



Wattle Grove Out of School Hours Care/Vacation Care
 Cressbrook Drive, Wattle Grove NSW 2173
 Phone; 02 98254700
Wattlegrovekidsclub@optusnet.com.au

CODE OF CONDUCT POLICY

2020

NATIONAL QUALITY STANDARD (NQS)

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		
168		Education and care services must have policies and procedures

Purpose

Wattle Grove Out of School Hours Care purpose is to implement this code as a basis for evaluating professional conduct, and as a reference tool for the thought processes that inform pedagogy, including actions and reactions towards professional conduct, relationships, views, influence and position with communities and society. Ethical conduct guides the behaviours and decisions within the service and underpinned by the respect for, and the valuing of children, families, educators, staff, and the extended service community.

All permanent and relief Educators and all other Staff Members agree to abide by this code of conduct. Whilst the Approved Provider/ Nominated Supervisor are ultimately responsible for ensuring the Code of Conduct is adhered to, all Educators and other Staff Members will assist in maintaining the code

Responsibilities of the Approved Provider

- Ensure the service is operates in accordance with the Children (Education and Care Services) National Law (NSW) and Education and Care Services National Regulations at all times.
- Ensure all educators and staff are made aware of their obligations through the induction process, staff handbooks, employment contracts, personal discussions, staff meeting activities and opportunities to critically reflect upon ethical practice.
- Ensure the Nominated Supervisor upholds the policy at all times and enforces the Code of Conduct throughout the service.
- If a family or staff member acts out of conduct please refer to the **Grievance and Complaints Policy**.

Responsibilities of the Nominated Supervisor



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- Ensure the service operates in accordance with the Education and Care Services National Law and Education and Care Services National Regulations at all times.
- Ensure all educators and staff are made aware of their obligations to conduct themselves in an ethical and professional manner through personal discussions, staff meeting activities and opportunities to critically reflect upon ethical practice.
- Ensure decision making processes are clear and transparent.
- Ensure there is a copy of the ECA Code of Ethics displayed in a prominent place within the service for educators/staff and families to access.
- Ensure that there are times when all educators can participate in staff meetings to discuss and reflect on the practices within the service in relation to continuous improvement.
- The health, welfare, and progress of the child are promoted.
- The child is provided with a range of activities designed to promote social, emotional, cognitive, cultural and physical development.
- The child is (where appropriate) provided with regular and varied meals and refreshments, having regard to the child's age.
- The child is provided with educational and recreational activities (both on an individual and a group basis) that are suitable and adequate for the needs and interests of the child.
- Children are not to be inappropriately disciplined at any time.

Responsibilities of the Educators

- Educators have a responsibility to comply with Legislation, Council Policies, Guiding Principles and Procedures, the National Quality Framework and the Code of Conduct to perform their duties effectively.
- Ensure they have read and understood the ECA Code of Ethics and service philosophy.
- Maintain their knowledge of the broad legislation and conventions that apply to their role with children, families and their team.
- Educators are expected to always behave in ways that promote the safety, welfare and wellbeing of children.
- Educators will use positive child behavioural management techniques that support children and encourage positive change.
- Educators need to be aware of and comply with, relevant Child Protection Legislation and related service policies and procedures.
- Educators will respect the uniqueness of each family and strive to learn about their culture, structure, lifestyle, customs, languages and beliefs.
- Demonstrate an ongoing engagement with the principles outlined in The Early Years Learning Framework and the ethical requirements in the National Quality Standards.
- Use staff meetings to critically reflect on practices in relation to continuous improvement.
- Educators are to wear required uniform and behave in a manner which demonstrates professionalism and show respect for others including colleagues and families.
- Educators will continue to strive for improvement of their service, including additional training and upgrading of skills.

Responsibilities of the Family



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- Respect confidentiality at all times.
- Give feedback in relation to educator's professional conduct to the Approved Provider as necessary.
- Act in an ethical manner whenever they are involved in the programs provided by the services.
- Communicate to the Responsible Person or staff any individual request regarding staff/educators' conduct.
- Families must have a professional attitude and display appropriate behaviour at all times. Staff must be treated with respect regardless of the situation.
- Parents, families & guardians are to raise all grievances in a mature and polite manner with the Centre Director. Grievances can be reported via telephone, in person or in writing (written or emailed).
- Parents, families & guardians will not approach educators, children or members of their family in an aggressive, abusive or violent manner.
- Where matters cannot be resolved through the staff at the service the Nominated Supervisor should escalate the matter to the Approved Provider. Families are encouraged to communicate any issues they have to the management of the service in a professional manner.
- Families are not to offer bribes or offer any gratuity to the service staff for any reason.
- Using inappropriate behaviour could put your child's position at the service at risk of being cancelled.

Responsibilities of the Children

- Where age appropriate, children must accept responsibility for their own behaviour.
- Children are encouraged to be respectful and polite to everyone, this including other children, educators, parents, visitors, volunteers and members of the public.
- Children will be treated as individuals with respect and courtesy.
- Children will display age/ability appropriate behaviour at all times. Behaviours that are offensive or threatening to others will be addressed in accordance with Behaviour Guidance policy
- Children will treat all equipment with care.
- Children will be educated and cared for according to the National Quality Framework.
- Children will be protected from physical danger, intimidation and discrimination.
- Unacceptable behaviour could result in position at the service being jeopardised.

Professional Boundaries

Unacceptable Communication

Inappropriate comments or swearing
Inappropriate pet names (nick names)
Vilification or humiliation
Jokes or innuendo of a sexual nature
Obscene gestures and language
Correspondence of a personal nature via any medium



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Unacceptable Physical Contact

Unwarranted touching of a child or young person personally or with objects
Corporal punishment (physical discipline, smacking)
Initiating, permitting or requesting inappropriate or unnecessary physical contact (massage, kisses, tickling games)
Inappropriate use of physical restraint
Grabbing children by the arms, pulling children around by arms

Inappropriate Situations

Inviting/allowing/encouraging children and young people to attend the educator home
Allowing children access to the educator's personal internet locations -(Social Media)
Attending children's homes or their social gatherings unless approved by management
Being alone with a child outside of the educators' responsibility
Entering change rooms or toilets occupied by children when supervision is not required

Related Statutory Obligations & Considerations

Australian Children's Education and Care Quality Authority (ACECQA)	www.acacqa.gov.au
Australia Childhood Foundation	www.childhood.org.au
Early Childhood Australia Code of Ethics	http://www.earlychildhoodaustralia.org.au/our-publications/eca-code-ethics/
Children (Education and Care Services) National Law (NSW) 104a	https://www.legislation.nsw.gov.au/#/view/act/2010/104a/full
Education and Care Services National Regulations	https://www.legislation.nsw.gov.au/#/view/regulation/2011/653
UN Convention on the Rights of the Child	https://www.unicef.org.au/Upload/UNICEF/Media/Our%20work/childfriendlycrc.pdf



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Amendment History

Version	Amendment	Date
Previous	Adaptation to ACA policy Name: Code of Conduct Policy 2018 WGOSHC	October 2019

This policy will be updated to ensure compliance with all relevant legal requirements every year. Appropriate consultation of all stakeholders (including staff and families) will be conducted on a timely basis. In accordance with Regulation 172 of the *Education and Care Services National Regulation*, families of children enrolled will be notified at least 14 days and their input considered prior to any amendment of policies and procedures that have any impact on their children or family.

Date: October 2020

Version: 01/2020

Last Amended By: Julia Koti

Next Review: October 2021

Position: Approved Provider/Director