

## Staff- Code of Conduct policy

### Policy Statement

Our service has adopted the *Early Childhood Australia's Code of Ethics* as the basis for our Code of Conduct for staff. We acknowledge and thank 'Early Childhood Australia' and all those involved in the writing of the *Code of Ethics* for their time, research, dedication, professionalism and willingness to share their hard work with all children's services professionals. Our OSHC Service is committed to adhere to the Early Childhood Australia (ECA) Code of Ethics (2016) which is based on the principles of the United Nations Convention on the Rights of the Child (1991) and provides a framework for the reflection about the ethical responsibilities of early childhood professionals.

### Links to Education and Care Centres National Regulations 2018, National Quality Standard 2018

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Education and Care services National Law and National Regulations

- S. 2A Paramount consideration—safety, rights and best interests of children (commencing 2026)
- S. 3A Paramount consideration [NSW]
- S. 5AA Meaning of inappropriate conduct [NSW]
- S. 162A Child protection training
- S. 162B Child safety training [due to commence 2026]
- S. 165 Offence to inadequately supervise children
- S. 166A Offence to subject child to inappropriate conduct [NSW] Offences relating to inappropriate conduct [commencing 2026 Nationally]
- S. 167 Offence relating to protection of children from harm and hazards
- S. 174AA Educators and other staff members of education and care service to notify certain information [NSW]
- Part 6A Devices in education and care services [commencing 2026]
- S. 188A Offence to give false or misleading information to approved provider about prohibition notice [NATIONAL] False or misleading information about certain notices [NSW]
- 82 Environment to be free from tobacco, vaping devices, vaping substances, drugs and alcohol
- 83 Staff members and family day care educators not to be affected by alcohol or drugs
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- 7 – Governance and Leadership (7.1.1, 7.1.3)

### Principles that inform our Policy and Procedures

We aim to establish a common understanding of workplace standards and ethics 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 ensure that all interactions are positive and respectful and are in accordance with the Service's philosophy.

Our OSHC Service takes every reasonable effort to accommodate the diversity of all children in-embedding the National Child Safe Principles into our organisation and service operations. We believe that children's safety, rights, and best interests are the paramount consideration for all Service operations, decisions and

functions. Our OSHC Service ensures that child safety, wellbeing and best interests take priority over all other considerations, including financial interests or other obligations of management, and are embedded in our daily practices, policies and procedures.

We are committed to the safety and wellbeing of children and young people. We recognise the importance of and responsibility for, ensuring our Service provides a safe and supportive environment which respects and fosters the rights and wellbeing of children in our care. We are dedicated in promoting cultural safety for Aboriginal children, cultural safety for children from culturally and/or linguistically diverse backgrounds and to providing a safe environment for children with a disability.

The approved provider, nominated supervisor, educators, staff, volunteers, and students will adhere to the Early Childhood Australian Code of Ethics, NSW Education and Care Services National Regulations and the National Quality Standard, National Child Safe Standards and Service policies and procedures at all times, promoting positive interactions both within the Service and the local community. Our OSHC Service adheres to and aligns with legislative requirements related to taking images or videos of children to ensure safe physical and online environments. (See Safe Use of Digital Technologies and Online Environments Policy.)

#### RESPECT FOR PEOPLE AND THE SERVICE

- Employees, educators, staff and Management are committed to the OSHC Service philosophy and values, inclusive of best practice in school age education and care and building positive partnership with children, families and staff
- Employees, educators, staff and management are committed to the OSHC Service philosophy and values, inclusive of best practice in school age education and care and building positive partnership with children, families and staff
- Our OSHC Service will develop a Statement of Commitment to Child Safety and Wellbeing to demonstrate a strong culture of child safety within the Service
- Employees, educators, staff and management must adhere to our child safe policies including Child Safe Environment Policy Child Protection Policy, Safe Use of Digital Technologies and Online Environments Policy and take all reasonable steps at all times to protect children from abuse and harm
- Employees, educators, staff and management understand that child safety is everyone's responsibility
- 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, educators, staff, management, children, visitors, or families is unacceptable and will not be tolerated
- Employees, educators, staff and management are committed to valuing and promoting the safety, health, and wellbeing of employees, volunteers, children, and families
- Employees, educators, staff and management promote the cultural safety, participation and empowerment of Aboriginal and Torres Strait islander children to express their culture and enjoy their cultural rights

