



Code of Conduct

Guideline for Educators:

- Educators shall behave honestly and with integrity.
 - Educators shall avoid any act which may bring our profession into disrepute.
 - Educators shall work in partnership with colleagues and community organisations to support the well-being of families.
 - Educators shall treat colleagues and families with respect and courtesy and without harassment.
 - Educators shall maintain a professional relationship with colleagues and parents. Where educators feel a colleague/parents behaviour competency or integrity is in question, they should discuss this with the colleague/parent. If no satisfactory outcome is achieved the complaint should be referred to those in a position to correct the situation.
 - Where an educator receives a complaint from a parent, they should listen carefully to the nature and substance of the complaint. Give due consideration and full account to its content and advise the parent of the formal and informal avenues to obtain consideration of the complaint. If an educator is in any doubt of the appropriate action, they shall seek guidance from senior educators.
 - Educators shall not make improper use of:
 - Information imparted to them
 - Their duties, status, or authority.
 - Educators shall work in ways that enhance human dignity and carry out their duties in a professional and conscientious manner.
 - Educators shall ensure that they provide all children and young people with an adequate level of protection against harm.
- Parents will notify educators upon drop off that their child is within the service – children are not to be left in rooms unattended.
 - Parents are to adhere to the opening and closing hours of the service.
 - Parents shall follow the grievance policy in raising concerns with the service.
 - Parents will not belittle, harass, intimidate, or threaten educators, management or another parent- behaviour such as yelling, swearing, using any part of the body to intimidate – pointing fingers in another person’s face.
 - Parents shall refrain from relentless complaints over the legislative or philosophical operation of the service.
 - Parents shall refrain from making constant threats to take legal action against the service as a means of intimidation.
 - Asking for the sensitive or personal information of educators or parents will not be tolerated.

Guidelines for Parents:

- Parents shall treat educators with respect and courtesy and without harassment.
- Parents shall become familiar with service policies and procedures.
- Parents shall work collaboratively with their child’s educators and management to ensure the best possible educational outcomes for their child.
- Parents are expected to communicate daily with educators and management about their child.

Guidelines for Volunteers, Trainees and Students:

- Volunteers, trainees, and students are to follow and maintain the guidelines all educators are to follow under the code of conduct.
- Volunteers, trainees, and students are to come to an agreement with the Nominated Supervisor on what times/days they wish to volunteer at the centre.
- The centre must be contacted if the volunteer, trainee, or student is ill or no longer wishes to attend the service.
- To assist educators and children in the running of the daily program.
- Volunteers and students are never to be left alone with the children or a child. They are not to take a child out of the sight of a paid educator.
- Volunteers, trainees, and students are to speak to their supervisor if a problem or concern arises.

Failure to comply with this code of conduct may result in your child’s care being ceased or, in the case of educators, your employment being terminated.

Behaviours Considered a Breach Includes

- Inappropriate language such as swearing, yelling, or screaming at educators or management, using demeaning or non-supportive language, inappropriate written material, and sexual material in any form on work premises or work functions.
- Using discriminatory language about another person's culture, language or ethnicity.
- Inappropriate conduct such as the consumption of alcohol or drugs at the service or during an excursion or outing.
- Inappropriate contact with young children - no parent or educator shall strike a child as a method of discipline.
- Inappropriate use of facilities and resources such as the personal usage of the company credit card, stealing work belongings or sending inappropriate emails.
- Any behaviour that is deemed to extend an educator's professional boundaries as outlined in the child protection policy.
- Giving personal information about families or educators to people not authorised to have that information.
- Inappropriate gossip, malicious, negative talk and backstabbing are destructive and will not be tolerated.
- Inappropriate use of social media platforms that bring the company, work colleagues, or our profession into disrepute, e.g., Discussing work policies negatively on Facebook. Posting memes on Facebook that are very obviously about workplace work issues or directed at specific educators.
- Inappropriate use of passwords and unauthorised access to email or social media platforms- hacking company computers or those of work colleagues.
- Breaches to the Child Care Subsidy systems or fraudulent behaviour that contravenes the Child Care Provider Handbook.