



## **Code of Conduct Policy**

### **Aim**

Our Service aims to ensure that positive working relationships are formed between all educators and management. Educators and management will at all times conduct themselves in an ethical manner and strive to make all interactions positive and compliant with the Service's philosophy.

### **Who is affected by this policy?**

- The ELC Coordinator
- The ELC Director
- The Youth Director
- Employees at Chabad Malvern – including the ELC, Holiday Program and After Hours Program

### **Implementation**

The Approved Provider, Nominated Supervisor, educators, staff members, volunteers and students will uphold the following **ethical conduct principles** and **Company Wide Standards** at all times, and promote positive interactions within the Service and the local community.

1. Commitment to our Service philosophy and values, including the promotion of a meaningful connection to the NQF and best practice in early childhood education in partnership with our families
2. Effective, open and respectful two-way communication and feedback between employees, children, families and management
3. Honesty and integrity in all interactions between children, families, employees and managers
4. Consistency and reliability in all exchanges with children, families, employees and managers
5. Commitment to a workplace which values and promotes the safety, health and wellbeing of employees, volunteers, children and families. This includes zero tolerance of racism.
6. Commitment 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.
7. Commitment to safeguarding children and young people in its care, which includes Practice and Behaviour Guidelines and requirements pertaining to protecting children.
8. Commitment to a culturally safe environment, in which the diverse and unique identities of Aboriginal and Torres Strait Islander Peoples.

### **The Approved Provider, Nominated Supervisor, educators, staff members and volunteers will:**

- Ensure their work is carried out efficiently, economically and effectively. They will act in a professional and respectful manner at all times while at work, giving their full attention to the Service responsibilities and adhering to all Service policies, procedures, laws and regulations.
- Act honestly and exercise diligence in all Service operations. They will 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.

- Consider all relevant facts and make decisions or take actions fairly, ethically, consistently and with appropriate transparency. If they are uncertain about the appropriateness of a decision or action they will consider:
  - whether the decision or conduct is lawful;
  - whether the decision or conduct is consistent with our policies and objectives;
  - whether there will be an actual, potential or perceived conflict of interest involving obligations that could influence the business relationship or conflict with business duties;
- Comply with our Privacy and Confidentiality Policy when dealing with confidential information and records
- Report (suspected) breaches of the code of conduct to a manager, preferably in writing.
- Include children and families in the decision making process.
- Refrain from developing close personal relationships with children outside work.
- Refrain from using abusive, derogatory or offensive language.

### **Examples of Appropriate Educator Interactions**

- Positive, trustworthy and co-operative relationships with team members.
- Respectful, courteous and empathetic communications and behaviours.
- Complying with Service grievance procedures and resolving workplace conflicts where possible directly with the person concerned, and never through gossip or by including people who are not involved in the issue.
- Valuing cultural differences, diverse viewpoints, and unique contributions.
- Looking for and supporting educators' strengths not weaknesses.
- Sharing professional resources, knowledge and information.
- Supporting others to meet their professional development goals and needs.
- Recognising the professional achievements of others.
- Sharing information, experiences and expertise about children and families at the Service with team members to enhance children's learning and development.
- Actively participating in regular meetings at the Service to discuss professional issues and problems.
- Updating team members about meeting outcomes or workplace issues if they have been absent.
- Sharing the work load equitably with team members.
- Using the Educator's Communication Diaries, Individual room parents whatsapp groups, Owna message board and classroom email addresses to communicate messages where shifts make it difficult to convey information face-to-face. These means will ensure all educators are informed on important matters. It is the educator's responsibility to check the diaries and online platforms.

### **The Approved Provider, Nominated Supervisor, educators, staff members and volunteers will not:**

- Engage in conduct that is detrimental to the professional standing of our 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 Service, either directly or indirectly via information technology such as email, text or social media. Additionally they will not support those who do this.
- Accept an offer of money, regardless of the amount.
- Seek or accept a bribe.
- Acquire personal profit or advantage because of their position (eg through the use of Service information).
- Convert any property of the Service to their own use unless properly authorised.
- Approach other employees, managers or visitors directly on individual matters that don't concern them.
- 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. Confidential information will only be accessed by authorised persons for the purpose intended.

- Engage in or support any action in breach of our Mobile Phone Policy, including the use of communication media to search for, download, access, transmit or store any material of an offensive, obscene, pornographic, threatening or abusive nature.
- Drink alcohol or use illicit substances on the Service's premises or come to the Service under their influence.
- Smoke on the Service's premises including in the car park.
- Show favouritism towards any child.