- Employees, educators, staff and management promote the safety, participation and empowerment of children with culturally and/or linguistically diverse backgrounds to support children to express their culture and enjoy their cultural rights
  - Employees, educators, staff and management promote the safety, participation and empowerment of children with a disability
  - 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
  - Employees, educators, staff and management respect the privacy of children and their families by keeping all information about child protection concerns confidential and only share information to promote child wellbeing or safety and /or manage risk of family violence with other Information Sharing Entities (IES) as per state/territory legislation. Child Information Sharing Scheme (CISS).
- Our OSHC Service will conduct a comprehensive probation and induction orientation program for all new employees, volunteers and students to include awareness of their roles and responsibilities in relation to child safe practices and mandatory child safety and protection training including reporting obligations
- Policies and procedures will be developed to ensure employees, educators, staff, students, visitors and families are aware of the standards of behaviour that is expected within the service
  - Employees, educators, staff and management are informed that inappropriate conduct and behaviour, including bullying, sexual harassment, discrimination and harassment will not be tolerated
  - Policies and procedures will be developed to ensure employees, visitors and families are aware of the standards of behaviour that is expected within the service
  - Employees are informed that inappropriate behaviour, including bullying, sexual harassment, discrimination and harassment will not be tolerated
  - It is important employees, educators, staff and management listen and respond to the views and concerns of children particularly if they are telling you that they or another child has been abused or they are worried about their safety or the safety of another.

### Expectations of Leaders and Management

In addition to general staff responsibilities, leaders and management are expected to:

- Model child safe values in daily practices and decision-making
- Monitor and review compliance with National Child Safe Principles (Child Safe standards NSW), mandatory reporting, National Law and Regulations.
- Create a positive, collaborative workplace where all staff feel supported and can contribute to ongoing improvement of the Service.
- Provide guidance and mentoring by encouraging professional growth and development opportunities.
- Ensure staff have fair and flexible access to meetings, training, and professional development.
- Promote open and respectful communication, including clear expectations about the Right to Disconnect provisions under the Fair Work Act (e.g. when staff may be contacted outside normal hours in genuine emergencies).

- Provide regular support and constructive feedback to staff.
- Keep staff informed of essential information, changes, and updates, and ensure policies, procedures, and resources are easily accessible.
- Ensure copies of the ECA Code of Ethics and National Child Safe Principles (or state equivalent) are available to both staff and families.
- Model professionalism at all times while representing the Service.
- Encourage staff participation in decision-making and maintain transparent communication systems.
- Take appropriate and timely action in response to breaches of the Code of Conduct.
- Share knowledge and expertise to support staff capability.
- Follow recruitment procedures, ensuring background checks (including Working with Children Checks/Vulnerable Persons Check) are completed.
- Model and enforce a zero tolerance approach to child abuse, racism, bullying and discrimination at the OSHC service.

### Expectations of Employees

#### EMPLOYEES WILL:

- adhere to the *Code of Conduct Policy*
- ensure their Working with Children Check (WWCC)/Vulnerable Person Check is valid and current
- notify the approved provider, within 72 hours of any changes, or within 24 hours of becoming aware of any changes, to their WWCC status, changes to their teacher registration or fit and proper status (including show cause notice, suspension notice, supervision notice, disciplinary notices/orders or prohibition notices)
- ensure their work is carried out proficiently, harmoniously, and effectively.
- act in a professional and respectful manner at all times whilst at work
- demonstrate and maintain professional boundaries that foster trust, dignity and mutual respect in their interactions with children, families, colleagues and members of the community
- not be in the possession of a personal electronic device that can take images or videos or personal storage and file transfer media when providing education and care and working directly with children
- demonstrate and maintain professional boundaries that foster trust, dignity and mutual respect in their interactions with children, families, colleagues and members of the community
- act honestly and exercise attentiveness in all Service operations
- 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, approved provider or the Ombudsman
- uphold the rights of children and always prioritise their needs
- treat all children and young people with respect

