

# Only Early Learning Centre



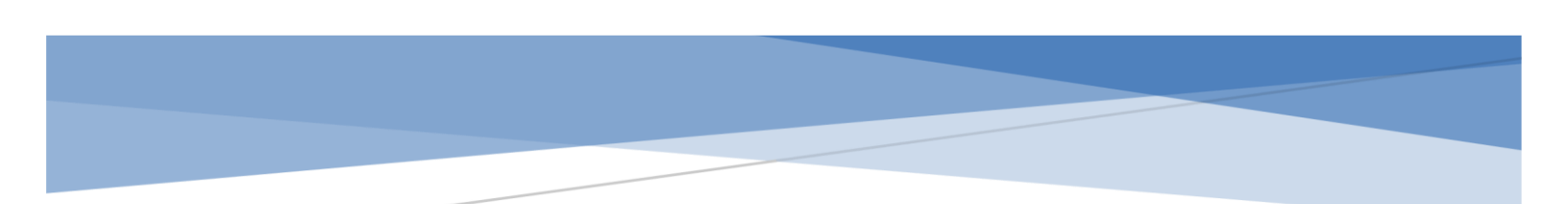
## Staff Member Code of Conduct

Centre Policy Number 31

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## Aim

Only Early Learning Centre is committed to providing the highest possible standards of Early Childhood Education and Care. The Code of Conduct for educators outlines the standards for the way we work, as well as the actions, behaviours and conduct expected at Only ELC. All permanent educators, relief educators and all other staff members must agree to abide by this code of conduct. Whilst the Approved Provider or Nominated Supervisor are ultimately responsible for ensuring the Code of Conduct is adhered to, all educators and other staff members will assist in maintaining the code.

## Who is affected by this policy

Children  
Educators  
Staff  
Management  
Visitors  
Families

## Who does this Code apply to?

This code applies to all persons who are employed by or works at Only Early Learning Centre including employees (permanent, casual and temporary), volunteers, students, Directors and others acting on behalf of Only Early Learning Centre.

## When does the Code apply?

The code applies to the above mentioned employees are or could be identified as a representative of Only Early Learning Centre, including but not limited to dealings with children, families, fellow employees, regulatory bodies, suppliers and in social media.

## What will happen if the Code is breached?

Failure to comply with the principles or the spirit of this Code will be considered a breach of Only Early Learning Centre policy, and may result in an investigation where appropriate. Breaches of the Code may result in disciplinary actions, ranging from a first warning to the termination of your employment.

## General Expectations

All employees at Only Early Learning Centre are expected to:

- Be honest and act with integrity in all aspects of your employment including but not limited to undertaking assigned duties, work attendance and use of personal sick leave.
- Perform your duties as required to the best of your ability, showing commitment to a high quality of work by acting within the bounds of all relevant legislation, rules and regulations as all times.
- Being supportive of changes made by Only ELC, as change is necessary to Only ELC's ongoing organisation success and the provision of high standard of Early Childhood Care and Education.
- Engage in reflective, ethical, and sustainable decision making.
- Give their attention to the operation of the centre while on duty.
- Ensure that their work is carried out efficiently, economically and effectively.
- Carry out lawful directions given by any person having authority.

## Additional General Expectations of Service Management

All members of Management, including Centre Directors, Centre Assistant Directors, Educational Leaders, General Management and General Manager is additionally expected to:

- Set an example to other staff members, following this Code of Conduct
- Ensure that all staff members have access to a copy of this Code of Conduct
- Ensure that the requirements of this Code of Conduct are reflected in the day to day management and leadership of staff
- Ensure employees at all times maintain high standards of conduct in the workplace
- Where necessary and appropriate, investigate unacceptable conduct, including serious misconduct, and ensure that employees who appropriately disclose information regarding unacceptable conduct are supported
- Ensure that all staff employed at the centre, hold relevant working with children clearances and required qualifications related to their appointed position

## Ethical Conduct

Only Early Learning Centre has adopted the Model Code of Conduct which sets out the minimum requirements of behaviour for employees in carrying out their duties. The Model Code of Conduct assists employees to understand the standards of conduct that are expected of them. It enables them to fulfill their statutory duty to act honestly and exercise care and assists them to act in a way that enhances the community's confidence in the integrity of children's services.