**Families, visitors and children will:**

- Treat all children at the service equally and respectfully.
- Report any suspicious behaviour to the Nominated Supervisor or Approved Provider and encourage a safe and supportive Service environment.
- Respect the rights, dignity and worth of every person, regardless of their abilities, gender, religion, race or cultural background.
- Refrain from bullying, harassing or discriminating against any child or adult at the Service.
- Respect the decisions of educators and staff members and teach children (if adults) to do likewise.
- Tell an educator (if a child) or the Approved Provider or Nominated Supervisor if we see any instances of bullying, harassment or discrimination at the Service.
- Cooperate and follow classroom expectations and routines.
- Listen to educators' instructions and follow them.
- Control our emotions and talk to an educator (if a child) if we are feeling upset.
- Speak to an educator (if a child) or the Approved Provider or Nominated Supervisor if we are worried, concerned or have a grievance about something.

**Families and visitors will not:**

- Not drink alcohol or use illicit substances while on the service's premises or come to the Service under their influence.
- Not smoke on the service's premises including in the car park.

**ALL INVOLVED PERSONNEL ARE REQUIRED TO FOLLOW THE EXPECTATIONS IN RELATION TO PROTECTING CHILDREN, AS OUTLINED IN OUR SAFEGUARDING CHILDREN AND YOUNG PEOPLE POLICY:**

**We expect our personnel to understand children's rights.**

An understanding of children's rights is an important basis for all the programs and services that we offer to children and families. It enables us to identify when children's needs and entitlements are compromised and when they require support. We expect our personnel to have a working knowledge of children's rights appropriate to their role and use it to inform decisions about how to behave and act with and on behalf of children and young people.

**We expect our personnel to understand and acknowledge the significance of family relationships for children.**

Children's experiences of their family are foundational for their development. Families can act as supportive resources for growth and resilience in children. Family relationships can also restrain and harm children's social, physical, cognitive and emotional functioning. Families are the single most significant influence in shaping the way children develop and perceive their sense of identity. We expect our personnel to recognise, respect and work to increase the awareness of parents/carers and other family members to care and protect their children.

We expect our personnel to promote and distribute information about this policy to children, young people and parents/carers as part of an introduction pack to be given out when they first begin to access any of our services. The information will be made available in developmentally appropriate language and translated to accommodate the main communities that access our services.

**We expect our personnel to respect the cultural and religious practices of families who come to our services.**

However, no cultural or religious belief will take precedence over the right of children to protection from harm.

**We expect our personnel to respect and value the diverse and unique experiences of Aboriginal children, their families and community.**

This respect must be embedded in our program even in the absence of children, families or staff of Aboriginal and Torres Strait Islander heritage.

**We expect our personnel to understand and respond to the special needs of children with developmental delays or disabilities.**

We acknowledge that children with developmental delays or disabilities have special needs. We expect our personnel to act in ways that communicate effectively with and are supportive of children with developmental delays or disabilities. We also understand that we will need to be proactive in recognising the additional vulnerability to exploitation and harm that children with developmental delays or disabilities experience.

**We expect our personnel to be respectful of children and young people.**

As part of our commitment to children and young people, we will facilitate opportunities for children and young people to tell us their views and feedback about the services we provide to them. We will treat children as individuals and respect their unique abilities and vulnerabilities. We expect our personnel to express attitudes and engage in behaviour that respect and support children and young people.

**We expect our personnel to act on any concerns raised by children, young people and/or their families.**

We will take seriously any concerns or issues raised by children, young people and/or their parents. We will investigate all complaints or allegations made against any of involved personnel. We will ensure that we report any crimes against children, young people or other family members to the Police in accordance with our policies and operational procedures. We expect our personnel to follow our complaints procedure without hesitation in response to concerns raised by children, young people and/or their parents.

**We expect our personnel to understand the definitions, indicators and impact of child abuse, bullying and exploitation.**

Experiences of abuse, family violence, neglect bullying and exploitation are significant sources of trauma for children and intensify the risk of children and young people developing a range of emotional, psychological, social and behavioural problems. Child physical abuse and sexual abuse is a crime. Intervention which identifies and prevents abuse from occurring is instrumental in supporting children and families. When abuse has occurred, it is imperative that action is taken to protect children from further experiences of abuse again. We expect our personnel to know how to define child abuse, be aware of its indicators and understand its consequences. The more informed we are, the more effective we will be in our efforts to protect children from all forms of harm and exploitation.

**We expect our personnel to know and follow regulations in relation to the care of children.**

There are number of regulations governing the provision of child care. These regulations define our minimum responsibilities and obligations towards children and families. We expect all our personnel to know and follow these regulations. It is the responsibility of the managers of our child care services to ensure that the regulations are adhered to by all People under their supervision.

**We expect our personnel to know and follow the law in relation to reporting child abuse.**

We expect our personnel to know and follow relevant laws in their state jurisdiction to report child abuse, family violence, neglect exploitation. Notwithstanding our obligations under the law, we expect our personnel to consult with a senior person in Chabad of Malvern to ensure that appropriate action is taken to respond to concerns about the wellbeing or safety of a child or young person.

