



CODE OF CONDUCT POLICY

SUNBEAMS believe in maintaining an inclusive and welcoming environment and workplace that motivates and facilitates personal growth and development for staff and educators. The values that underpin our work ethic include equality, respect, integrity, and responsibility. Sunbeams is committed to adhere to the 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.

SUNBEAMS is committed to creating and maintaining an environment that promotes the safety of all children and embeds the National Principles for Child Safe Organisations. All staff and volunteers are responsible for promoting a culture of safety and wellbeing to minimise the risk of child abuse or harm to children whilst promoting children's sense of security and belonging.

| EDUCATION AND CARE SERVICES NATIONAL REGULATIONS | NATIONAL QUALITY STANDARD | OTHER SERVICE POLICIES/DOCUMENTATION | OTHER |
|--|---|---|---|
| R82, 84, 155, 168 | 4.1, 4.1.2, 4.2, 4.2.1, 4.2.2 7.1.1, 7.1.3 | <ul style="list-style-type: none"> - Child Protection Policy - Child Safe Environment Policy - Interactions with Children, families, and staff policy - Confidentiality Policy - Social Media Policy - Technology Policy - Work Health and Safety Policy | <ul style="list-style-type: none"> - My Time, Our Place Framework - ECA Code of Ethics - National Quality Framework - Anti-Discrimination Act - ACECQA - Ombudsman Act - Office of Guardian - Workplace Health and Safety Act - Fair Work Act - Rights of the Child |

PURPOSE:

We aim to establish a collective 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 always 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.

Sunbeams will take every reasonable effort to accommodate the diversity of all children in implementing the Child Safe Standards. 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.

WHO THE POLICY AFFECTS?

This policy applies to families, staff, management, and visitors of SUNBEAMS.

IMPLEMENTATION:

The Approved Provider, Nominated Supervisor, educators and staff, volunteers, and students will adhere to the Early Childhood Australian Code of Ethics, Education and Care Services National Regulations and the National Quality Standard, and Service policies and procedures always, promoting positive interactions both within the Service and the local community.

Respect for people and the Service

- Employees and Management are committed to SUNBEAMS philosophy and values, inclusive of best practice in school age education and care and building positive partnership with children, families, and staff.
- Employees and management always adhere to our Child Safe Environment Policy and Child Protection Policy and take all reasonable steps to protect children from abuse and harm.
- Employees 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, children, visitors, or families is unacceptable and will not be tolerated.
- Employees are committed to valuing and promoting the safety, health, and wellbeing of employees, volunteers, children, and families.
- Employees 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 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.

Expectations of Employees

EMPLOYEES WILL:

- ensure their work is carried out proficiently, harmoniously, and effectively. They will always act in a professional and respectful manner whilst at work, giving their full attention to their responsibilities and adhering to all Service policies, procedures, Child Safe Standards, Education and Care Services National Law and National Regulations, and the National Quality Standard
- act honestly and exercise attentiveness 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
- 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.
- Always provide adequate supervision of children.
- 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
- 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 compulsory training.



- report any instances of suspected corrupt conduct, mismanagement of government funds or other serious allegation to the appropriate agency (tipoffline@dese.gov.au)
- have a solid understanding of SUNBEAMS policies and procedures 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.
- be courteous and responsive when dealing with colleagues, students, visitors, children, and families.
- work collaboratively with colleagues and recognise and value diversity.
- be mindful of their duty of care towards themselves and others.
- Always act as a positive role model for children.
- 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.

EMPLOYEES WILL NOT:

- 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 me 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)

Source: NSW Children's Guardian Codes of Conduct resource (2020).

Expectations of Leaders and Management

In addition to the above responsibilities, leaders and management are expected to:

- promote a collaborative and interconnected workplace by developing a positive working environment where all employees can contribute to the ongoing continuous improvement of the Service.
- promote leadership by working with employees and providing opportunities for professional development and growth.
- provide flexible opportunities to ensure all employees can participate in staff meetings and professional development.
- provide ongoing support and feedback to employees.
- keep employees informed about essential information and any relevant changes and make all documents readily accessible to them.
- ensure copies of the ECA Code of Ethics is available to staff and families.
- model professional behaviour always whilst at the Service
- implement supportive and effective communication systems, consulting employees in appropriate decision making.
- take appropriate action if a breach of the code of conduct occurs.
- share skills and knowledge with employees.
- give encouragement and constructive feedback to employees, respecting the value of different professional approaches.

Reporting a breach in the code of conduct

- all employees are required by law to undergo a Working with Children Check (WWCC) which is verified by the employer to ensure it is valid and current.
- if employees become aware of a serious crime committed by another employee, they are required to report it to management as per the *Reportable Conduct Scheme*
- as mandatory reporters, all employees must report possible risk of harm to children or young persons to management.
- employees will report any concerns they may have about inappropriate actions of any other employee that involves children or young people to management as per the *Reportable Conduct Scheme*



- management will report any allegations or child related misconduct as per their legislative requirements (this may include reporting the matter to the Police, Department of Communities and Justice and the Office of the Children’s Guardian in NSW).