The Model Code of Conduct for Only Early Learning Centre is based on the following key principles:

- Integrity
- Selflessness
- Respect
- Honesty
- Leadership
- Accountability

- Objectivity
- Openness

## **Fairness and Equity**

All staff members have an obligation to consider issues fairly and consistently. That being, you must take all relevant facts into consideration and you must not take irrelevant matters into consideration when making decisions.

## **Development Decisions**

It is the duty of all staff members to ensure that decisions are properly made and that parties involved are dealt with fairly. If there is any uncertainty about the ethical issues around an action, the following four points should be considered:

- Is the decision or conduct lawful?
- Is the decision or conduct consistent with Centre policy and objectives?
- What will the outcome be for management, work colleagues, parents, children and any other parties?
- Do these outcomes raise a conflict of interest?

## **Care of Children**

All members of staff will be responsible for:

- Ensuring children are central to everything they do.
- Ensuring the health and welfare of each child is promoted
- Ensuring each child is provided with a range of activities designed to promote social, emotional, cognitive, cultural and physical development
- Ensuring each child is provided with regular and varied meals and refreshments, having regard to the child's age and to community practices
- Ensuring each child is provided with educational and recreational activities (both on an individual and a group basis) that are suitable and adequate for the needs and interests of the child

## **Smoking**

Children are especially vulnerable to the damaging effects of environmental tobacco smoke. Only Early Learning Centre aims to ensure that environmental tobacco smoke does not present a health risk to children and staff whilst in attendance at the service.

Only Early Learning Centre is a Smoke Free Zone. Smoking of tobacco or any other substance is prohibited in all areas of the service at all times.

- Inside the building
- In the playground
- On excursions

- While traveling with a child

Smoking is permitted in the designated smoking areas. At no time is an educator, parent, visitor or staff member to smoke in any area where there are children.

## **Staff Dress Code**

Only Early Learning Centre aims to ensure that all educators are dressed in an appropriate, safe and professional manner. All educators will be required to follow these guidelines in regards to presentation when working at the centre.

- Each educator will be provided with two business logo shirts upon employment. They will be required to wear these each day at the centre. These shirts will remain the property of Only ELC and must be returned upon termination of employment.
- Jackets need to be either an Only ELC business logo jacket or a plain black jacket or cardigan with no hood.
- Educators are to ensure that shorts/pants are sufficient in length, and at a minimum to knee length to maintain a professional manner at all times. Pants must be black in colour. Jeans, tights or leggings must be worn.
- Educators are not to wear or display items of clothing or display tattoos that contain offensive language or graphics.

All staff members at the service are to wear safe, enclosed and comfortable footwear, that allow them to complete the tasks set out in their Job Description on a daily basis.

- Shoes must be worn when entering all bathroom/toilet areas
- Shoes must be worn when serving food to children
- Shoes must be worn in all common areas including the office, foyer, staff room, laundry, kitchen, hallways and bottle prep
- Shoes must be worn when completing all cleaning duties at the service

## **Personal Hygiene**

Only Early Learning Centre aims to ensure that educators and other staff members act as a role model for children, parents and visitors regarding personal hygiene.

Educators and other staff members are requested to:

- avoid coming to work when unwell. Any educator or other staff member who is suffering from an infectious condition will be excluded from work.
- maintain healthy clean habits, including clean nails and hair, and fastening back long hair.
- help children learn the concepts of good personal hygiene when handling food, correct use of toilets, and procedures for washing hands.

## Staff to Staff Interactions

Only Early Learning Centre aims to have all educators and staff members interact in a positive and meaningful way. These interactions effect the atmosphere of the centre, as well as helping the families and children feel safe, secure and nurtured.