- promote the wellbeing and safety of children and take all reasonable steps to protect children from abuse
- provide active and adequate supervision of children at all times
- understand their legislative responsibility as mandatory reporters to report any allegation of child abuse, neglect or possible risk of harm to management and/or Child Protection authority
- understand their legislative responsibility to report any inappropriate action of any other employee that involves children or young people to management as part of the *Reportable Conduct Scheme*
- participate in all mandatory training, including mandatory [National Child Safety Training for the Early Childhood Education and Care Sector](#) (effective January 2026)
- follow and comply with the *Dealing with Complaints Policy* when matters are raised regarding Child Safety and Wellbeing
- have a solid understanding of the OSHC Service's policies and procedures, National Principles for Child Safe Organisations and the ECA Code of Ethics. If uncertain about the content of any policy or procedure with which they must comply, employees should seek clarification from the nominated supervisor or approved provider.
- work collaboratively with colleagues and management, families and members of the community with courtesy, respect and recognise and value diversity
- be mindful of their duty of care towards themselves and others
- be positive role models for children at all times
- ensure compliance with a zero tolerance of racism within the Service
- report any incidents or bullying, discrimination or harassment, including sexual harassment they have experienced or witnessed
- not be under the influence of drugs or alcohol while working; bring alcohol or drugs onto the premises
- not smoke or vape in or on surrounding areas of the Service [see *Tobacco, Vape Drug and Alcohol Policy*]
- respect the confidential nature of information gained about each child participating in the program
- engage in critical reflection to inform individual and collective decision making and ensure continual improvement, including a review of child safe policies and procedures
- report to management and decline any bribe or gift, including money, received by a family that may influence or appear to influence a decision or action
- report any instances of suspected corrupt conduct, mismanagement of government funds or other serious allegation to the Department of Education via their [Online contact form](#). For more information visit the Department of Education website: [Reporting fraud via a tip-off](#).

#### EMPLOYEES MUST NOT:

- use abusive, derogatory or offensive language
- engage in conduct that is detrimental to the professional standing of our OSHC Service, is improper or unethical, is an abuse of power, or harasses, discriminates against, victimises, humiliates, intimidates, or threatens other educators, staff members, volunteers, or visitors at the

OSHC Service, either directly or indirectly via information technology such as email, text or social media. Additionally, they must never support or encourage this behaviour in others.

- condone or participate in illegal, unsafe or abusive behaviour towards children, including physical, sexual or psychological abuse, ill-treatment, neglect or grooming
- exaggerate or trivialise child abuse issues
- fail to report information to the approved provider if they know a child has been abused
- engage in unwarranted and inappropriate touching involving a child
- persistently criticise and/or denigrate a child
- verbally assault a child or create a climate of fear
- encourage a child to communicate with an adult in a private setting
- share details of sexual experiences with a child
- use sexual language or gestures in the presence of children
- discriminate against any child, because of culture, race, ethnicity or disability
- put children at risk of abuse- refusing food/play, making threats, exposing children to inappropriate language or material (movies, internet, photos)
- show preferential behaviour towards any child
- accept an offer of money, regardless of the amount
- seek or accept a bribe
- acquire personal profit or advantage because of their position (e.g., through the use of Service information)
- exchange any property of the Service for own use unless properly authorised
- approach other employees, managers or visitors directly on individual matters that are irrelevant to them
- exchange large gifts or money to, or from, an individual child or family that may be seen as favouritism
- engage in any action in breach of our *Privacy and Confidentiality Policy*, including but not limited to disclosure of confidential Service or customer information, or the improper or illegal use of that confidential information. Authorised persons will only access confidential information for the purpose intended.
- engage in or support any action in breach of Service policies and/or procedures.

#### Reporting a Breach of the Code of Conduct

Fun 4 U Helensburgh OSHC is committed to a culture of accountability and transparency. Staff are supported to report any suspected misconduct, including but not limited to:

- Breaches of the Service's Code of Conduct or other Fun 4 U policies & procedures.
- Breaches of Education and Care Services National Law or Regulations.
- Criminal activity, corruption, or other unlawful behaviour.

- Conduct that places any person at risk of harm.
- Harassment, bullying, or discrimination.
- Improper or misleading financial practices.

