


Code of Conduct Procedure

Procedure Number:	D21-77365	Directorate:	Connected Communities
Approval by:	Head of Strategy, Learning and Evaluation	Responsible Officer:	Team Leader, Policy, Learning and Quality
Approval Date:	5 October 2021	Version Number:	2
Review Date:	3 Years from Last Approval Date	Service Type:	
ACECQA Quality Area:	QA4 – Staffing Arrangements	Standard 4.2 Professionalism	

1. Purpose

The procedure has been developed to inform and guide the decisions and behaviours of all staff involved, both directly and indirectly, in the provision of Knox City Council (KCC) Early Years Services: including;

- Appropriate behaviours that reflect KCC vision, goals and values;
- Promoting appropriate behaviours in accordance with KCC visions, goals and values and;
- Respectful, sensitive, honest and considered interactions with staff, children and families.

2. Scope

This procedure provides a framework for ethical professional behaviours that occur during interactions between Family and Children’s Services (F&CS) staff, families and the community.

The procedure is in alignment with the National Quality Standards and the Victorian Government Child Safe Standards which support organisations working with children to implement the standards and become child safe; outlining measures for preventing, identifying and responding to all forms of child abuse and neglect.

3. Responsibility

Responsibilities for the procedure are:

Person	Responsible for
Approved Providers, Senior Team Leaders, Team Leaders, Educators, staff	<ul style="list-style-type: none"> • Maintaining Child Safe Standards in place to protect the health, safety and wellbeing of children attending a KCC Early Years Service through protecting children from any reasonable, foreseeable risk of injury or harm. • Conducting themselves in an ethical manner in accordance with legislative and statutory guidelines and KCC Code of Conduct Policy. • Maintaining compliance with all Commonwealth, State and Local Government legislative and regulatory requirements relevant to the management and provision of KCC Early Years Services. • Following all relevant codes, standards and philosophy related to their role such as, but not limited to:

- *KCC Code of Conduct Policy*
 - *Victorian Teaching Profession Code of Conduct*
 - *Early Childhood Australia Code of Ethics*
 - *United Nations Convention on the Rights of the Child (1989)*
 - *KCC F&CS Vision and Early Childhood Education and Care (ECEC) Services Philosophy*
 - *National Quality Framework for ECEC Services*
 - *Child Safe Standards*
- Refer to [section 5: Related References](#)*

- Using the above codes, standards, philosophy and legislation to guide daily conduct and decision making.
- Promoting cultural safety, participation and empowerment of children with culturally and/or linguistically diverse backgrounds.
- Promoting cultural safety, participation and empowerment of Aboriginal or Torres Strait Islander children.
- Promoting cultural safety, participation and empowerment of children with a disability and/or learning challenges.
- Not expressing personal views on cultures, race, and sexuality in the presence of children and families.
- Not discriminating against any child because of culture, race, ethnicity, disability or developmental delay.
- Dress appropriately for their role and nature of work.
- Reading and understanding all Knox City Council Early Years Policies and Procedures.

**Nominated Supervisor,
Responsible Person and Team
Leaders**

- Follow the above codes
- Confirm that all F&CS staff are aware of their obligations to the [KCC Code of Conduct Policy](#) and legislative requirements through personal discussions both informal and formal, staff meetings and learning and development activities
- Provide opportunity to critically reflect upon ethical practice in relation to relevant codes, frameworks and legislation.
- Dress appropriately for their role and nature of work.

Families

- Read and acknowledge this procedure
 - Conduct themselves in a respectful and appropriate manner when onsite at a F&CS facility/service
 - Partake in formal and informal discussions with staff to support the learning, development and wellbeing of their child.
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4. Procedure

The following steps must be taken to complete this procedure.

4.1 Supervision

Responsible persons must/will maintain effective supervision at all times by:

- Leading by example – demonstrating ethical and appropriate behaviours at all times
- Monitoring staff interactions with colleagues and families.
- Responding to feedback regarding the conduct of staff in a prompt and effective manner that is compliant with the [Feedback Management Procedure](#)

- Monitor completion of any staff professional development training pertaining to appropriate workplace behaviour.

4.2 Contact Staff and Non-Contact Staff Directions

All staff, when working directly with children and families must comply with this procedure at all times. This includes non-contact staff, with limited or infrequent client interaction.

4.3 Dress Code

As per the KCC Code of Conduct Policy, staff are expected to:

- Present themselves in clothing and footwear that is neat, clean, and respectful in good condition
- Be dressed in a style that is appropriate to the professional image of a staff representing KCC
 - This includes wearing KCC uniform if relevant and supplied
- Wear clothing that is neat, practical and appropriate to the nature of their work.