All educators and staff members employed at Only Early Learning Centre will be expected to:

- Maintain positive relationships where trust and co-operation is apparent with all co-workers.
- Show respect for all educators and other staff.
- Show appreciation of educators and other staff members unique backgrounds, skills and contributions to the service's environment
- Educators and staff will offer each other support in meeting their professional needs and professional development.
- Respect will be shown for all members of the team, and consideration given to their feelings, values, and opinions.
- Information relating to families which affects individual children will be shared on a need to know basis.
- Educators and all other staff will develop positive working relationships, which will model positive social skills to the children.
- The Educator Memos will be used to communicate messages where shifts make it difficult to convey information.
- Take into account how others communicate and how their own communication style is being perceived by others.
- Actively listen to the concerns of others and keep an open mind.
- Use clear and direct communication when conveying messages to ensure that there is no confusion.
- Consider other staff members perspectives and interpretations of words or messages.

## Anti-Bullying

It has always been, and remains, the policy of this service to provide an anti-bullying workplace environment to our staff and management.

Bullying behaviour may involve, for example, any of the following types of behaviour:

- aggressive or intimidating conduct
- belittling or humiliating comments
- spreading malicious rumours
- teasing, practical jokes or 'initiation ceremonies'
- exclusion from work-related events
- displaying offensive material
- pressure to behave in an inappropriate manner

However, in order for it to be bullying, the behaviour must be repeated and unreasonable and must create a risk to health and safety. It can occur both inside and outside of the work place, and inside and



outside of work hours. It can occur via the use of social media, as well as personal interactions between employees.

We therefore require that each employee agree to the following policies and procedures:

1. Behave at all times in a professional manner when discharging your duties and responsibilities of employment with us. This includes being courteous and polite when liaising with your fellow workers and the service's management.
2. Do not engage in conduct with your fellow employees, or your supervisor(s), or the service's management, that could be considered to be:
  - aggressive or intimidating conduct
  - belittling or humiliating comments
  - spreading malicious rumours
  - teasing, practical jokes or 'initiation ceremonies'
  - exclusion from work-related events
  - displaying offensive material
  - pressure to behave in an inappropriate manner.

Further, such inappropriate conduct must not be engaged in either at work, or otherwise outside of work hours outside of our service. This includes the use of our computers, tablets or smart phones, as well as any social media we may use at the service, as well as any form of social media that you may personally operate or use including but not limited to emails, Facebook, Instagram, Twitter, any blog or webpage that you may have personally set up, on your own personal computer, tablet, smart phone or any telephone device which includes texting.

The following behaviours do not constitute bullying:

- Reasonable management practices, including performance management and disciplinary procedures
- A direction to carry out reasonable duties and instructions
- A direction to comply with Centre policies and procedures

## **Use of Centre Computers and Email**

Educators who utilising Only Early Learning Centre computers will:

- Ensure that any emails sent are not harmful, discriminatory, offensive, defamatory or potentially harassing. Disciplinary action will be taken if anyone is to circulate offensive material including but not limited to; lewd or suggestive jokes and pornographic images, video and sound.
- Ensure that any emails where there is an attached message warning of a virus or if the educator or other staff member knows or suspects contains a virus, the email must not be opened and deleted immediately. Management must be notified.

Educators and other staff will not:

- Install or remove any software without prior consent from management
- Use the computer for personal gain or illegal activities
- Breach copyright laws.

Educators and other Staff members (inc. students and volunteers) will ensure that they:

- Be respectful to the company, other staff members, and families
- Social media activities will not interfere with work commitments
- Be aware that your actions captured via images, posts, or comments can reflect that of the education and care service
- Do not reference the education and care service, families and staff without written consent. In all cases, do not publish information that will breach the Confidentiality Policy
- Company logos and trademarks may not be used
- Any photos taken at the education and care service cannot be used
- Social networking sites will not be accessed on the work computer, unless approved by the Management Team

## **Staff Member Grievances**

Only Early Learning Centre is committed to ensuring that educators' and staff work-related problems, concerns or complaints are resolved to further ensure an effective work environment that is productive and well maintained.

