



bookings@tpsoosh.com.au  
(02) 9144 4769

## Code of Conduct

### Application

- This Code of Conduct applies to employees, agents, and contractors of South Turrumurra OOSH (OOSH/service).
- This Code of Conduct does not form part of your contract and may be varied at any time by South Turrumurra OOSH.

### Statement of Intent

- The Code of Conduct establishes a standard by which we conduct ourselves towards others and perform our work.
- The aim of this Code of Conduct is to help us to aspire to the highest standards of ethical conduct and to make clear the general and specific expectations of South Turrumurra OOSH.
- We are committed to creating and maintaining an environment that promotes the safety of all children. This includes encouraging a culture where the prevention and reporting of abuse is supported and encouraged. All staff and volunteers are responsible for promoting the safety, wellbeing, and empowerment of children.

### What staff are required to do

- Under separate categories of behaviour below, we identify the standards by which we expect all employees to behave:

#### General

- You are expected to behave ethically, with integrity and appropriately during the course of your employment or engagement at South Turrumurra OOSH.
- You are expected to conduct yourself professionally and politely at all times when at work and outside of work while undertaking work-related activities.
- You are expected to:
  - comply with your contract.
  - follow all reasonable directions given to you.
  - comply with all applicable and relevant local, state/territory and federal laws.
  - comply with all South Turrumurra OOSH policies and procedures.
  - behave appropriately, including use of appropriate language.
  - take reasonable care and behave in a safe manner at all times.

- never report for work in circumstances where there is a risk that you could be affected by or impaired by, or 'under the influence of' drugs or alcohol.
- not engage in any conduct that might damage the reputation of South Turrumurra OOSH or any of its employees or stakeholders including in your use of social media.
- maintain confidentiality of all information, records or other materials acquired during your employment or engagement with South Turrumurra OOSH.
- behave in a non-discriminatory manner at all times (this includes respect for a person's race, colour, religion, national origin, age, sex, sexual orientation, marital status, family responsibilities, pregnancy or potential pregnancy, union membership or non-membership, mental or physical disability).
- not engage in bullying or harassment.
- You are expected to always perform your duties in a manner that promotes the best interests of the children under our care and their protection and welfare.
- You are expected to always behave consistently with any behaviours or values communicated to you from time to time as the behaviours/value expectations of South Turrumurra OOSH.

## Professional Conduct

- Treat your colleagues with respect and promote a harmonious work environment.
- Work within the guidelines of *our Philosophy*.
- Work within the guidelines of the *MyTime, Our Place* document.
- Attend and be punctual to all assigned shifts, meetings and training sessions assigned to you.
- Actively cover any shifts you request to drop and contact the Responsible Person in Charge of the applicable session if your shift is not covered with 24 hours of the start of that shift. The director must also be notified.
- Work collaboratively within the team, despite any differences, to ensure the needs of children remain the paramount focus.
- Do not use personal electronic devices during child contact hours unless permission is granted by the Nominated Supervisor/Responsible Person in Charge.
- Report or escalate a concern, complaint, grievance, or breach of this *Code of Conduct* as soon as practical to address the issue before it worsens or continues.

## Safety & Wellbeing

- Exercise your duty of care over all children in South Turrumurra OOSH's care.
- Share responsibility for maintaining good hygiene at the service including appropriate cleaning, hand washing and food handling practices.
- Ensure children follow good hygiene and hand washing practices.
- Risk assess your environment at all times and report any hazards to the Management Team.
- Follow Supervision Plans and ensure children are adequately supervised at all times.
- Never leave your supervision area unattended unless you arrange cover for your area.
- Familiarise yourself with Action Plans for all children with medical conditions and dietary restrictions at the service.
- Report and protect children from any suspicious members of the public on school grounds during OOSH hours.
- Report and protect children from any suspicious items on school grounds during OOSH hours.
- Wear the emergency procedure tag linked to your position during all child contact hours.
- Dress appropriately for duties in childcare, including correct PPE such as enclosed shoes and hats on high UV days. Educators are to wear the uniform provided unless directed otherwise.
- Inform the Nominated Supervisor/Responsible Person in Charge and do not attend work if unfit to do so due to injury, illness or other factors affecting your wellbeing.

- Ensure that South Turramurra OOSH is free from smoke, alcohol, illicit drugs, vaping substances and vaping devices.

## Child Protection

- Comply with all child protection regulations issued by governing bodies that apply to your work at OOSH.
- Work within the guidelines of the Child Safe Standards.
- Fulfil your responsibility as a Mandatory Reporter.
- Report any conflicts of interest to management such as an outside relationship with a child, babysitting arrangements or any other formal or informal relationships with a child that is enrolled at OOSH.
- Do not show favouritism to a specific child or group of children.
- Do not contact or accept contact with children on any social media platforms.
- Do not take photos of children or show children content from personal devices.
- Do not keep personal devices with recording capabilities on your person during child contact hours, in line with the ECEC Model Code in our *Safe use of Digital Technologies and Online Environments policy*.
- Do not spend time alone with a child in a secluded environment in line with our *Child Protection policy*.
- Be aware of sexual grooming behaviours and never engage in sexual grooming behaviours.
- Report any disclosures or concerns of child abuse or reportable conduct to the Nominated Supervisor/Approved Provider in line with our *Child Protection Reporting Procedures*.
- Do not initiate intimate physical contact with a child or allow prolonged intimate physical contact initiated by a child in line with our *Child Protection Policy*.
- Take all reasonable steps to protect children from abuse (such as completing all induction and compulsory training).
- Respect the privacy of children and their families by keeping all information regarding child protection concerns confidential, and only discussing information with the relevant people, following OOSH's reporting procedures as described in the *Child Protection Policy*.
- Treat all children and young people with respect.
- Promote cultural safety and inclusion. Welcome all children and their families and carers by being inclusive.
- Work with children in an open and transparent way (so other educators and parents always know what work you are doing with children).