Managing conflict in the workplace

MANAGEMENT WILL:

- remain objective and impartial when managing conflict in the workplace.
- be responsive and address a possible breach of the code of conduct by any employee as soon as they are aware of the breach.
- investigate all allegations which may result in remedial action, or disciplinary action ranging from a caution to dismissal.
- consider all relevant facts and make decisions or take actions fairly, ethically, consistently, and with 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 Service 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.

Adhering to Service confidentiality:

- Unless authorised to do so by legislation, employees must not disclose or use any confidential information without appropriate approval.
- All employees are to ensure that confidential information is not accessed by unauthorised people.
- Employees will adhere to 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.
- Managers have 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:

- Management and employees 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.
- Management and employees must always provide adequate supervision of children and ensure the health, safety and welfare of children and young people in their care. This includes taking all reasonable action to protect children and young people from risk of harm that can be reasonably predicted.

Appropriate use of communication and social networking sites:

Social media:

- As a Child Safe Organisation, our 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 *social media Policy*.
- The 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 who have a personal Facebook account are not permitted to post any negative comments relating to Sunbeams, children, colleagues, or families.
- 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 in our *social media Policy* 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.
- Staff members are not permitted to request the 'friendship' of families from the Service.



Personal phone calls/mobile phones/smart watches:

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 Service provide children with their full attention, ensuring supervision is maintained and remains on the children.

- employees are not authorised to use the Service's phones for personal reasons unless in the case of an emergency or with permission from management.
- 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 or for work purposes only when on shift.
- employees are not permitted to use Smart watches to access personal emails and social media during working hours.
- if it becomes apparent that educators 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.
- personal mobile phones are not to be used to take photos of children as this is a breach of children's privacy. (Service mobile phones or iPads may be used if it's for the purposes of 'observations' etc.)
- children are at no time to be given access to staff mobile phones.
- no personal mail or deliveries should be directed to the Service unless prior approval has been granted by the Nominated Supervisor/management.
- educators and staff are not to contact families or children of the Service for personal reasons.
- if, for personal reasons a staff member 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 Service.



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 and tobacco:

- Smoking is NOT permitted in or on surrounding areas of Sunbeams or Lakes Grammar School.
- It is expected that the odour of cigarette smoke will not be detected on an employee's clothing. If an employee is found smoking on the premises, that employee's employment may be terminated. Our Service supports the [Smoke Free Environment Act 2000](#). The company and its employees will follow all conditions outlined in this act.
- Sunbeams 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 or any illegal drugs onto the premises.
- If a co-worker suspects a colleague to be affected by drugs or alcohol, they must inform the Nominated Supervisor immediately. No employee will be allowed to work under the influence of drugs or alcohol. (See: *Tobacco, 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.
- 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.



Dress code:

- All employees must adhere to our uniform/dress code supplied.
- Enclosed shoes must be always worn (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.
- nail polish (if worn) cannot be chipped.
- employees will follow appropriate oral hygiene practices.
- an appropriate deodorant/antiperspirant will be worn.
- strong perfumes will not be worn as they may cause allergic reactions in children.

Breach of the Code of Conduct:

All staff members are made fully aware that the following breaches of the Code of Conduct and role responsibilities may lead to termination of employment:

- reporting to work under the influence of alcohol or drugs
- refusal to complete required additional training.
- possessing or selling drugs at Sunbeams
- immoral, immature, or indecent conduct while at the Service
- inappropriate use of company equipment and/or resources
- refusing to work as reasonable directed.
- possessing a dangerous weapon whilst at the Service
- bringing disrepute to Sunbeams or Lakes Grammar School
- causing disruption or discontent in the relationship between a family and the Service
- disclosure of confidential information
- falsifying documentation
- associating with families without disclosing this information with management
- 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 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.

Disciplinary Action:

All staff members are made fully aware that continued abuse of the following may result in disciplinary action. These include, but are not limited to the following:

- unauthorised absence
- 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 whilst on shift
- using a personal mobile phone or device to take photographs of the 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
- failure to report health, fire, or safety hazards.



CODE OF CONDUCT AGREEMENT

I have read and understood the Service's *Code of Conduct* and agree to abide by the provisions always set out in the Code of Conduct. Failure to do so may lead to disciplinary action or dismissal.

| | | | |
|----------|--|-----------|--|
| NAME | | SIGNATURE | |
| POSITION | | DATE | |

ENDORSEMENT BY THE SERVICE:

The policy will be reviewed as required. The review will be conducted by management, staff, children, families and the wider community.

Last reviewed: June 2025

Date of next review: December 2026

APPROVAL DATE: _____

DATE FOR REVIEW: _____