#### *Protection for Staff Who Report*

- Reports will be handled confidentially, with staff identities protected wherever possible.
- Records of reports will be securely stored and access limited to authorised personnel.
- Where required, reports will be investigated through a formal process.

#### *Mandatory and Legal Reporting Obligations*

- All employees must hold a valid Working with Children Check (WWCC), which will be verified by management.
- Prospective employees must complete a Prohibition Notice Declaration.
- Staff must immediately notify management if their WWCC or clearance status changes.
- As mandatory reporters, all staff, students, and volunteers must report any suspected risk of harm to children or young people to management and/or the relevant Child Protection authority.
- Management will escalate allegations of misconduct or harm in line with legislative requirements, which may include reporting to Police, the Department of Communities and Justice, and/or the Office of the Children's Guardian (NSW).
- Employees will report any concerns they may have about inappropriate actions of any other employee that involves children or young people to the approved provider as per the Reportable Conduct Scheme
- If employees become aware of a serious crime committed by another employee, they are required to report it to management
- All prospective employees are required to complete a prohibition notice declaration on the *Employment Application Form* to acknowledge they do not hold any prohibition notices that would prevent them from working with children
- Employees are required to notify management immediately of any enforcement actions issued to them during their course of employment

#### Managing Conflict in the Workplace

Management will:

- Address complaints in line with the Dealing with Complaints Policy.
- Remain objective, impartial, and fair when handling conflict.
- Respond promptly to potential breaches of the Code of Conduct.
- Investigate all allegations and, if substantiated, take appropriate action (which may include remedial steps, disciplinary action, or termination of employment).

- Ensure all decisions are made fairly, ethically, consistently, and transparently.

### Adhering to Confidentiality

- Staff must not share or use confidential information without appropriate authorisation.
- Information can only be shared lawfully to promote child wellbeing or safety, in line with legislation
- Confidential documents must be stored securely and protected from unauthorised access.
- All staff must comply with the Service's Privacy and Confidentiality Policy.

### Record Keeping

- Employees and Management will maintain full, accurate, and honest records as required by Education and Care Services National regulations
- The approved provider has a responsibility to ensure that employees comply with their record keeping obligation outlined in the *Record Keeping and Retention Policy*
- Employees must not destroy records without permission from management
- Records must be retained and stored securely as per our *Record Keeping and Retention Policy*

### Duty of Care

- Duty of Care refers to the legal obligation of the approved provider, nominated supervisors and educators to take all reasonable steps to protect children from harm, injury, infection and hazards, ensuring their overall health, safety and wellbeing are maintained at all times.
- This obligation includes providing adequate supervision, a safe environment and appropriate responses to incidents, all in line with the requirements of the National Quality Framework
- All staff and educators have a responsibility to take reasonable care for the health and safety of themselves and others at the workplace to enable compliance with the work health and safety legislation outlined in the *Work Health and Safety Policy*
- Duty of Care relates to both physical and psychological wellbeing of individuals

### Dress Code

- All employees must adhere to our uniform which includes a red top with Fun 4 U's logo and their own black pants/shorts of their choosing. The uniform is supplied during induction including the display of their name badge whilst on shift.
- Enclosed shoes must be worn at all times (strictly no high heels, thongs, or wedges).
- Clothes must be suitable for free movement, active play, and messy play.
- No offensive logos or political statements are to be displayed on clothing.

### Personal Hygiene

All employees are to adhere to the following standards:

- long hair is to be clean and neatly tied back: Ensure hair does not hang in your eyes
- makeup is to be light and natural
- fingernails are to be clean and well groomed
- employees will follow appropriate oral hygiene practices
- an appropriate deodorant/antiperspirant will be worn
- not chew gum when working directly with children
- strong perfumes will not be worn as they may cause allergic reactions in children.

