

23.2 Code of Professional Conduct Procedure

Quality Area 4: STAFFING ARRANGEMENTS

Standard 4.2 Professional standards

PURPOSE

Our service aims to establish a common understanding of work place 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 at all times conduct themselves in an ethical manner and strive to make all interactions positive and compliant in accordance with the services philosophy.

This purpose of this *Code of Professional Conduct* is to promote professionalism, confidentiality and ethical conduct, and to inform children and families, and the community, of the standard of professional conduct they can expect a Story House Early Learning service to uphold.

SCOPE

This procedure applies to all children, educators, visitors and management of the Service

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 Standards and service policies and procedures at all times, promoting positive interactions with the service and the local community.

Respect for people and the service:

- All employees are committed to the service philosophy and values, 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 and families 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 and may result in disciplinary action
- Employees are committed to valuing and promoting the safety, health and wellbeing of employees, volunteers, children and families
- Employees are committed to upholding the *Child and Youth Risk Management Strategy* to demonstrate their advocacy for keeping children safe from harm
- Employees are committed to an Equal Opportunity workplace and culture which values the knowledge, experience and professionalism of all employees, team members and managers, and the diverse heritage of our families and children

DOCUMENT NUMBER & TITLE		QA4_23.2. Code of Professional Conduct Procedure			
DATE PUBLISHED	Dec 2017	DOCUMENT VERSION	v1.0	REVISION DUE DATE	December 2019
APPROVED BY: Kellie Perren – Chief Operations Officer					
Warning – uncontrolled when printed. This document is current at the time of printed.					

Expectation of Employees:

- Employees will ensure their work is carried out proficiently, harmoniously and effectively. They will act in a professional and respectful manner at all times whilst at work, giving their full attention to their responsibilities and adhering to all Service policies, procedures, laws, regulations and National Quality Standards
- Employees will act honestly and exercise attentiveness in all Service 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 Nominated Supervisor, or the Business Operations Manager
- Employees will have a solid understanding of the services policies and procedures, if uncertain about the content of any policy or procedure with which they must comply, employees should seek clarification from the Service Manager or Business Operations Manager
- To report any breaches of policies, procedures or the National Law to the Service Manager immediately or to their line manager
- Employees will be courteous and responsive when dealing with colleagues, students, visitors, children and families
- Employees will maintain professional boundaries when dealing with families who are enrolled in our services
- Employees will work collaboratively with all colleagues
- Employees will engage in respectful, professional conversations with other colleagues and not engage in gossip
- Employees will be mindful of their duty of care towards themselves and others
- Employees will be positive role models for children at all times
- Employees will respect the rights of all children and maintain a commitment to children and their safety
- Employees will respect the confidential nature of information gained about each child participating in the program and not disclose or divulge any information to an unauthorized party
- Employees will follow the internal *Grievance Procedure* and raise any concerns according to the processes outlined and work towards a resolution
- Adhere to the *Privacy and Confidentiality Policy and Procedure*

Expectations of Service Managers:

In addition to the above responsibilities, leaders and management are expected to:

- Promote a collaborative and interconnected service environment by developing a positive working culture where all employees can contribute to the ongoing continuous improvement of the rooms and service
- Promote leadership by working with educators to improve professional practice and growth
- Provide ongoing support and feedback to educators regarding their professional programs and practice
- Model professional behaviour at all times whilst at the service
- Implement supportive and effective communication systems, consulting employees in appropriate decision making where possible

DOCUMENT NUMBER & TITLE		QA4_23.2. Code of Professional Conduct Procedure			
DATE PUBLISHED	Dec 2017	DOCUMENT VERSION	v1.0	REVISION DUE DATE	December 2019
APPROVED BY: Kellie Perren – Chief Operations Officer					
Warning – uncontrolled when printed. This document is current at the time of printed.					

- 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
- Report any concerns they may have about inappropriate actions of any other employee that involves children or young people to the Business Operations Manager

DOCUMENT NUMBER & TITLE		QA4_23.2. Code of Professional Conduct Procedure			
DATE PUBLISHED	Dec 2017	DOCUMENT VERSION	v1.0	REVISION DUE DATE	December 2019
APPROVED BY: Kellie Perren – Chief Operations Officer					
Warning – uncontrolled when printed. This document is current at the time of printed.					