

CODE OF CONDUCT

The quality of care for children, good relationships among educators, the confidence of parents/caregivers and the reputation of Settlers Farm OSHC all depend on the professional attitude and behaviour of the service educators and management. This policy aims to provide clear guidance to educators about the standards the service requires as a condition of employment. For information on appropriate interactions with children, see appendix 13 (*Protective Practices for Staff in their Interactions with Students*)

Procedure:

- Educators are expected to support the policies and procedures of the service. Where educators believe any of the policies or procedures need to be changed, they should first discuss it at a staff meeting and then have the educator representative suggest the change to the Advisory Committee. Meanwhile educators should continue to follow the existing policy and procedures.
- Educator's duties are described in their job descriptions. Educators should perform their duties to the best of their ability, while meeting their job description. If educators have trouble performing these duties to the required standard, they should ask for help from the Director.
- Educators are expected to comply with their legal and industrial award obligations.
- It is vital that the service be a healthy and safe environment for children, educators, parents and visitors. Educators must act in ways which do not endanger the health or safety of anyone, and should encourage healthy and safe behaviour in the children by modelling appropriate behaviours.
- Good quality childcare relies on effective teamwork and good relationships among educators. Educators are expected to assist good working relationships by treating each other with courtesy, honesty and respect. Conflicts between educators should be aired in private, and not in front of children, parents/caregivers or other educators. Educators should seek help from the Director, or use the grievance procedures, if they are unable to resolve their conflict between themselves.
- Similarly, educators should treat parents/caregivers and children with courtesy, honesty and respect. Children arriving or departing from the service should be welcomed or farewelled by name. Educators must treat children equally and as individuals regardless of gender, race, family background, culture, religion or beliefs. Educators will be sensitive the rights and feelings of the children.
- Educators are expected to maintain and improve their skills through participating in training and development opportunities provided by the service.
- Educators must observe confidentiality in all circumstances involving children, parents/caregivers, educators and visitors. Educators must not discuss any child or parent/caregiver with any other parent/caregiver or visitor, within or outside the service. In any situation where an educator is not sure if information is confidential or not, they should check with the Director.
- Educators are expected to arrive for work on time and return from breaks on time. They are expected to manage their time to achieve tasks or duties set for them. If they have concerns about the amount of time given to complete tasks, they should discuss this with the person who has assigned them the task.



- Educators should dress appropriately for their duties, with particular attention to safety (with consideration to weather, environment and tasks to be performed). They must wear clothes that do not contain derogatory or offensive images or phrases. Educators must be presented in a way that presents the service as a professional organisation.
- Educators should use language which will not offend other educators or parents/caregivers, especially within hearing range of children.
- Educators must attend work free from the influence of alcohol or other non-prescription drugs. Smoking is strongly discouraged and educators will not smoke on site or anywhere within sight of the children. Educators should tell the Director if they are taking any prescription medication which may affect their capacity for work (e.g. causing drowsiness).
- Educators are expected to come to work when they are fit enough to do so without risking injury or infection to themselves or the educators or children at the service. When educators are unwell or injured, they should not attend work and if entitled may apply for sick leave or workers' compensation.
- Educators should help each other to maintain high quality care and high standards of professionalism.
- Educators are required to engage with children and as such must not use personal devices (including but not limited to mobile phones, iPods and MP3 players). Where educators are requiring using such a device for a personal reason, this must be negotiated with the Director or nominee prior to their shift beginning.
- Educators should be employing active supervision wherever possible. This improves the educator's ability to supervise to an adequate standard, interact with children to a higher degree and to foster growth and development in the children. As such, it is recognised that educators should be on the move, engaging with the different groups of children they are supervising, viewing the area from different vantage points, and conducting ongoing risk assessments of the area and activities being participated in and remaining alert to the dynamics of the group and the situation.

NATIONAL QUALITY STANDARD

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.
7.1.3	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	
83	Staff members and family day care educators not to be affected by alcohol or drugs
84	Awareness of child protection law
168	Education and care services must have policies and procedures

Policy reviewed	Previous modifications	Next review date
March 2021	No changes	2022