

CODE OF CONDUCT POLICY

We 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. Highland Grove Preschool is committed to adhere to the Early Child Australia (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.

Highland Grove Preschool 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.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 4: STAFFING ARRANGEMENTS		
4.1	Staffing arrangements	Staffing arrangements enhance children's learning and development.
4.1.2	Continuity of staff	Every effort is made for children to experience continuity of educators at the service.
4.2	Professionalism	Management, educators and staff are collaborative, respectful and ethical.
4.2.1	Professional collaboration	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	Professional standards guide practice, interactions and relationships.

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1.1	Service philosophy and purpose	A statement of philosophy guides all aspects of the service's operations.
7.1.3	Roles and responsibilities	Roles and responsibilities are clearly defined, and understood, and support effective decision-making and operation of the service.

EDUCATION AND CARE SERVICES NATIONAL LAW AND NATIONAL REGULATIONS	
S. 2A	Paramount consideration—safety, rights and best interests of children (commencing 2026)

S. 3A	Paramount consideration [NSW]
S.5AA	Meaning of inappropriate conduct [NSW]
S. 162A	Child protection training Offence relating to child protection training [NSW] [due to commence 2026]
S. 162B	Child safety training [due to commence 2026]
S. 165	Offence to inadequately supervise children
S.165A	Offence relating to children leaving the education and care service premises unauthorised [WA Services only]
S. 166A	Offence to subject child to inappropriate conduct [NSW] Offences relating to inappropriate conduct [commencing 2026 Nationally]
S. 167	Offence relating to protection of children from harm and hazards
S. 174AA	Educators and other staff members of education and care service to notify certain information [NSW]
Part 6A	Devices in education and care services [commencing 2026]
S. 188A	Offence to give false or misleading information to approved provider about prohibition notice [NATIONAL] False or misleading information about certain notices [NSW]
82	Environment to be free from tobacco, vaping devices, vaping substances, drugs and alcohol
83	Staff members and family day care educators not to be affected by alcohol or drugs
84	Awareness of child protection law
155	Interactions with children
168	Education and care services must have policies and procedures
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
172	Notification of change to policies or procedures

PURPOSE

We aim to establish a common understanding of workplace standards and ethics expected of all employees of Highland Grove. 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 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 our philosophy.

Highland Grove Preschool takes every reasonable effort to accommodate the diversity of all children in implementing the Child Safe Standards. We believe that children's safety, rights, and

best interests are the paramount consideration for all Service operations, decisions and functions. Our Service ensures that child safety, wellbeing and best interests take priority over all other considerations, including financial interests or other obligations of management, and are embedded in our daily practices, policies and procedures.

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.

SCOPE

This policy applies to staff, educators, management students, families, volunteers and visitors of the centre.

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 National Quality Standard, and Highland Grove policies and procedures at all times, promoting positive interactions both within the Service and the local community.

Respect for People and the Service

- Employees and Management are committed to our centre philosophy and values, inclusive of best practice in early childhood education and building positive partnership with children, families and staff
- Highland Grove has developed a *Statement of Commitment to Child Safety* to demonstrate a strong culture of child safety within the Service
- Employees and management must always adhere to our Child Safe Environment Policy, Safe Use of Digital Technologies and Online and Child Protection Policy and take all reasonable steps at all time to protect children from abuse and harm
- Employees and management understand that *child safety is everyone's responsibility*
- Management and staff are committed to valuing and promoting the safety, health, and wellbeing of employees, volunteers, children, and families
- 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 towards other employees, children, visitors, or families is unacceptable and will not be tolerated
- Employees, educators, staff and management are committed to valuing and promoting the safety, health, and wellbeing of employees, volunteers, children, and families

