



## Staff Code of Conduct

**Document No:**

**Issue Date:**  
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**Next Review Date:**  
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EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
82	Tobacco, drug and alcohol-free environment
84	Awareness of child protection law
155	Interactions with Children
168	Education and care services must have policies and procedures

QUALITY AREA		
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.
7.1.1	<b>Service Philosophy and Purpose</b>	A statement of philosophy guides all aspects of the service's operations.
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.

**Policy statement:**

Lipscombe Child Care Services Inc (**the Service**) Staff Code of Conduct outlines expectations of all educators, staff and volunteers, is designed to promote a positive culture of safety, fairness and ethical behavior.

The Service has a responsibility to provide a safe and supportive work environment that recognises the strengths, abilities and contributions of all. This environment must be free from discrimination, bullying or harassment.

Equally, all staff have a responsibility to act in a professional manner, perform their duties diligently with a focus on delivering high quality care, contributing to a safe and positive, equitable environment free from bias and prejudice that promotes the wellbeing of children, families, team members, students, volunteers and others who may participate in the Service.

The Policy forms part of the terms and conditions of employment, contract or volunteering at the Service. A breach of this Policy may result in disciplinary action and termination of such arrangement by the Service.

**Target Audience:**

Management, Educators, Staff, Students, Volunteers and Contract Employees.

**Roles & Responsibilities:**

**All Employees, contractors and volunteers** must read and understand policy documents issued to them. If there is something that is not understood, it is their responsibility to seek clarification from a coordinator or management. Employees, contractors and volunteers are responsible for their conduct at all times and must report breaches of policy promptly to a coordinator or management.

**Program Coordinators** should in addition to above, communicate effectively in a timely fashion with management if any breach of policy is observed or reported. Co-coordinators are leaders within the Service. Leadership refers to positive influence, leading and inspiring others.

**Management** should make relevant information available to employees and other stakeholders. Management should respond efficiently in a meaningful way to any report of breach of policy or code of conduct.

**Students / Volunteers** should uphold the standards and principles detailed in Service Policy and Procedure.

**Guidelines:****1. Work safely**

- Carry out work in a safe manner
- Be aware of and look after everyone's safety and health
- Ensure the premises and equipment are in a safe condition for use
- Intervene if a person is at risk
- Report any health and safety incidents/issues to Management

**2. Treat families, children and fellow staff with honesty, courtesy and respect**

- Establish and maintain positive interactions and relationships
- Treat each person with respect and courtesy, valuing them as individuals
- Be honest and demonstrate integrity, trust and respect
- Think before you speak or use body language – use respectful, encouraging and socially appropriate language and behaviour
- Do not use negative, abusive, threatening, harassing or bullying language or behaviour

- Promote and work towards creating a culturally safe environment for children, families and staff.

### **3. Perform duties with professionalism, integrity and efficiency**

- Act in a professional way that upholds the reputation of the Service while at work
- Be aware that conduct outside work hours, particularly when identified by Service uniform or participation in a Service event or function, or by using your job title on social media (which is prohibited), also represents and reflects on the Service.
- Comply with the Service *Out of Hours Contact Policy* and *Right to Disconnect Policy*
- Be respectful, responsible and vigorous in discussion and review of service delivery.
- When responsible for evaluating the performance of other staff, act in a fair and considerate manner based on clearly defined criteria.

### **4. Respect Diversity**

- Respect the rights of others as individuals and use an inclusive approach
- Treat and respect people equally, regardless of gender, age, socio-economic status, race, language, beliefs, additional needs and family structure or lifestyle
- Do not use behaviour, language or other practices that label, stereotype or demean others

### **5. Maintain confidentiality**

- Do not use or disclose information you are given for work purposes outside work
- Comply with privacy laws and the Service Privacy Policy

### **6. Communicate and Collaborate**

- Discuss any issues that may arise with a view to finding positive outcomes
- Communicate openly and frequently
- Collaborate with other workers and challenge and learn from each other recognising each other's strengths and skills

### **7. Avoid or manage conflicts of Interest**

- Disclose any real, perceived or potential conflict of interest between work life and personal life to Management. This may include but is not limited to pre-existing relationships with any family enrolled at or joining the Service. <sup>1</sup>

- Disclose any personal new or pre-existing relationships with other staff to Management.
- Do not ask for or accept gifts, favours or entertainment from families except if approved by Management
- Understand that any arrangement between an Educator and any family for babysitting is a strictly private arrangement and must comply with the Out of Hours Policy. Babysitting services are in no way connected with the Service.