A staff grievance occurs where a staff member believes they have been unfairly or wrongly treated by another person at the service or by a management decision and wishes some action to be taken to remedy the situation.

All staff members that are involved in a grievance should try to resolve the matter informally through discussion, moving to formal processes if this does not succeed. If the educators or other staff members are unable to resolve the grievance they are expected to talk to a Member of the Management Team as soon as possible. Management will try all avenues to solve the concern at the education and care service level. If this is not possible management will call on the General Manager to mediate the situation.

- Confidentiality is vital; no-one may discuss information about a grievance outside the grievance procedures
- A staff member raising a grievance has the right to have a union representative assist them at any stage in the process. They may have another person of their choice present at any meetings or interviews for moral support
- No staff member at Only Early Learning Centre will suffer any personal or professional disadvantage because they decide to pursue a grievance
- When making a formal grievance complaint a member of the Management Team will:
  - Ask the complainant to write out the details of the grievance using the Staff Member Communication Form
  - Discuss the grievance and any further concerns that the staff member may have
  - Explain that an Investigation will take place to attempt to resolve the grievance as efficiently as possible
  - Scheduled meetings will then happen with other staff members to create a clear picture of the grievance issue
- Once the investigation process has been completed, a member of the Management Team will:
  - Discuss with all staff members involved in the grievance, the decision made through the findings of the investigation

## Staff Meetings

Staff meetings are an essential part of the communication at Only Early Learning Centre. They provide a forum for discussions, evaluation of the service, cooperative planning, provide personal support and staff development. Only Early Learning Centre will hold a staff meeting every six weeks. The date will be determined by the Centre Director according to what works best for staff members. Staff meetings will always be held out of centre hours to ensure that all staff members are able to attend. Dinner will be provided at each meeting.

Staff meetings will run for approximately two hours. All staff meetings will follow an agenda and will contain a training component for educators. Staff members will be encouraged to add to this agenda if they feel it is necessary.

Minutes will be taken throughout each meeting and will be posted on the Staff Member Private Facebook Page. All agreed actions, decisions and dates will be recorded within the minutes.

If any staff members are unable to attend a staff meeting, they are required to notify a member of the management team.

**Only Early Learning Centre staff meetings are non-compulsory. As per the National Employment Standard, staff members are not required to be paid for non-compulsory meetings. If ever a staff meeting is compulsory, educators will be paid overtime rates, or staff can request time off instead, consistent with award requirements.**

## Working with Children Checks

The aim of this policy is to ensure that the approved provider, nominated supervisor, educators and other staff have a current Working with Children Check prior to commencing employment at the service.

The Working with Children Check is a prerequisite for paid and unpaid child-related work.

Management at Only Early Learning Centre will ensure that they:

- Register the workplace on the Working with Children Check Website and identify two nominated contact people within the service who will be contacted by the Office of the Children's Guardian if a staff member becomes barred.
- Identify the roles and individuals to whom an exemption from the Working with Children Check applies:
  - Children (under the age of 18)
  - Parent/guardian/close relative volunteer at the service
  - Administrative, clerical, maintenance or ancillary staff not ordinarily involving contact with children for extended periods
- Verify every Working with Children Check status online
- Remove barred workers from child-related work.

## Baby Sitting and Transportation

We understand and support our families with their need for extra care outside of centre hours. We aim to provide families the opportunity to hire the centre educators out of their shift hours to assist with the care and transport of their children.

- All families who are wanting to hire the educators to assist with the care and transport of their children are aware that they are hiring the staff member separate from Only ELC. They are also aware that Only ELC has no legal responsibility for the care outside of our operational hours and the educators shift time.
- The educator must not disclose any information to the family about Only ELC and the operations
- The educators must maintain confidentiality and not disclose any information about the families, children or staff members to the families they are working for.
- Although the educator is not working for Only ELC at the time of babysitting and/or transport. They are still a representative of Only ELC and must act in a professional manner.
- It is the responsibility of the educator as the driver to ensure their vehicle is safe for transporting and that they have an approved car restraint to transport the child.
- The family understands that any situation that may occur outside of Only ELC's premises and trading hours are not associated with Only ELC.
- Failure to uphold the above may result in disciplinary action.
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## Lockers

To ensure that no staff lockers are accessible to children and belongings are kept safe, the following procedure will be implemented by all staff members daily.