- Employees, educators, staff and management promote the cultural safety, participation and empowerment of Aboriginal and Torres Strait islander children to express their culture and enjoy their cultural rights
- Employees, educators, staff and management promote the safety, participation and empowerment of children with culturally and/or linguistically diverse backgrounds to support children to express their culture and enjoy their cultural rights
- Employees, educators, staff and management promote the safety, participation and empowerment of children with a disability
- Employees, educators, staff and management 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, educators, staff 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 and /or manage risk of family violence with other Information Sharing Entities (IES) as per state/territory legislation.
- Highland Grove Preschool will conduct a comprehensive induction and orientation program for all new employees, volunteers and students to include awareness of their roles and responsibilities in relation to Child Safe practices and mandatory child safety and Child Protection reporting obligations
- Policies and procedures will be developed to ensure employees, educators, staff, students, visitors and families are aware of the standards of behaviour that is expected within the service
- Employees, educators, staff and management are informed that inappropriate conduct and behaviour, including bullying, sexual harassment, discrimination and harassment will not be tolerated
- It is important employees, educators, staff and management listen and respond to the views and concerns of children particularly if they are telling you that they are worried about their safety or the safety of another.

Expectations of Employees

EMPLOYEES WILL:

- adhere to the *Code of Conduct Policy*
- ensure their Working with Children Check (WWCC) is valid and current
- notify the approved provider, within 72 hours of any changes, or within 24 hours of becoming aware of any changes, to their WWCC status, changes to their teacher registration or fit and proper status (including show cause notice, suspension notice, supervision notice, disciplinary notices/orders or prohibition notices)

- ensure their work is carried out proficiently, harmoniously, and effectively. They will act in a professional and respectful manner at all times 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
- demonstrate and maintain professional boundaries that foster trust, dignity and mutual respect in their interactions with children, families, colleagues and members of the community
- refrain from any behaviour that may be considered inappropriate conduct, including behaviour that is threatening, intimidating, humiliating, degrading, hostile or otherwise inappropriate
- not be in the possession of a personal electronic device that can take images or videos or personal storage and file transfer media when providing education and care and working directly with children
- 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 safety of children and take all reasonable steps to protect children from abuse
- provide active and adequate supervision of children at all times
- understand their legislative responsibility as mandatory reporters to report any allegation of child abuse, neglect or possible risk of harm to management
- 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 mandatory training, including mandatory [National Child Safety Training for the Early Childhood Education and Care Sector](#) (effective January 2026)
- report any instances of suspected corrupt conduct, mismanagement of government funds or other serious allegation to the appropriate agency (tipoffline@education.gov.au)
- have a solid understanding of the service's policies and procedures, Child Safe Standards 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
- ensure compliance with a zero tolerance of racism within the Service
- report any incidents or bullying, discrimination or harassment, including sexual harassment they have experienced or witnessed

- not be under the influence of drugs or alcohol while working; bring alcohol or drugs onto the premises
- not smoke or vape in or on surrounding areas of the Service [see *Tobacco, Drugs and Alcohol-Free Policy*]
- respect the confidential nature of information gained about each child enrolled in our Service
- engage in critical reflection to inform individual and collective decision making and ensure continual improvement, including a review of child safe policies and procedures
- report to management and decline any bribe or gift, including money, received by a family that may influence or appear to influence a decision or action
- report any instances of suspected corrupt conduct, mismanagement of government funds or other serious allegation to the Department of Education via their [Online contact form](#). For more information visit the Department of Education website: [Reporting fraud via a tip-off](#).
- work collaboratively with colleagues and recognise and value diversity
- be mindful of their duty of care towards themselves and others
- be positive role models for children at all times

EMPLOYEES MUST NOT:

- use abusive, derogatory or offensive language
- engage in conduct that is detrimental to the professional standing of Highland Grove, 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 must never support or encourage this behaviours in others
- condone or participate in illegal, unsafe or abusive behaviour towards children
- exaggerate or trivialise child abuse issues
- fail to report child protection information to the approved provider
- 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)
- show preferential behaviour towards any child
- accept an offer of money, regardless of the amount
- seek or accept a bribe
- acquire personal profit or advantage because of their position (e.g., through the use of Service information)
- exchange any property of the Service for own use unless properly authorised
- approach other employees, managers or visitors directly on individual matters that are irrelevant to 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. Authorised persons will only access confidential information for the purpose intended.
- engage in or support any action in breach of Highland Grove policies and/or procedures.

