

## 1.4 Code of Conduct

The Code of Conduct is a set of guidelines outlining standards of acceptable conduct in the course of running the Family Day Care business. It makes it clear to all people what is expected and reduces confusion and possible conflict.

All participants – Board of Directors, staff and Educators, have a duty to present themselves in an ethical, consistent, respectful, responsible manner while maintaining confidentiality, at all times. Interactions between Educators, Service staff, children and parents are to be conducted in this manner.

### Code of Practice:

In conducting the Family Day Care Service, we will:

- Act with integrity and honesty.
- Maintain a family centred approach.
- Deliver Services in a professional manner.
- Act in a way that is respectful to all stakeholders.
- Be effective and open in our communication.
- Treat all information confidentially.

### Code of Behaviour:

We will:

- Treat the general public, children, parents, other Educators and coordination unit staff in a manner consistent with acceptable community standards, maintaining a courteous approach and refraining from impolite, abusive or offensive behaviour.
- Be honest and fair with others.
- Respect cultural differences.
- Provide a welcoming, inclusive and safe environment for all people associated with the Service.
- Encourage open communication between all children, parents, Educators and staff.
- Avoid bringing FDC, the Service and Inala Community House into disrepute by public criticism of any Stakeholder.
- Act in accordance with equal opportunity legislation, occupational health and safety legislation and the various legislation, standards and policies that apply.
- Observe the correct lines of responsibility, and raise all concerns, issues, problems with the appropriate FDC team member as soon as possible.

- Be impartial in reaching decisions and be prepared to accept the responsibility associated with that decision.
- Treat confidential discussions with the strictest confidence.

**We will not:**

- Use inappropriate, offensive or discriminatory language when speaking with children, parents, other Educators, other persons and FDC staff.
- Act in ways intended to shame, humiliate, belittle, or disregard children, or perpetrate any form of emotional abuse.
- Discriminate against, show unfair differential treatment, or favour particular children or other persons to the exclusion of others in the same groups.

	<b>Date</b>	<b>Details</b>
Revision 00	07/2015	Original Issued
Revision 01	12/2016	Reviewed
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