#### Appropriate use of communication and social networking sites

- As a Child Safe Organisation, our OSHC Service has the responsibility to ensure children and educators are protected from harm when they engage in with digital technology including social media
- Strict guidelines for the use of social media are outlined in our *Safe Use of Digital Technologies and Online Environments policy*
- The OSHC Service offers its current families and staff members a Facebook page as a communication tool. The administrator of the account is the Service's nominated supervisor.
- The administrator controls the content on the page and ensures that the postings are relevant and respectful of the Service, the children, the staff, families, and greater community.
- Staff members are not permitted to post any negative comments relating to the Service, children, colleagues, or families on any personal social media account.
- If they choose to 'like' the Service's page they have a responsibility to ensure that their profile picture is an appropriate representation of a school aged care educator. If it is not, we request that they do not 'like' the page.
- Staff members are to use their own personal discretion when adding a family of the Service as a 'friend' on Facebook. The Service does not recommend staff to add families of the Service as they will be seen still as a representative of the Service and held to the Service's Code of Conduct on all posts on their private 'wall' if families have access.
- Families are asked to respect that staff may have a personal policy on adding families due to their professional philosophy and that the Service does not recommend staff to have families as friends on their private account.

#### Electronic Device Expectations

We are mindful that educators have a duty of care to ensure children are protected from potential risk of harm. It is imperative that all employees of the OSHC Service provide children with their full attention, ensuring supervision is maintained and remains on the children.

Our OSHC Service adheres to and aligns with legislative requirements for taking images or videos of children.

- Only service supplied or issued devices are to be used when taking images or video of children
- Personal electronic devices that can take images or videos (such as tablets, phones, digital cameras, smart watches) and personal storage and file transfer media (such as SD cards, USB drives, hard drives

and cloud storage) should not be in the possession of any person while providing education and care and working directly with children

- Authorisation is only provided for a staff member or educator to use a personal electronic device for essential purposes (personal health requirement, disability, family necessity, local emergency event, technology failure) Exemptions or prescribed circumstances need to be provided for in writing by the approved provider.
- Exemptions for prescribed circumstances must be reviewed every 3 months in NSW
- A register of all electronic devices purchased for and used within the Service is developed and maintained by the approved provider/nominated supervisor
- Strict protocols are implemented for appropriate storage and retention of images and videos of children.

#### Personal Phone calls/Mobile Phones/Smart Watches –

- employees or staff are not authorised to use the Service's phones for personal reasons unless in the case of an emergency or with permission from management
- children are at no time to be given access to Service-supplied or issued or personal electronic devices/mobile phones.
- if, for personal reasons an employee needs to remain contactable from someone outside the service they should ensure that the situation is explained to management and that the service's primary contact details are passed on to the persons/family outside the OSHC Service.
- no personal mobile phones are to be used, checked or brought on the floor during working hours.
- mobile phones are to be kept inside employee's bags which will be placed in a designated, secure location for safe keeping
- employees are not permitted to use Smart watches to access emails and social media during working hours. Smart watches are only to be used for viewing the time.
- smart watches may only be worn if they do not have camera/recording functionality
- if it becomes apparent that employees are using their Smart watches to check and respond to messages during shifts, they will be asked to either leave them at home or place in a designated locker / secure location until the end of their shift.
- personal mobile phones and Smart watches may be used during shift breaks when employees are free from work and supervision duties. They are not to be used in general sight of children, unless a situation arises where there is an emergency.

#### Service Email

- Email is to be used only for company usage, not for private communications
- Passwords and access privileges are strictly confidential and to be used only by the educator issued with that access, or persons delegated to know and use that access in the normal course of operation
- It is the responsibility of the authorised user to take fair and reasonable steps to ensure the passwords and other forms of access are held safe
- Employees are to be aware that their Service email account may be accessed by management at any

time.