- When each staff member arrives at the centre, they are to securely lock their personal locker and remove the key
- The key is to be placed inside a box outside of the office
- When a staff member goes on their lunch break, they will be able to collect their locker key from this box
- When returning to the classroom, all lockers need to be re-locked and the key returned to the locker box

Staff members are only to collect their own personal locker key from the office locked box. No staff lockers are to be left unlocked throughout the day. Each staff member will be provided with a locker and key, labelled with their name during orientation.

## Educator Drug and Alcohol Use

Only Early Learning Centre has a duty of care under work health and safety legislation to provide a safe and healthy environment for all persons who utilise the service for child care requirements of employment. Only Early Learning Centre does not permit the taking of illicit drugs or the consumption of alcohol or any other substance in any areas within its environment or during or before the hours of work.

Management will report any person found in possession of illicit drugs to the police. No members of staff will work while affected by alcohol or drugs that impairs the staff members capacity to supervise or provide

education and care to the children. Where an educator has concerns relating to the fitness of another staff member that includes drugs or alcohol, these concerns must be reported to management immediately.

### **What is Drug Testing?**

A drug is defined as any substance which when taken into the body, alters its function physically and/or psychologically, excluding food, water and oxygen. Saliva testing is looking for the parent ingredient of the substance drug in question.

### **Who is a Certified Collector?**

According to the Australian Standards for the collection and detection of drugs, a collector is described as a person who has successfully completed a course of instruction for specimen collection and on-site screening, handling, storage and dispatch of specimens and who has received a statement of attainment in accordance with the Australian Quality Training Framework. Our Certified Collector at Only Early Learning Centre is Kelly Williams.

A Certified Collector holds the power to require and provide directions to employees to undergo drug testing as part of a random, reasonable targeted cause or pos-incident testing. The Certified Collector must also, when requested by the employee being tested, produce the certificate of authorisation for testing.

### **Who will be Drug Tested?**

Drug testing may be carried out at random by a Certified Collector at any time.

Drug testing may be carried out:

- Prior to beginning employment
- Prior to a change of position within the business
- After an accident has occurred
- Based on a suspicion determined by the Management of Only Early Learning Centre which can include, but is not limited to:
  - Deterioration in job performance
  - Changes in personal traits or characteristics
  - Observation of appearance or behavior in which Management believe may be the result of being under the influence of drugs
  - Involvement in or contribution to an accident where the use of drugs is suspected, regardless of whether the accident involves actual injury
  - Alleged conviction of a criminal drug law statutes involving the use of illegal drugs

### **Employee Rights**

All employees at Only Early Learning Centre have the right to:

- Be treated fairly and with respect in accordance with drug programs
- Receive advice and current information about the outcomes of drug tests
- Receive advice and current information about the consequences of failing or refusing to undergo drug testing
- Privacy and confidentiality in regards to their personal information and test results in accordance with the privacy legislation and any drug programs
- Receive advice and current information about the possible consequences of the use of drugs in the workplace

### **Procedure for conducting a saliva drug test**

1. The Certified Conductor will ensure that the testing area is in a private area ensuring the employees confidentiality at all times
2. The following equipment will be set up:
  - Personal Protective Equipment including gloves
  - Alcohol based hand cleanser
  - Cleaning solution
  - Disposable paper towel
  - Bio Hazard bag
3. The Certified Conductor will introduce themselves and explain the procedure
4. The employee will be asked to give their full name and their date of birth
5. The employee will be asked to provide a photo form of identification
6. The relevant paperwork will be completed
7. The employee will be asked to complete the Donor section of the paperwork which includes listing any medication that were consumed in the last 7 days
8. The employee will be asked to choose a Saliva Drug Testing Kit and open it
9. The employee will be asked to actively sponge the inside of their mouth and tongue with the sponge end of the saliva collection stick
10. The saliva collection stick will then be kept in the mouth until it softens and no hard spots can be detected or when the sponge changes colour, this should take approximately 3 minutes
11. The employee will then be asked to remove the stick from their mouth, and insert it into the relevant container as per the instructions

### **Procedure to follow for refusal to take drug tests**

Where an employee refuses to take a drug test, the following will be explained to the employee by the Certified Collector.

