

Code of Conduct

Purpose

This Code of Conduct clarifies expectations regarding standards of behaviour between all stakeholders within the organisation. The Code of Conduct is in place to support everyone to respond in ways that ensure the safety, welfare and wellbeing of staff, children and families.

1. Parents and Carers Code

This Code applies to all parents, guardians, authorised nominees, authorised persons, or persons otherwise attending the service in relation to an enrolled child, collectively referred to as “Carers”. This may include Family or Child Case Workers, Support Workers, Occupational Therapists, Visitors, or other professional services entering the service under direct engagement to a child or family.

Carers Obligations

While in attendance at the service for any reason, all Carers must uphold the following standards of behaviour:

- I will respect the rights, dignity and worth of every child, staff member and family regardless of their gender, ability, cultural background or religion.
- I will not raise my voice, use threatening language, or perform any action which may intimidate or humiliate children, staff or any other person at the service.
- I will maintain confidentiality and refrain from discussing grievances with other families or children.
- I will communicate positively with all children, including their own children, while on the premises.
- I will discuss any concerns directly with staff and not approach other children.
- I will not attend the service if affected by illegal drugs or alcohol or consume them while at the service.
- I will refrain from smoking while at the service or surrounding areas.
- I will represent the centre respectfully in all external communications including social media and will refrain from anything that could be perceived as negative slander.

Breaches of this Code

Any Carer who fails to comply with the principles, or the spirit of this code, may face disciplinary action including but not limited to:

- Warnings either verbal or in writing.
- Temporary exclusion from the service. This may allow your child to continue to attend the service, by an authorised nominee dropping them off or collecting them during the exclusion period.
- Permanent exclusion from the service for both yourself and/or your children.

2. Workplace Participants Code

This Code applies to all employees, volunteers, students, agents and contractors of Greater West Childcare, collectively referred to as “Workplace Participants”. It applies wherever Workplace Participants are, or could be, identified as a representative of Greater West Childcare. This includes but is not limited to dealings with children and families, community organisations, regulatory bodies, suppliers, on social media and in social settings.

Workplace Participants Obligations

Workplace Participants acknowledge that Greater West Childcare is a Christian Business and agree to respect, and help promote, a Christian ethos throughout the organisation regardless of the individual’s faith or beliefs and agree to observe the following standards of behaviour.

Respectfully...

- I will communicate in a positive, age appropriate and genuine manner.
- I will listen and respond appropriately to children’s views and concerns.
- I will treat other workers with respect and seek positive conflict resolution.
- I will be a positive role model to children in my conduct with them.
- I will guide children towards positive and responsible behaviour.
- I will represent the centre respectfully in all external communications including social media.
- I will not use inappropriate language in the workplace.

Professionally...

- I will embrace the child safe culture that Greater West Childcare fosters by prioritising the safety, health and wellbeing of all children.
- I will observe a professional standard of appearance, and wear the required uniform, safety equipment and work clothes.
- I will observe the roster and maintain punctuality to all shifts.
- I will follow instructions from my manager and execute duties in a timely manner.
- I will seek out and participate in professional development and self-improvement practices, especially in the area of child safety.
- I will promote the service in a positive manner.
- I will respond quickly, fairly and transparently to any serious complaints made by a child or relating to a child.
- I will set clear boundaries about appropriate behaviour between myself and a child, and strictly observe any boundaries set by Greater West Childcare.
- I will only have physical contact with a child in ways which are appropriate to my professional or agreed role and responsibilities.
- I will not subject a child to any form of corporal punishment, social isolation, immobilisation, sexual suggestion, offence, or misconduct.
- I will not engage with families or children on social media.



- I will not smoke while at the service or in surrounding areas.
- I will not report for work in circumstances where there is a risk that I could be affected by or 'under the influence' of illicit drugs or alcohol.

Ethically...

- I will conduct myself with honesty and integrity, operating collaboratively and ethically in all matters.
- I will uphold Early Childhood Australia's Code of Ethics
- I will implement anti-bias practices and promote diversity and inclusion of all.
- I will provide an equitable environment for all children.

Legally...

- I will comply with all laws, regulations, policies, procedures and reasonable directions of Greater West Childcare.
- I will stay informed of and ensure compliance with current child safety legislation and reporting requirements.
- I will take all complaints and possible allegations seriously, and report them appropriately, in line with child safety or other requirements.
- I will maintain confidentiality of any privileged information I become aware of through the course of my employment.
- I will protect Greater West Childcare's intellectual property by not sharing practices and documents with others, except with approval.
- I will not, whilst employed by Greater West Childcare, accept any employment with another organisation that is a competitor, or any other employment that is in conflict with my position.

Breaches of this Code

Any workplace participant who fails to comply with the principles or the spirit of this code may face disciplinary action, including but not limited to:

- Warnings either verbal or in writing.
- Termination of employment, placements, or volunteer authorisation.
- Termination of contract for services.
- Temporary or permanent exclusion from the service and premises.



POLICY VERSION AND REVISION INFORMATION

Phil Wauzel

Authorised by CHAIRMAN (Board of Directors)

Current version 2

Last review Nov 2023

Workplace Participant Acknowledgement

I acknowledge that I have read and understood the above information and that:

- I am expected to comply with the information in this procedure; and*
- there may be disciplinary consequences if I fail to comply, which may result in termination of my employment*

Name _____ Signature _____ Date _____