### Acceptable Physical Contact

- Assisting to develop sport or dance skills
- Treating an injury
- Preventing an injury
- Meeting requirements of a game, e.g. touch football
- Toileting assistance to children with a disability (as directed in their individual care plan)
- Greetings or congratulations in the form of high fives, fist bumps or the brief return of a child-initiated hug.

### Unacceptable Physical Contact

- Any unwarranted or unwanted touching with hands, other body parts or objects.
- Corporal punishment such as smacking or other forms of physical discipline.
- Initiating, permitting or requesting inappropriate physical contact with a child or young person, e.g. massages or kisses.
- Facilitating situations which unnecessarily result in close physical contact with a child or young person, such as wrestling or tickling.
- Undertaking a task of personal nature for a child that they can do for themselves, e.g. changing clothes, feeding, personal grooming or toileting.

## Relationships & Inclusion

- Actively engage with children at South Turrumurra OOSH.
- Be attentive, listen to children, value their ideas and respond to them appropriately.
- Prioritise the needs of children in your care.
- Act courteously, respectfully and professionally towards children, parents, teachers and fellow OOSH staff.
- Acknowledge any parents or members of the public in your supervision area and verify their identify
- Make every effort to learn all children's names.
- Provide support to new staff learning procedures at OOSH.
- Make every effort to ensure all new employees feel welcomed to the team.
- Advocate for children's rights in line with the UN Convention Rights of the Child.
- Embrace cultural diversity and indigenous culture into our practice.
- Discuss topics and use language suitable to the age groups under care at all times, whether children are nearby or not.

### Acceptable

- Treating each other with respect.
- Using positive, non-offensive language.
- Remaining calm.
- Listening carefully and addressing issues with a positive and helpful attitude.

### Unacceptable

- Disrespecting one another.
- Using offensive language – swearing, using racial, cultural, homophobic or sexist slurs.
- Being abusive or intimidating – yelling, moving into another person's personal space, finger pointing, talking over the top of others.
- Passive aggressive – purposely ignoring, isolating or dismissing others.
- Bullying.
- Making physical or psychological threats to harm another person.

## Technology & Social Media

### *Unacceptable or Illegal Behaviour:*

- Using a computer, mobile phone, camera or other device in a way that is inconsistent with South Turrumurra OOSH's Child Protection Policy, Safe use of Digital Technologies and Online Environments policy or other relevant policies.
- Communicating (including online) with a child about romantic, intimate or sexual feelings.
- Engaging in unauthorised contact with a child online for the purpose of developing a sexual relationship.
- Sexual comments, conversations or communications with a child online.
- Using a computer, mobile phone, camera or other device to exploit or harass a child.
- Using a camera to record a child while they are dressing, bathing or using the bathroom.
- Using private text messages to communicate with a child where open communication is possible.

## Collaboration

- Contribute to and engage with the creation of the Program through conversations and activity evaluations.
- Contribute to and engage with our Quality Improvement Plan (QIP).
- Assist with mentoring new educators by role modelling quality practice.
- Assist other staff with their duties if you have finished yours.
- Follow the educational program whenever possible and raise any concerns, questions or ideas with the Educational Leader or Leadership Team.

- Be flexible with program changes.

## Confidentiality

- Do not disclose or use any confidential information of OOSH, fellow staff, children or families without approval from the Nominated Supervisor and where allowed by governing regulations.
- Ensure that confidential information is not accessed by unauthorised people.

## Professional Development

- Complete assigned "Educator Creator" readings as requested.
- Make every effort to attend all major staff meetings and training sessions.
- Provide copies of all related training certificates for our records.
- Ensure all posts and communications are read and understood.
- Provide constructive feedback on how the service can improve via catch ups and conversations.
- Seek assistance when unsure of procedures or best practice.

## Failure to comply with this Code of Conduct

If you do not comply with this Code of Conduct, you may be the subject of disciplinary action which may include:

- counselling
- verbal or written warnings; or
- termination of your employment.

## Code of Conduct Acknowledgement

- I hereby acknowledge that I received a copy of the Code of Conduct for South Turramurra OOSH.
- I have read and understood the Code of Conduct.
- I commit to abiding by the Code of Conduct and fulfilling my responsibilities as outlined in this policy whilst working for South Turramurra OOSH.
- I understand that the Approved Provider will address any breach of this policy, and that any serious breach could lead to disciplinary or legal action.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name (please print)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness signature

\_\_\_\_\_  
Name (please print)

\_\_\_\_\_  
Date