## **8. Drugs, Alcohol and Smoking**

- Do not come to work if under the influence of alcohol or other drugs
- Do not smoke at the Service

## **9. Caring for Property**

- Respect the property of the Service and of children, families and staff
- Do not use Service resources improperly/for personal use including financial, material, intellectual property, information and knowledge, including reports, documents, files, books, manuals, records, statements, papers, writing and similar items, whether in hard copy, electronic, magnetic or other form) and other materials, property or equipment.
- Time is a valuable Service resource which should be used productively and effectively to the benefit of children and the program.
- Do not remove copy, share, damage, dispose of or interfere with property, documents or files of the Service.

## **10 Sustainability**

- Act in an environmentally responsible manner while at the Service
- Support children to become environmentally responsible

### **Policy non-compliance**

A breach of this policy may result in disciplinary action and/or termination of employment, contractual or volunteer arrangements by the Service in accordance with the [Counselling and Discipline Policy and Procedure](#).

People who become aware of a breach of this policy must disclose this breach to the Service management.

<sup>1</sup> There may be occasions when employees have contact with families away from the Service. This must comply with the Out of Hours Contact Policy. Employees have a responsibility to ensure that the relationship outside the Service does not affect interactions with a family in the care setting. Additional attention should be paid to confidentiality in the Service environment.

In extreme circumstances an individual may be concerned that a serious breach of this policy has occurred but considers that it would be personally damaging to report it through normal channels, in such a case they should report it under the Speak Up Policy.

**Links to other Policies:**

WH & S

Staff Handbook

Contract of Employment

Out of Hours Contact Policy

Computer Usage

Positive Interactions

Duty of Care Policy

Supervision Policy

Privacy and Confidentiality

Leave Policy

Grievance Policy

Counselling and Discipline Policy

Philosophy

Recruitment Policy

Position Descriptions

Inclusion and Equity Policy

Drug and Alcohol Policy

Performance Review Policy

Child Safety and Wellbeing policy

Interactions – Educators and Children policy

Behaviour Policy

Professional Development policy

Responsible Person in Day to Day Charge policy

**References:**

Contract of employment

Lipscombe Child Care Services Staff Handbook

NQF

Education and Care Services National Law and National Regulation 2010

ECA Code of Ethics

EYLF

Training.gov.au

Childrens Services Award 2010

**Changes made at review:**

Policy created September 2012

Added reference to Regulations, Punctuality, Participation.

Removed interactions and Leave (separate policies) 2013

Added notes to Respect Diversity, Punctuality, Room Placements March 2013

Added notes to Professionalism / Work ethic section May 2015

Added links to other policies May 2015

Reviewed and amended Policy statement May 2015

Split Code of Conduct from Staff Procedures document October 2015 and amended Code

Added babysitting August 2016

May 2018 – Updated National Quality standards

August 2022 – Format updated, Regulations and Quality Areas moved to the front of policy. Additional Regulations and Quality Areas added. Additional links to policies added. Link in reference removed, not a valid web address.

July 2023 – Added notes about promoting and creating culturally safe environments for all.

September 2024 – Added Out of Hours Contact and Right to Disconnect Policy reference, breach clause and other minor edits

**Code of Conduct Declaration**

I, .....have read, understand and agree to abide by the Lipscombe Child Care Services Staff Code of Conduct, and understand adherence is a condition of my employment or volunteer work. I understand that a breach of the Code of Conduct may result in disciplinary action including termination of volunteer work or employment.

Date..... Signed.....

Received by:..... Date.....