**We expect our personnel to co-operate with police and/or other formal investigations.**

In every circumstance, we expect our personnel to co-operate to the best of their ability with any formal investigation undertaken by the police or other authorised body in relation to the care and protection of children and young people.

**We expect our personnel to use the accredited policies and operational procedures defined at the department they work in whenever they have a concern that a child may be experiencing abuse, family violence or neglect.**

This policy has been designed to facilitate decision making in relation to the protection of children and young people. At all times, we expect our personnel to have a comprehensive understanding of the contents of this policy and abide by them whenever they have concerns about the possibility that a child or young person has experienced or may be at risk of experiencing abuse, family violence or neglect.

**We expect our personnel to always follow our Code of Conduct guidelines.**

Chabad Malvern has Code of Conduct guidelines that set out rules for behavior with and around children. Our personnel will be asked to personally endorse the Code of Conduct guidelines and ensure that they adhere to it when they are at work and away from work. It aims to ensure that our personnel are always safe adults who act protectively of children and young people.

**We expect our personnel not to harm or exploit children who access our services.**

It is a serious breach of this policy, and possibly the law, if any of our personnel harms or exploits children and young people who are involved in any of our services.

**We expect our personnel not to contravene any policies, regulations or laws in relation to the safety and protection of children and young people.**

It is a serious breach of this policy, and possibly the law, if any of our personnel contravenes any regulations or laws in relation to the safety and protection of children whether or not they are working, volunteering or in our activities, services or programs at the time.

**We expect that our personnel will support children, young people and their families as directed by senior people in Chabad Malvern in the event that a child or young person is abused, bullied or exploited by any of involved personnel.**

We recognize that the impact of abuse, bullying, racism or exploitation on children and young people is traumatic. It is even more complex when the perpetrator of the abuse or exploitation is one involved personnel. In these situations, we will provide opportunities for formal debriefing and/or counselling to the children, young people and their families who have experienced the abuse, bullying, racism or exploitation and any other child, young person and family in the community who may indirectly be affected by the incident (s).

**It is a requirement of our Safeguarding Policy that we follow and adhere to our Reporting Process with respect to any breaches of this policy.**

### **Company Wide Standards**

1. Greeting fellow colleagues and visitors to the centre in a friendly warm and positive manner, with genuine care.
2. Receiving/completing tasks with a can do attitude.
3. All work will be performed according to company wide standards, Job Agreements, systems, ELC/OSHC Policy manual, ELC/OSHC Staff Handbook, as well as the Kashrut Guidelines and Dress Code Policy.
4. Child safety must be a critical priority and relevant policies and procedures must be followed at all times
5. All work will be performed in accordance with all government laws, regulations, ordinances, and court rulings in those jurisdictions in which we operate.
6. All employees must treat each other with respect and dignity at all times.
7. All work areas should be neat and organised.
8. Follow the accepted systems in place to do your job, unless you come up with a more innovative way to do it which is agreed upon by your Manager.
9. All telephone calls and enquiries, both internal and external, will be returned in a warm, respectful manner within one business day and within two hours whenever possible.
10. All systems will be documented in Asana. Information included in Asana is proprietary.
11. Client and company information will be held strictly confidential outside the company. Confidentiality extends to all forms of communication, including social media.
12. Employees will work together as a team, including helping or covering other areas of accountability and/or departments from time to time.
13. Seek to collaborate and share resources and talents where possible.
14. All business communications, whether verbal, visual, or written, whether for internal or external use, will be professional in tone and content and in accordance with company policies and standards.
15. Employees will respect each other's time, space and need for concentration. Socializing and interruptions must not impede workflow.
16. Employees will have regularly-scheduled meetings (PDMs) with their manager.
17. Problems with any system must be brought to the attention of manager in in their PDMs so the system can be improved.
18. Employees are encouraged to recommend ideas for the improvement of their department and position that are consistent with the company's Strategic Intent.

### **Related Policies and Documents**

- Chabad Malvern Employee Handbook
- Chabad Malvern Parent Handbook
- Kashrut Guidelines

- Dress Code Policy
- Child Protection Policy
- Staffing Policy
- Students, Volunteers and Visitors Policy

**Sources**

- Education and Care Services National Regulations 2011
- National Quality Standard

**Review**

The policy will be reviewed annually. The review will be conducted by:

- Management
- Employees

**Last reviewed:** 1 Sept 2025 **Date for next review:** 1 Sept 2026

**NQS**

Quality Area 4	
4.2.1	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 guide practice, interactions and relationships.

**National Regulations**

Regulation	
168(2)(a)	Education and care service must have policies and procedures