



Code of Conduct

Policy Statement

The quality of education care, good relationships safety, security and confidence of families and the reputation of the service all depends on professional and respectful attitude and behaviour of educators, staff, management, family members and visitors. The Code of Conduct is aligned with the Early Childhood Australia (ECA) Code of Ethics.

Responsibilities of Families and Visitors:

- Conduct themselves in an acceptable and appropriate manner whilst attending NBCA services and events.
- Adhere to all NBCA policies and procedures.
- Produce identification and other documents relevant to the care of their child upon request. Failure to do so may result in exclusion.
- Family members and visitors who use inappropriate language or behaviour will be asked to leave the service.
- Treat staff with courtesy and respect.
- Use language that will not offend other staff, families, visitors and children. Adults must be aware of the use of adult language in adult conversations and ensure it does not take place within hearing of any children. Family members or visitors who discipline their own children whilst at the service or in its surrounds will not use any form of corporal punishment or use unacceptable language.
- Family members or visitors who are unhappy with a situation must follow the Grievance Procedure and discuss the matter with relevant staff or the director, in a calm, constructive manner. Staff will not converse with family members who are angry or abusive.
- It is unacceptable for family members and visitors to create an environment of fear and/or harassment. This includes any reference to the service, educators, staff, or other families in all forms of cyber-bullying and the inappropriate use of social media and similar mediums.
- Family members and visitors may be excluded from the service if their behaviour is considered to be threatening, and police may be contacted.
- Exclusion of a parent, child or family member can occur if the director or NBCA staff member determines a family is being unresponsive to requests or uncooperative.



Responsibilities of Staff:

- Conduct themselves in a way which is ethical and reflective of the ECA Code of Ethics, National Quality Framework and in accordance with their employment contract.
- Perform their duties to the best of their ability in line with position description, service philosophy, NBCA values, NBCA Policies and Procedures.
- Staff will be given opportunities to improve their skills through participating in regular staff and team meetings, staff training and development provided by NBCA.
- Be professional and positive while representing NBCA, and take pride in their achievements.
- Comply with their legal and industrial award obligations as well as the NBCA Enterprise Agreement.
- Staff are only able to leave the building on morning and afternoon tea breaks with the approval of the most senior person as break times are paid times. The employer has the operational discretion to delegate the usage of break times.
- Take professional direction from their supervisors with respect and diligence, and reflect on their professional objectives and goals.
- Role model positive attitudes towards health, safety and wellbeing for families, children, visitors and other staff.
- Follow service procedures for all absences from the workplace.
- Attend work free from the influence of alcohol and illicit drugs. Staff must inform the director if they are taking any medication which may affect their capacity to work so alternate arrangements can be considered.
- Smoking must occur in the most appropriate location and follow Wellbeing, Alcohol, Drugs and Smoking policy.
- All grievances must be dealt with as per the Grievance policy.

Policy Links

Policies:

- Behaviour Guidance and Self-Regulation
- Bullying and Harassment
- Confidentiality and Privacy
- Diversity, Equity and Inclusion
- Duty of Care
- Employment
- Exclusion
- Grievances
- Interactions with Children, Families and Staff
- Workplace Health and Safety

NQS: 4.2

Regulations: 168 (2) (i)

Sources:

- National Quality Framework
- NBCA Enterprise Agreement 2019 – 2022
- NBCA Employee & Workplace Health and Safety Handbooks
- Service Information Handbook



- ECA Code of Ethics (2016)

Policy Document Status

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Committee Representative Signature:



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