

Warradale Community Children's Centre acknowledges the traditional custodians of the land we live on today and we pay our respects to the Aboriginal and Torrens Strait Islander People past, present and emerging.



Code of Conduct Policy

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
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

Children (Education and Care Services) National Law	
168	Education and care services must have policies and procedures



Aim

Warradale Community Children's Centre aims to establish a common understanding of workplace 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 always conduct themselves in an ethical manner and strive to make all interactions positive and compliant in accordance with the Service's philosophy.

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 Centre policies and procedures at all times, promoting positive interactions with the Centre and the local community. 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 include equality, respect, integrity, and responsibility.

1. Respect for people and the Centre.

- Employees and Management are committed to the philosophy and values of the centre, 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, families, and educators 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 directors, and the diverse heritage of our families and children.

2. Expectations of Employees

- Employees will ensure their work is carried out proficiently, harmoniously, and effectively. They will always act in a professional and respectful manner whilst at work, giving their full attention to their responsibilities and adhering to all Centre policies, procedures, laws, regulations and National Quality Standard.
- Employees will act honestly and exercise attentiveness in all aspects of the Centre's 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 Director, Approved Provider, or the Ombudsman.
- Employees will have a solid understanding of the Centre'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.
- 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 always positive role models for children.
- Employees will respect the dignity and rights of all children.
- Employees will respect the confidential nature of information gained about each child participating in the program.



3. Expectations of Leadership

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 Centre.
- 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 Centre.
- 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 (DCSI), 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 Leadership.
- All employees must report possible risk of harm to children or young persons.
- Employees will report any concerns they may have about inappropriate actions of any other employee that involves children or young people to Leadership.



5. Managing Conflict in the workplace

- Leadership will remain objective and impartial when managing conflict in the workplace.
- Leadership has a responsibility to address a possible breach of the code of conduct by any employee as soon as you become aware of the breach.
- Allegations will be investigated and can result in remedial action, or disciplinary action ranging from a caution to dismissal.
- Leadership 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 Centre 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 accesses by unauthorised people.
- Employees will adhere to the Centre's 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, Warradale Community Children's Centre takes no responsibility for any private arrangements between staff members and family. However, we do expect staff to inform the Director if they are babysitting or caring for a child that attends the Centre.

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- We have rigorous recruitment and suitability processes in place to ensure that we employ competent and professional members of staff and maintain our duty 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 Centre's hours. The member of staff will not be covered by the Centre's insurance whilst babysitting as a private arrangement.
- Out-of-hours work arrangements must not interfere with the staff member's employment at the Centre.
- All staff are bound by contract of the Warradale Community Children's Centre's Privacy and Confidentiality Policy, where they are unable to discuss any issues regarding the Centre, other staff members, parents, or other children.

8. Record Keeping

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

9. Duty of Care

- Leadership 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.



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

10. Social Media

- The centre has a Facebook page which is open to the public. We do not post children's faces in the post.
- The Administrator controls the content on the page and ensures that the postings are relevant and respectful of the Centre, the children, the staff, families, and the community.
- Staff members that have a personal Facebook account are not permitted to post any negative comments relating to the Centre, children, colleagues, or families. If they choose to 'like' the Centre's page, they have a responsibility to ensure that their profile picture is always an appropriate representation of an Early Childhood Educator. If it is not, we request that they do not 'like' the page.
- Staff members are to use their own personal discretion when adding a family of the Centre as a 'friend' on Facebook. The Centre does not recommend staff to add families of the Warradale Community Children's Centre as they will be seen still as a representative of the Centre and held to the Centre'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 Centre does not recommend staff to have families as friends on their private account.
- Staff members are not permitted to request the 'friendship' of families from the Centre.



11. Use of alcohol, drugs, and tobacco

- Smoking is NOT permitted in or on surrounding areas of Warradale Community Children's Centre. 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 Centre supports the [Smoke Free Environment Act 2000](#). Warradale Community Children's Centre and its employees will follow all conditions outlined in this act.
- Warradale Community Children's Centre 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; nor
 - Drive a vehicle, having consumed alcohol or suffering from the effects of illegal substances.
 - Bring alcohol or any illegal drugs on the premises.
- If a co-worker suspects another to be affected by drugs or alcohol, they must inform the Director 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 Director.
- All issues pertaining to these matters shall be kept strictly confidential. A breach of this policy may initiate appropriate action including the cancellation of employment.

12. Dress Code

- All employees must adhere to our uniform/dress code supplied during induction. Shoes must have a back, no high heels, or wedges. Closed in shoes are recommended for safety.



- Clothes must be discreet, suitable for movement, active play, and messy play. No offensive logos or political statements are to be worn.

13. Personal Hygiene

All employees are to adhere to the following standards:

- Shoes must have closed in flat shoes, with a back, for safety.
- Long hair is to be clean and neatly tied back. Ensure hair does not hang in your eyes or food.
- Makeup is to be light and natural.
- Fingernails are to be clean and well groomed.
- Good oral hygiene and grooming is essential.

14. Personal Phone Calls/Mobile Phones

- Employees are not authorised to use the Centre'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.
- Educators and staff are not to contact families or children of the Centre for personal reasons.
- Receiving personal calls is not encouraged except in an emergency.

15. Service Email

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



16. 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 Centre
- Immoral, immature, or indecent conduct while at the Centre
- Inappropriate use of the centre's equipment
- Refusing to work as directed
- Possessing a dangerous weapon while at the Centre
- Bringing disrepute to the Centre
- Bringing disrepute to the relationship between a family and the Centre
- Disclosure of confidential information
- Falsifying documentation
- Taking, abusing or destroying Centre's property
- Interfering with work schedules, falsification of reports, documents, or wages information
- Failure to report for work
- Walking off the job
- Failure to follow policies and procedures
- Vulgarity, disrespectful conduct to families, leadership, or colleagues
- Making or publishing false, vicious, or malicious statements about any client, employee, supervisor, the Centre or its services
- Failure to hand in lost property is regarded, as stealing and dismissal will follow. Lost property is to be handed to the Director.



17. Disciplinary Action

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

- Unauthorised absence
- Having personal visitors whilst on shift
- Continued personal phone calls
- Unauthorised solicitation or distribution of money or materials
- Poor work standard
- Carelessness
- Low level of enthusiasm
- Lack of personal cleanliness
- Failure to report health, fire, or safety hazards
- Repeated tardiness

Evaluation

- This policy is viewed as working effectively when all members of staff are aware of the expectations of employment at Warradale Community Children's Centre.

Source

- Australian Children's Education & Care Quality Authority.
- Guide to the Education and Care Services National Law and the Education and Care Services National Regulations
- 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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- Revised National Quality Standard 2018

Record of Policy Adoption and Amendment:

Version	Date	Details	Author	Next Review Date
1.0	7/6/18	Policy developed	Trish Cook	June 2020
1.1	8/10/2021	Added educators	Lori Hart Dian Faranda-Pluke	October 2023
1.2	31.7.23	Facebook public page added	Poornima Radhakrishnan	31.12.24
1.3	Sept 2024	No changes	Lori Hay	Sept 2025

IMPLEMENTATION

Code of Conduct Agreement
I have read and understood the Services Code of Conduct 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:

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