- All employees do have the right to refuse to take a drug test
- A test refusal will have the same outcome as a non-negative result
- The employee will be asked to leave the centre immediately
- The employee will be paid for the time that they are stood down from the centre
- The employee will be required to visit a General Practitioner and undergo a Drug Test

### **Procedure for a positive test**

In the event that a Drug Test results in a positive, non-negative or abnormal result, the employee will be asked to leave the premises immediately and will be unable to return until a full investigation is conducted. Only Early Learning Centre will fund a secondary urine or blood test for the employee. After the second drug test, if the employee disputes the results, they will be required to fund the third Drug Test if requested.

### **Procedure for an Unconfirmed results**

If a test is not able to produce a result, it shall be considered 'unconfirmed' and further testing will ensue to provide a result that is indicative of either negative or non-negative.

### **Confidentiality**

Only Education will endeavor to ensure that the highest levels of confidentiality are maintained in the application of this policy. The following conditions will apply:

- All testing will be conducted in a private location that maintains the privacy and dignity of the employee
- Workers who record a non-negative result will be treated at all times in a respectful and non-judgmental manner by all involved in the management of the matter
- Service records pertaining to test results will be regarded as confidential information and the use and access to the results shall be restricted to those who have a genuine requirement to access the confidential results of the drug test
- No information related to drug testing shall be disclosed to any person other than the members of the management team at Only Education

## Consent Form: Employee Drug and Alcohol Test

I, \_\_\_\_\_ understand that the use of drugs and alcohol in the workplace creates a safety concern for everyone. I have received a copy Only Education's Drug Testing Policy, I have been given time to read this policy, I have been given time to ask questions about this policy and I understand this policy.

In the interest of creating a safe working environment, I hereby give my consent for Only Education to conduct any drug and alcohol tests that it considered necessary as outlined in the company's Drug Testing Policy.

I understand that, as stated in the policy, if my performance indicates that there is reasonable suspicion to believe that I am using or under the influence of drugs, I will be requested to submit to a saliva drug test. I understand that the Management Team can conduct Random Drug Testing at any time.

I understand that refusal to submit to a drug test, failure to provide an adequate test without a valid medical explanation, or a positive result following a drug test subjects me to immediate disciplinary action that could result in termination of my position.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date Signed: \_\_\_\_\_

Member of Management Name: \_\_\_\_\_

Member of Management Signature: \_\_\_\_\_

Date Signed: \_\_\_\_\_



## **Fraud**

Only Early Learning Centre is committed to the provision of high standards of early childhood education and care. As a service we aim to guard against attempts by any person to gain money, assets, information or other inappropriate benefit or advantage. Fraud prevention and control is the responsibility of all staff and all levels of management. Only Early Learning Centre has a 'zero tolerance' to proven incidents of fraud.





## Sources

### **Education and Care Services National Law Act 2010**

167 Offence relating to protection of children from harm and hazards

### **Education and Care Services National Regulation 2011**

82 Tobacco, drug and alcohol-free environment

83 Staff members and family day care educators not to be affected by alcohol or drugs

### **National Quality Standards 2018**

2.2 Safety

4.2 Professionalism

### **Review**

The policy will be reviewed annually. Review will be conducted by management, employees, parents and any interested parties.

**Reviewed By:** Alex Jury    **Date:** 31<sup>st</sup> July 2019

**Approved By:** Kelly Williams

**Date for Next Review:** 31<sup>st</sup> July 2020n