Policy Respect for Children Policy Responsible Person Policy
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### **Purpose-**

We aim to establish a common understanding of workplace standards and ethics expected of all employees of Raleigh St. We aim to ensure positive working relationships are formed between all Educators, staff, Management, CoM, families, and visitors of Raleigh St, promoting dignity and respect by avoiding behaviour, which is or may be perceived as harassing, bullying, or intimidating. All persons in direct contact with Raleigh St 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 Raleigh St's philosophy.

### **Scope-**

This policy applies to staff, Management, CoM, families, students, volunteers, and visitors.

### **Implementation-**

The Director, CoM, Educators and Staff, Volunteers, and Students will adhere to the Early Childhood Australian Code of Ethics, National Regulations and Quality Standard, and Raleigh St's policies and procedures at all times, promoting positive interactions both within Raleigh St and the local community.

### **Respect for people and Raleigh St:**

- Employees, Management and CoM are committed to Raleigh St's philosophy and values, inclusive of best practice in early childhood education and building positive partnerships with children and families
- Effective, open, and respectful reciprocal communication and feedback between employees, children, families, students, volunteers, CoM, and Management is conveyed
- It is important to treat all people 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
- Everyone should demonstrate a commitment to valuing and promoting the safety, health, and wellbeing, including the mental health, of employees, Management, CoM, students, volunteers, children, and families
- Raleigh St is 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
- We acknowledge the vulnerability of Aboriginal children, children from a culturally and linguistically diverse background and children with a disability and have ZERO tolerance of discrimination

**Families will:**

- Read the Code of Conduct Policy and accept their responsibilities outlined in this policy by signing the acknowledgement form in their enrolment pack and returning it to the Director
- Abide by this code
- Comply with all other relevant policies
- Be a positive role model for all the children in Raleigh St
- Maintain a safe environment for the children and staff at Raleigh St
- Develop relationships based on mutual respect
- Develop open and honest communication with the staff, Educators, Management and CoM
- Take part, support, and participate in activities provided by Raleigh St
- Respect individual differences
- Work in partnership with the child's Educators in a courteous and respectful manner
- Always follow the direction of staff and Management
- Raise concerns, complaints, or grievances in accordance with the Complaints and Grievances Policy
- 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 Raleigh St does not recommend staff to have families as friends on their private account

**Expectations of Employees:**

**Employees will:**

- By law undergo a Working with Children Check, which is verified by Raleigh St
- Must report possible risk of harm to children to management
- Report any concerns they may have about inappropriate actions of any other employee that involves children to management
- 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 Raleigh St policies, procedures, National laws, National regulations, and National Quality Standard.
- Act honestly and exercise attentiveness in all of Raleigh St's operations. They will carry out all lawful directions, retaining the right to question any direction which they consider to be unethical
- Only access Raleigh St after hours with the approval of the Director and with another staff member

- Have a solid understanding of Raleigh St'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 Director
- Provide guidance to students, volunteers, families, and children through positive role modelling and, when appropriate, clear, and respectful directions
- Be courteous and responsive when dealing with colleagues, students, visitors, children, and families
- Work collaboratively with colleagues, including the Educational Leader, Management and the CoM
- 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
- Ensuring that no child is left alone with a student, volunteer, visitor, or another parent/guardian unless it is that particular child's family member
- Staff members that have a personal Facebook account are not permitted to post any harmful comments relating to Raleigh St, children, colleagues, or families. If they choose to 'like' Raleigh St's page they have a responsibility to ensure that their profile picture is an appropriate representation of an early childhood Educator. If it is not, we request that you do not 'like' the page
- Staff members are to use their own personal discretion when adding a family of Raleigh St as a 'friend' on Facebook. Raleigh St does not recommend staff to add families of the centre as they will be seen still as a representative of Raleigh St and held to Raleigh St's Code of Conduct on all posts on their private 'wall' if families have access
- Staff members are not permitted to request the 'friendship' of families from Raleigh St

### **Expectations of Leaders, Management, and the CoM:**

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

- Promote a collaborative and interconnected workplace by developing a positive working environment where all employees can contribute to the ongoing improvement of Raleigh St
- Promote leadership by working with employees and providing opportunities for professional development and growth
- Provide ongoing support, feedback, and encouragement to employees
- Model professional behaviour at all times
- Implement supportive and effective communication systems, consulting employees in **appropriate** decision making

- Share skills and knowledge with employees
- Ensure that the Code of Conduct and the Code of Ethics are regularly discussed at staff meetings to reinforce expectations
- Develop a culture of accountability within Raleigh St for complying with the codes and being prepared to respond when behavioural expectations are not adhered to
- Taking appropriate disciplinary or legal action, or reviewing the terms of employment in the event of misconduct or serious breach of the Code of Conduct

#### **Managing complaints, grievances, and incidents:**

- Management and CoM will closely follow the Complaints and Grievance Policy when dealing with and managing conflict, complaints, grievances, and incidents
- 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 Raleigh St's policies, philosophy, 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 privacy and 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 Raleigh St's Privacy and Confidentiality Policy

#### **Babysitting:**

- We do not provide babysitting services outside normal operating hours
- Should employees undertake private babysitting arrangements with families, Raleigh St 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.

- Should employees undertake private babysitting arrangements we require employees and families to sign a copy of the Code of Conduct, which will we keep in the child and staff member's file.
- 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 the Education and Care Services National Regulations
- Managers have a responsibility to ensure that employees comply with their record keeping obligations 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 **ALL** 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
- Notification of a serious incident must be reported to DET in writing with 24hrs of the incident or of a notifiable complaint via the National Quality Agenda IT System
- Contacting the police in an emergency situation where it is believed there is an immediate risk to a child or adult

### **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 and personal hygiene:**

- 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
- No offensive logos or political statements are to be displayed on clothing
- 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 and adults

### **Personal phone calls/mobile phones:**

- Employees are not authorised to use Raleigh St'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

**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 their Raleigh St email account may be accessed by Management and CoM at any time

**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:**

- **Placing the health or wellbeing of another adult or child in danger**
- Reporting to work under the influence of alcohol or drugs
- Refusal to complete required additional training
- Possessing or selling drugs
- Immoral, immature, or indecent conduct
- Inappropriate use of company equipment and/or resources
- Refusing to work as reasonably directed by Management, Educational Leader or CoM
- Possessing a dangerous weapon whilst at Raleigh St
- Bringing disrepute to Raleigh St
- Causing disruption or discontent in the relationship between a family and Raleigh St
- 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 the correct notice
- Walking off the job
- Failure to follow policies and procedures
- Vulgarity or disrespectful conduct to families, Management, or colleagues
- Making or publishing false, vicious, or malicious statements about any employee, or Raleigh St



### 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
- Continued personal phone calls
- Carrying a personal mobile phone whilst on shift without permission
- Using a personal mobile phone or device to take photographs of the children
- Unauthorised distribution of Raleigh St resources or materials
- Consistent or ongoing poor work standard
- Carelessness in the performance of duties
- Consistent or ongoing low level of enthusiasm
- If found to be bullying or intimidating other staff
- Lack of personal cleanliness and hygiene
- Failure to report health, fire, or safety hazards

### Sources-

- 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).

### Review-

Date reviewed-	Modifications-	CoM endorsement date-	Next review date-
October 2019	Policy created for RSCCC based on CC Desktop template- KC	April 2020	April 2023

**Code of Conduct Agreement:**

**I have read and understood Raleigh St's Code of Conduct and agree to abide by the provisions set out in the Code of Conduct at all times.**

Name		Signature	
Employee/Family		Date	