### Use of Alcohol, Drugs, Vaping and Tobacco

- Smoking or vaping is NOT permitted in or on surrounding areas of the OSHC Service
- Educators, staff, visitors and volunteers must not carry or use vaping substances or vaping devices on the Service premises while education and care is provided to children
- It is expected that the odour of cigarette smoke will not be detected on an employee's clothing. If an employee is found smoking/vaping on the premises, that employee's employment may be terminated. Our Service supports the Smoke Free Environment Act 2000. Our OSHC Service and its employees will follow all conditions outlined in this act.
- Our OSHC Service is bound by the Education and Care Services National Regulations. Alcohol, drugs, or other substance abuse by employees can have serious adverse effects on their own health and the safety of others. As such, all employees must not:
  - consume alcohol nor be under the influence of alcohol while working
  - use or possess illegal drugs at any workplace
  - drive a vehicle, having consumed alcohol or suffering from the effects of illegal substances, or
  - bring alcohol, vaping devices or any illegal drugs onto the premises.
- If a co-worker suspects a colleague to be affected by drugs or alcohol or observes them vaping or smoking, they must inform the nominated supervisor immediately. No employee will be allowed to work under the influence of drugs or alcohol. (See: *Tobacco, Vapes, Drugs and Alcohol-Free Policy*)
- Employees undergoing prescribed medical treatment with a controlled substance that may affect the safe performance of their duties are required to report this to the nominated supervisor. Consideration will be given as to whether the particular medication affects the person's capacity to provide education and care to children.
- All issues pertaining to these matters shall be kept strictly confidential. A breach of this policy may initiate appropriate action including the termination of employment.

### Breach of the Code of Conduct

All employees are made fully aware that the following breaches of the Code of Conduct and role responsibilities may result in disciplinary action which may lead to performance management or termination of employment:

- reporting to work under the influence of alcohol or drugs
- refusal to complete required additional training
- possessing or selling drugs at the Service
- immoral, immature, or indecent conduct while at the OSHC Service
- inappropriate use of company equipment and/or resources
- refusing to work as reasonably directed
- possessing a dangerous weapon whilst at the OSHC Service
- bringing disrepute to the Service

- causing disruption or discontent in the relationship between a family and the OSHC Service
- disclosure of confidential information
- associating with families without disclosing this information with management
- providing false or misleading information, including information relating to prohibition notices
- stealing, abusing, defacing, or destroying company property
- interfering with work schedules
- falsification of reports, documents, or wages information
- failure to report for work without notice
- walking off the job
- failure to follow policies and procedures
- vulgarity or disrespectful conduct to families, management or colleagues
- making or publishing false, vicious, or malicious statements about any employee of the OSHC Service, or the Service itself
- failure to hand in lost property (this is regarded as stealing): Lost property is to be handed to the nominated supervisor
- unable to maintain or hold a current WWCC/Vulnerable Person Clearance
- consistent or ongoing late arrivals and/or unauthorised extended breaks
- having personal visitors whilst on shift
- continued personal phone calls
- carrying a personal mobile phone/electronic device whilst on shift
- using a personal mobile phone or device to take photographs or video of children
- unauthorised distribution of Service resources or materials.
- consistent or ongoing poor work standard
- carelessness in the performance of duties
- consistent or ongoing low level of enthusiasm
- lack of personal cleanliness and hygiene
- taking excessive breaks
- failure to report health, fire, or safety hazards
- repeated tardiness.

### Babysitting

- Our OSHC Service does not provide babysitting services outside normal operating hours
- Should employees undertake private babysitting arrangements with families, our Service takes no responsibility for any private arrangements between staff members and the family. However, we do expect staff to inform the Service if they are babysitting or caring for a child that attends the Service.
- Should employees undertake private babysitting arrangements we require employees and families to sign a copy of the Code of Conduct and complete a '*Out of Hours Babysitting Agreement Waiver*' which will be kept in the child and staff member's file (see *Out of Hours Babysitting Policy*)
- All staff are bound by contract to the Service's *Privacy and Confidentiality Policy*, where they are unable to discuss any issues regarding the Service, other staff members, parents/families, or other children.

## **Procedure**

### **In relation to children, I will:**

1. Act in the best interests of all children.
2. Respect the rights of children as enshrined in the United Nations Convention on the Rights of the Child (1989) and commit to advocating for these rights.
3. Recognise children as active citizens participating in different communities such as families, children's services and schools.
4. Work with children to help them understand that they are global citizens with shared responsibilities to the environment and humanity.
5. Respect the special relationship between children and their families and incorporate this perspective in all my interactions with children.
6. Create and maintain safe, healthy environments, spaces and places which enhance children's learning development, engagement, initiative, self worth, dignity and show respect for their contributions.
7. Work to ensure that children and families with additional needs can exercise their rights.
8. Acknowledge the uniqueness and potential of all children, in recognition that enjoying their childhood without undue pressure is important.
9. Acknowledge the holistic nature of children's learning and the significance of children's linguistic and cultural identities.
10. Work to ensure that children are not discriminated against on the basis of gender, age, ability, economic status, family structure, lifestyle, ethnicity, religion, language, culture or national origin.
11. Acknowledge children as competent learners and build active communities of engagement and inquiry.
12. Honour children's right to play as both a process and context for learning.

