

CODE OF CONDUCT (FAMILIES)

Version 1.1

Happy Haven OSHC believes in maintaining an inclusive and welcoming environment that facilitates positive interactions among all stakeholders. Happy Haven OSHC 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. Happy Haven OSHC is committed to creating and maintaining an environment that promotes the physical and emotional safety and wellbeing of all stakeholders.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 6: COLLABORATIVE PARTNERSHIPS		
6.1	Supportive relationships with families	Respectful relationships with families are developed and maintained and families are supported in their parenting role.
6.1.2	Parent views are respected	The expertise, culture, values and beliefs of families are respected and families share in decision-making about their child's learning and wellbeing.
6.2	Collaborative partnerships	Collaborative partnerships enhance children's inclusion, learning and wellbeing.
6.1	Supportive relationships with families	Respectful relationships with families are developed and maintained and families are supported in their parenting role.

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service
7.2.1	Continuous Improvement	There is an effective self-assessment and quality improvement process in place.

LEGISLATIVE REQUIREMENTS / EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
Sec. 172	Offence to fail to display prescribed information
Sec.174	Offence to fail to notify certain information to Regulatory Authority
168(2)(o)	Education and care service must have policies and procedure... for dealing with complaints

173(2)(b)	Requires an approved provider to make the name and telephone number of the person to whom complaints may be addressed clearly visible at the service
176	Time to notify certain information to Regulatory Authority
183	Storage of records and other documents

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RELATED POLICIES

Child Safe Environment Policy Code of Conduct Policy Dealing with Complaints Procedure (Family) Dealing with Complaints Policy (Staff) Enrolment Policy Family Communication Policy Governance Policy	Incident, Injury, Trauma and Illness Policy Interactions with Children, Family and Staff Policy Privacy and Confidentiality Policy Record Keeping and Retention Policy Respect for Children Policy Responsible Person Policy Volunteer, Work Placement and Student Based Traineeship Policy
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PURPOSE

Happy Haven OSHC aims to establish a common understanding of standards and ethics expected of all stakeholders. We aim to ensure positive working relationships are formed between all educators and the families for whom we provide our services by promoting dignity and respect by avoiding behaviour, which is or may be perceived as disrespectful, harassing, bullying or intimidating. All Happy Haven OSHC employees will at all times conduct themselves in an ethical manner and strive to ensure that all interactions are positive and respectful and are in accordance with Happy Haven OSHC's philosophy. Happy Haven OSHC requires our staff and educators to also work in an environment free of risk to their personal welfare and wellbeing.

SCOPE

This policy applies to families, and all educators and staff of Happy Haven OSHC.

IMPLEMENTATION

The Approved Provider, Nominated Supervisor, educators, staff and volunteers will adhere to the Early Childhood Australian Code of Ethics, Education and Care Services National Regulations and the National Quality Standard, and Happy Haven OSHC policies and procedures at all times, promoting positive interactions both within our services and the local community.

RESPECT FOR PEOPLE AND THE SERVICE

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- Employees and Management are committed to the Happy Haven OSHC philosophy and values, inclusive of best practice in school age education and care and building positive partnership with children, families and staff
- 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.
- Happy Haven OSHC requires of the children and families accessing our services to adhere to and contribute to a positive environment for all. This extends to all emergency contacts, collection authorities, family members and associates who enter a service or interact with a member of Happy Haven OSHC's staff team. For the remainder of this policy, this group of individuals will be collectively referred to as 'stakeholders'.
- Interactions between employees of Happy Haven OSHC and other stakeholders must be mutually respectful and cordial, and free of insults, aggression, abuse, harassment, threat and derogatory or discriminatory words and actions. Interactions include face-to-face, teleconference and all electronic communications.
- When present in a service, stakeholders are to refrain from using vulgar or explicit language and must not be under the influence of alcohol or illegal substances.
- Stakeholders are welcome to engage in friendly, positive and respectful interactions with children and educators. Stakeholders must remain in the presence of educators while at the service, with the exception of entry to and exit from the service for the purpose of collecting children. Stakeholders are not to address behaviour concerns with any child other than their own. Interactions with their own child must comply with all preceding expectations as outlined in this policy (e.g., not threatening, abusive, intimidatory etc.)

CONFLICT OF INTEREST

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- A conflict of interest exists whenever an employee (or the employee's family, friends or associates) uses an advantage gained directly or indirectly from the employee's employment with the Company for the benefit of themselves or another person or entity who is not the Company.
- Employees are to act in the best interest of Happy Haven OSHC at all times and avoid actual or potential conflicts of interest where possible.
- Employees must immediately notify Happy Haven OSHC in writing of any potential or actual conflicts of interest of which they become aware. This includes, but is not limited to, circumstances in which an employee's family member or friend are enrolled in a Happy Haven OSHC service or have children under their care enrolled at a Happy Haven OSHC service.