Expectations of Leaders and Management

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

- model child safe values in daily practices and decision-making
- monitor and review compliance with National Child Safe Principles (Child Safe Standards), mandatory reporting, National Law and Regulations
- 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
- promote open and effective communication with all staff regarding [Right to Disconnect](#) provisions under Fair Work Act- including out of hours emergency contact and expectations of staff
- 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 at all times 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
- follow recruitment policies and procedures to ensure all potential candidates undergo appropriate background checks, including WWCC
- model and provide guidance to educators and staff to ensure compliance with a zero tolerance of child abuse, racism and bullying within the Service.

Reporting a breach of the Code of Conduct

Highland Grove aims to foster a culture of transparency and accountability while supporting

employees to report any reasonable suspicion of reportable matters of improper, illegal or misconduct within the centre to management including, but not limited to:

- breaches of the Service code of conduct or other service policies
- breaches of Education and Care Services National Law or Regulations
- breaches of legislation or law
- criminal activity
- corruption
- conduct that poses a danger or harm to any person/s
- harassment or discrimination
- improper or misleading financial practices

Raising any concern, or breach of the Code of Conduct is a professional responsibility. Reports can be made verbally, in writing, and may be anonymous. Our centre will implement protective practices to ensure that, where applicable, employees identity is not compromised or disclosed following a report of a reportable matter including storage of documents in a secure and confidential manner and ensuring access to confidential documents is restricted to authorised personnel only. Once a report has been made the matter may be investigated through a formal investigation.

REPORTING RESPONSIBILITIES

- as mandatory reporters, all employees, students and volunteers must report possible risk of harm to children or young persons to management and/or Child Protection authority, police (see *Child Protection Policy*)
- the approved provider/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.**)
- employees will report any concerns they may have about inappropriate actions of any other employee that involves children or young people to the approved provider as per the Reportable Conduct Scheme
- if employees become aware of a serious crime committed by another employee, they are required to report it to management
- all prospective employees are required to complete a prohibition notice declaration on the *Employment Application Form* to acknowledge they do not hold any prohibition notices that would prevent them from working with children
- employees are required to notify management immediately of any enforcement actions issued to them during their course of employment.

MANAGING CONFLICT IN THE WORKPLACE

MANAGEMENT WILL:

- adhere to the Dealing with Complaints Policy
- 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
- 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
- Lawful sharing of information with other parties must be to promote the wellbeing or safety of children and adhere to guidelines under Child and Family Information Sharing Schemes
- 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*.

Babysitting

- We do not provide babysitting services outside normal operating hours
- Should employees undertake private babysitting arrangements with families, Highland Grove takes no responsibility for any private arrangements between staff members and the family. However, we do expect staff to inform centre management if they are babysitting or caring for a child that attends our centre.
- All staff are bound by contract to the Service's *Privacy and Confidentiality Policy*, where they are unable to discuss any issues regarding the Service, other staff members, parents/families, or other children.
- Depending on the staff member's role at our centre, baby sitting may be discouraged by management.

Record keeping

- Employees and Management will maintain full, accurate, and honest records as required by the 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

- Duty of Care refers to the legal obligation of the approved provider, nominated supervisors and educators to take all reasonable steps to protect children from harm, injury, infection and hazards, ensuring their overall health, safety and wellbeing are maintained at all times.
- This obligation includes providing adequate supervision, a safe environment and appropriate responses to incidents, all in line with the requirements of the National Quality Framework
- All staff and educators 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

Appropriate use of electronic communication and social networking sites

Social media

- As a Child Safe Organisation, Highland Grove Preschool has the responsibility to ensure children and educators are protected from harm when they engage with digital technology including social media
- Strict guidelines for the use of social media are outlined in our *Social Media Policy*
- Staff members are not permitted to post any negative comments relating to Highland Grove, the Service, children, colleagues, or families on any social media account.
- Staff members are to use their own personal discretion when adding a family of the Service as a 'friend' on Facebook.
- If they choose to 'like' the Service's page they have a responsibility to ensure that their profile picture is an appropriate representation of an early childhood educator. If it is not, we request that they do not 'like' the page.
- Families are advised 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.