### **In relation to families, I will:**

1. Listen to and learn from families in order to acknowledge and build upon their strengths and competencies and support them in their role of nurturing children.
2. Assist each family to develop a sense of belonging and inclusion.
3. Develop positive relationships based on mutual trust and open communication.
4. Develop partnerships with families and engage in shared decision making where appropriate.
5. Acknowledge the rights of families to make decisions about their children.
6. Respect the uniqueness of each family and strive to learn about their culture, structure, lifestyle, customs, language, beliefs and kinship systems.
7. Develop shared planning, monitoring and documentation for children's learning and wellbeing and communicate this in ways easily understood by families.
8. Acknowledge that each family is affected by the community contexts in which they engage.
9. Be sensitive to the vulnerabilities of children and families and respond in ways that empower and maintain the dignity of all children and families.
10. Maintain confidentiality and respect the right of the family to privacy.

### **In relation to colleagues, volunteers, I will:**

1. Encourage my colleagues to adopt and act in accordance with this Code, and take action in the presence of unethical behaviours.
2. Build collaborative relationships based on trust, respect and honesty.
3. Acknowledge and support the personal strengths, professional experience and diversity which my colleagues bring to their work.
4. Make every effort to use constructive methods to manage differences of opinion in the spirit of collegiality.

5. Share and build knowledge, experiences and resources with my colleagues.
6. Collaborate with my colleagues to generate a culture of continual reflection and renewal of high quality practices in Out of School Hours Care.

**In relation to communities, I will:**

1. Learn about the communities that I work within and offer experiences and programs which are responsive to those contexts and community priorities.
2. Connect with people, services and agencies within the communities that support children and families.
3. Promote shared aspirations amongst communities in order to enhance children's health and wellbeing.
4. Advocate for the development and implementation of laws and policies that promote child-friendly communities and work to change those that work against child and family wellbeing.
5. Utilise knowledge and research to advocate for universal access to a range of high quality out of school hours care programs for all school age children.
6. Work to promote community understanding of how children learn in an out of school hours care setting in order that appropriate systems of documentation, research and reporting are used to benefit school age children.

**In relation to students, I will:**

1. Afford professional opportunities and resources for students to demonstrate their competencies.
2. Acknowledge and support the personal strengths, professional knowledge, diversity and experience which students bring to the learning environments.
3. Model high quality professional practices.
4. Know the requirements of the students' individual institutions and communicate openly with the representatives of that institution if I am required to do so.
5. Provide ongoing constructive feedback and assessment that is fair and equitable.
6. Implement strategies that will empower students to make positive contributions to the workplace.
7. Maintain confidentiality in relation to students.

**In relation to my employer, I will:**

1. Support workplace policies, standards and practices that are fair, non-discriminatory and are in the best interests of children and families.
2. Promote and support ongoing professional development within my work team.
3. Adhere to lawful policies and procedures and if there is conflict attempt to effect change through constructive action within the organisation or seek change through appropriate procedures.

**In relation to myself as a professional, I will:**

1. Base my work on contemporary perspectives on research, theory, high quality out of school hours care practices and my understanding of the children and families with whom I work.
2. Regard myself as a learner who undertakes reflection, critical self study, continuing professional development and engages with contemporary theory and practice.
3. Seek and build collaborative professional relationships.
4. Acknowledge the power dimensions within professional relationships.
5. Act in ways that advance the interests and standing of my profession.
6. Work within the limits of my professional role and avoid misrepresentation of my professional competence and qualifications.
7. Mentor other out of school hours care educators and students.
8. Advocate in relation to issues that impact on my profession and on children and their families.
9. Encourage qualities and practices of leadership within the out of school hours care profession.