ADHEREING TO CONFIDENTIALITY

- Unless authorised to do so by legislation, employees must not disclose or use any confidential information without appropriate approval
- The unauthorised use or disclosure of confidential information is strictly prohibited. Any breach of confidentiality is viewed as serious misconduct
- All employees are to ensure that confidential information is not accessed by unauthorised people.
- Employees will adhere to the Happy Haven OSHC's *Privacy and Confidentiality Policy*
 - Employees cannot divulge information about one child and/or an associated stakeholder with anyone other than the enrolled carers and emergency contacts. This is inclusive of (but not limited to): names, dates of birth, contact details, addresses, booking or billing information and enrolment status.

Confidential Information means all information (whether or not it is described as confidential) in any form or medium concerning any past, present or future business operations or affairs of Happy Haven OSHC, or any customer, client, licensee, contractor or supplier of Happy Haven OSHC, including but not limited to:

- Trade secrets of Happy Haven OSHC
- Information about the business and affairs of Happy Haven OSHC such as products of Happy Haven OSHC , services offered by Happy Haven OSHC , financial accounts and reports of Happy Haven OSHC and its customers, marketing and/or strategy plans, client proposals, sales plans, client prospects, information about fees, pricing information, supplier lists, research, financing,

inventions, designs, techniques, plans, diagrams, graphs, procedures or processes, security information, sales and training materials, and operational information and methods

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- Details or contracts and arrangements with third parties including information about customers, suppliers and contact persons of Happy Haven OSHC, such as their specific requirements, arrangements and past dealings with Happy Haven OSHC
- Customer names and addresses, customer lists, business cards and diaries, calendars or schedules
- All technical and non-technical data, formulae, patterns, programs, devices, methods and research activities, ideas and concepts
- All financial and accounting information, pricing lists, schedules and structures, product margins and financial plans
- Remuneration details and investment outlays
- Intellectual property rights
- Manuals, computer databases and computer software
- All other information obtained from Happy Haven OSHC or obtained in the course of the employee's employment with Happy Haven OSHC, that is by its nature confidential

but excludes information that has come into the public domain other than by a breach of contract or other unauthorised use or disclosure.

DUTY OF CARE

- Company Leadership 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
- Company Leadership and employees must provide adequate supervision of children at all times 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, Happy Haven OSHC 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*
- Happy Haven OSHC offers its current families and staff members a [Facebook page](#), Instagram profile and Tik Tok profile as communication tools.
- The Administrator's control the content on the page and ensures that the postings are relevant and respectful of the company, the children, the staff, families, and greater community.
- Staff members are to use their own personal discretion when adding a family of any Happy Haven OSHC's services as a 'friend' on Facebook. Happy Haven OSHC does not recommend staff to add families of a Happy Haven OSHC service as they will be seen still as a representative of the company and held to the company'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 Happy Haven OSHC 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 any Happy Haven OSHC service.

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USE OF TOBACCO, ALCOHOL AND DRUGS

No stakeholder is to be under the influence of alcohol or illicit substances while at service premises, nor are they to consume alcohol or smoke while at the premises.

BREACH OF THE CODE OF CONDUCT

Breaches of this code of conduct by any stakeholder may result in:

- Stakeholders being barred from entering a service premises
- Children having restrictions on their bookings
- Ongoing care being ceased
- Termination of phone calls taking place in which the code of conduct is being breached
- Ceasing electronic communications where the code of conduct has been breached
- Reporting of individuals to SAPOL where any person is unsafe or where there is grounds to believe that individual was breaking the law

SOURCE

Version 1.1

Australian Children's Education & Care Quality Authority. (2014).

Australian Government. Department of Education, Skills and Employment. *Belonging, Being and Becoming: The Early Years Learning Framework for Australia*. (2009).

Australian Government. Department of Education, Skills and Employment. *My Time Out Place Framework for School Age Care in Australia* (2011).

Early Childhood Australia Code of Ethics. (2016).

[Education and Care Services National Regulations](#). (2011).

Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2017).

Guide to the National Quality Framework (2017). (Amended 2020).

Raising Children Network Australia. (2006-2019). *Effective communication with parents: professionals*
<https://raisingchildren.net.au/for-professionals/working-with-parents/communicating-with-parents/communication-with-parents>

Revised National Quality Standard. (2018).

REVIEW

POLICY REVIEWED	AUGUST 2022	NEXT REVIEW DATE	AUGUST 2023
MODIFICATIONS	Policy request by CEO. Formatting changes made and information derived from Code of Conduct for staff policy, with changes made to suit OSHC families.		
POLICY REVIEWED	PREVIOUS MODIFICATIONS		NEXT REVIEW DATE
Month YYYY	•		Month YYYY
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