ELECTRONIC DEVICE EXPECTATIONS

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 at all times. Our Service adheres to and aligns with legislative requirements the following guidelines:

- only service supplied devices are to be used by staff when taking images or video of children. Allied health professionals using these devices must have written permission from parents/guardians and these permission notifications are kept at the centre.
- staff's personal electronic devices that can take images or videos, or receive messages, (such as tablets, phones, digital cameras, smart watches) and personal storage and file transfer media (such as SD cards, USB drives, hard drives and cloud storage) will not be in the possession of any person while providing education and care and working directly with children
- authorisation is only provided for a staff member or educator to use a personal electronic device for essential purposes (personal health requirement, disability, family necessity, local emergency event, technology failure) Exemptions or prescribed circumstances need to be provided for in writing by the approved provider.
- a register of all electronic devices purchased for and used within the Service is developed and maintained by the approved provider/nominated supervisor
- strict protocols are implemented for appropriate storage, retention and destruction of images and videos of children

Personal phone calls/mobile phones/smart watches

- no personal mobile phones are to be used, checked or brought on the floor during working hours
- mobile phones are to be kept in one of the two the staff rooms
- employees are not authorised to use the Service's mobile phones for personal reasons unless in the case of an emergency or with permission from management
- no personal mail or deliveries should be directed to the Service unless prior approval has been granted by the nominated supervisor/management
- employees are not to contact families or children of the Service for personal reasons
- if, for personal reasons an employee 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
- children are at no time to be given access to Service-supplied or issued or personal electronic devices/mobile phones

- personal electronic devices can only be accessed by staff/educators when they are not working directly with children or providing education and care- taking a scheduled break, during planning time or administrative activities

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 vaping and tobacco

- Smoking is NOT permitted in or on surrounding areas of the Service. (This includes vaping).
- Our Service 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.
- 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.

Dress code

- Staff must abide by the Centre's Sun Safe Policy.
- Staff are asked to wear their badge which is supplied during induction, particularly at the beginning of the year and during orientation events
- Staff are asked to not wear 'flip flop' or any opened-heeled shoes.
- Clothes must be smart casual (no mini-skirts or mid-drift tops please) and be suitable for free movement, active play, and messy play.
- No offensive logos or political statements are to be displayed on clothing.
- Body piercing should be kept to a minimum
- Educators are to avoid wearing tracksuit clothing and leggings without a long top over, where possible
- Educators are required to uphold good hygiene practices at all times
- Staff are to present themselves professionally at all times

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 mandated professional training
- possessing or selling drugs at the Service
- immoral, immature, or indecent conduct while at the Service
- inappropriate use of company equipment and/or resources
- refusing to work as reasonably directed
- possessing a dangerous weapon whilst at the Service
- bringing disrepute to the Service
- 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
- falsification of reports, documents, or wages information
- failure to report for work without notice
- 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
- unable to maintain or hold a current Working with Children Check

SOURCE

Anti-Discrimination Act: See <https://raisingchildren.net.au/disability/disability-rights-the-law/law/anti-discrimination-laws> for Acts for specific Australian states and territories.

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

Australian Human Rights Commission <https://www.humanrights.gov.au/our-work/childrens-rights>

Early Childhood Australia Code of Ethics. (2016).

Fair Work Act 2009 (Cth).

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).

NSW Government Office of the Children's Guardian *Code of Conduct- a guide to developing child safe Codes of Conduct*. (2020).

Ombudsman Act 2001 (Cth).

Privacy and Personal Information Protection Act 1998 (Cth).

Revised National Quality Standard. (2018).

Victoria State Government Department of Health and Human Services *Child Safe Standards toolkit*

Work Health and Safety Act 2011 (Cth).

Workplace Relations Act 1996 (Cth).

Work Place Law <https://www.workplacelaw.com.au/getting-your-mobile-phone-policies-right/>

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