### **In relation to the conduct of research, I will:**

1. Recognise that research includes my routine documentation and investigations of children's learning and development as well as more formal research projects undertaken with and by external bodies.
2. Be responsive to children's participation in research by negotiating their involvement and taking into account matters such as safety, fatigue, privacy and their level of interest.
3. Support research to strengthen and expand the knowledge base of middle childhood and, where possible, initiate, contribute to, facilitate and disseminate such research.
4. Make every effort to understand the purpose and value of proposed research projects and make informed decisions as to the participation of myself, colleagues, children, families and communities.
5. Ensure research in which I am involved meets standard ethical procedures including informed consent, opportunity to withdraw and confidentiality.
6. Ensure that images of children and other data are only collected with informed consent and are stored and utilised according to legislative and policy requirements.
7. Represent the findings of all research accurately.

### **As an Employee at Fun 4 U, I will Not:**

1. use abusive, derogatory or offensive language
2. engage in conduct that is detrimental to the professional standing of our OSHC Service, is improper or unethical, is an abuse of power, or harasses, discriminates against, victimises, humiliates, intimidates, or threatens other educators, staff members, volunteers, or visitors at the OSHC Service, either directly or indirectly via information technology such as email, text or social media.  
Additionally, they will not support those who do this
3. condone or participate in illegal, unsafe or abusive behaviour towards children, including physical, sexual or psychological abuse, ill-treatment, neglect or grooming
4. exaggerate or trivialise child abuse issues
5. fail to report information to the approved provider if they know a child has been abused
6. engage in unwarranted and inappropriate touching involving a child
7. persistently criticise and/or denigrate a child
8. verbally assault a child or create a climate of fear
9. encourage a child to communicate with an adult in a private setting
10. share details of sexual experiences with a child
11. use sexual language or gestures in the presence of children
12. discriminate against any child, because of culture, race, ethnicity or disability
13. put children at risk of abuse- refusing food/play, making threats, exposing children to inappropriate language or material (movies, internet, photos)
14. show preferential behaviour towards any child
15. accept an offer of money, regardless of the amount
16. seek or accept a bribe
17. acquire personal profit or advantage because of their position (e.g., through the use of Service information)
18. exchange any property of the Service for own use unless properly authorised

19. approach other employees, managers or visitors directly on individual matters that are irrelevant to them
20. engage in any action in breach of our *Privacy and Confidentiality Policy*, including but not limited to disclosure of confidential Service or customer information, or the improper or illegal use of that confidential information. Authorised persons will only access confidential information for the purpose intended.
21. engage in or support any action in breach of Service policies and/or procedures.

## CONTINUOUS IMPROVEMENT/REFLECTION

The *Code of Conduct Policy* will be evaluated and reviewed on an annual basis or earlier if there are changes to legislation, ACECQA guidance or any incident related to our policy. Feedback will be requested from children, families, staff, educators and management and notification of any change to policies will be made to families within 14 days.

## Sources:

- Australian Children's Education & Care Quality Authority. (2026). [Guide to the National Quality Framework](#)
- Australian Children's Education & Care Quality Authority. (2024). [National Model Code for Early Childhood Education and Care](#).
- *Anti-Discrimination Act*: See <https://raisingchildren.net.au/disability/disability-rights-the-law/law/anti-discrimination-laws> for Acts for specific Australian states and territories.
- Australian Human Rights Commission [Children's rights](#)
- Australian Government. Fair Work Ombudsman. (2024). [Hiring employees](#)
- [Children \(Education and Care Services\) National Law \(NSW\)](#)
- Early Childhood Australia Code of Ethics. (2016).
- [Education and Care Services National Law Act 2010](#).
- [Education and Care Services National Regulations](#). (Amended 2025)
- Government of South Australia Human Services [Child safe environments](#)
- National Principles for Child Safe Organisations
- NSW Government [Office of the Children's Guardian](#) *Code of Conduct- a guide to developing child safe Codes of Conduct*. (2020).
- *Ombudsman Act 2001* (Cth).
- *Privacy and Personal Information Protection Act 1998* (Cth).
- *Work Health and Safety Act 2011* (Cth).
- *Workplace Relations Act 1996* (Cth).

## Comments:

Date created: August, 2015

Date reviewed: 27<sup>th</sup> April , 2026