4.3.1 Footwear

Footwear worn by F&CS staff must be fit for purpose and:

- Allow staff to move safely and quickly as and when required
- Staff using a commercial kitchen - be fully enclosed, slip resistant, water resistant and lace free. (Refer to [Food Safety Program](#) documents).
- For staff working onsite and staff attending services – be flat heeled, sturdy and have enclosed toes where necessary and practicable.

If staff have any queries or are unsure about Staff Dress Code requirements, they must direct them to their up-line.

Staff: For further information, and for staff not required to attend services refer to [KCC Code of Conduct Policy](#) available via [eRIK](#).

4.4 Sun Smart

Staff are required to be positive role models for children and families by dressing appropriately and complying with recommended sun protection guidelines for all activities conducted outside. Refer to the F&CS [Sun Protection Procedure](#) for further guidance.

4.5 Staff Identification

- KCC staff identification badges must be worn at all times.
- Working with Children Check (WWCC) identification or Victorian Institute of Teaching (VIT) registration information must be readily available at all times.

4.6 Related Standard Work Practices

- [Feedback Management Standard Work Practice](#)

4.7 Related Fact Sheets

- [Online Meeting Etiquette Fact Sheet](#)

5. Related References

5.1 Community & Council Plan 2017-2021

- We have confidence in decision-making.

5.2 Relevant Legislation

- Child Safe Standards

- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011
 - Element 4.2.1: Professional standards guide practice, interactions and relationships
- National Quality Standard, Quality Area 4: Staffing Arrangements
 - Standard 4.2: Educators, coordinators and staff members are respectful and ethical

5.3 Charter of Human Rights

- This procedure has been assessed against and complies with the charter of Human Rights.

5.4 Related Knox City Council Policies & Procedures

Staff working for Knox City Council Early Years Services are required to read and understand all Knox City Council (KCC) and Family and Children's Services (F&CS) policies and procedures.

We strongly recommend all families enrolling in Knox City Council Early Years Services read all relevant Knox City Council (KCC) and Family and Children's Services (F&CS) policies and procedures.

5.4.1 Related Knox City Council Policies and Procedures

- Code of Conduct Policy (Staff)
- Staff Media Policy
- Staff Social Media Policy

Staff: For all related KCC Staff policies and procedures, please refer to [eRIK](#).

Families: For all related KCC policies and procedures, please refer to [Council's website](#).

5.4.2 Related Family and Children's Services Policies & Procedures

- Determining the Nominated Supervisor and Responsible Person Present
- Equity, Diversity and Inclusion Procedure
- Feedback Management Policy
- Feedback Management Procedure
- Food Safety Program (multiple documents)
- Nutrition, Oral Health, Beverages and Dietary Requirements Procedure
- Relationships and Interactions with Children Policy
- Relationships and Interactions with Children Procedure
- Staffing Arrangements Policy
- Sun Protection Procedure

Staff: For all related F&CS policies and procedures, please refer to [Quality Document System Team Site \(eRIK\)](#).

Families: For all related F&CS policies and procedures, please refer to [Council's website](#).

5.6 Related Resources

- Early Childhood Australia Code of Ethics
- The Victorian Teaching Profession Code of Conduct, The Victorian Institute of Teaching
- The United Nations Convention on the Rights of the Child (1989)
- Knox City Council Early Education and Care Service Philosophy
- [KCC Website: Vision, Values and Strategy](#)

6. Definitions

Approved Provider	Individual, organisation or company with management or control to operate the education and care service/s, through the Education and Care Services National Law and Regulations.
Early Years Service	Refers to Long Day Care, Occasional Care, Kindergarten, Supported Playgroup, Preschool Field Officer Program and Maternal and Child Health Service (unless otherwise specified).
Nominated Supervisor	A person designated by the service as overseeing staff and activities as per the requirements of the Education and Care National Act and Regulations.

Staff: For further glossary and definitions please see: *Family and Children's Services Quality System Glossary and Definitions* available via the [F&CS Quality Document System Team Site](#) on eRIK.

7. Administrative Updates

From time to time, minor administrative changes are required to ensure accuracy of this document. This can include changes to document names, related references, Council, State or Federal government departments, positions or services, or minor amendments to legislation that does not have material impact. In the event of such changes, F&CS will review the impact and provide a new version where necessary.

Refer to *Quality System Document Control Register* (D19-275224) for further clarification regarding the review and amendment of this document.