



Code of Conduct Policy.

OBJECTIVE

The Code of Conduct Policy is designed to ensure that all employees, volunteers, students and contractors to Busy Bees Early Learning behave appropriately and practice standards of professional and personal conduct that are consistent with Busy Bees values and uphold its reputation.

The Code of Conduct has been developed in accordance with the Education and Care Services National Regulations, the Early Childhood Australia Code of Ethics and the National Quality Standards. It ensures that everybody who attends, visits or works at a Busy Bees Early Learning premises is able to do so in a safe and harmonious manner. If you are at all concerned about anything, have witnessed or are aware of misconduct that may have occurred, you can report the matter directly to your Manager, HR team or call the Speak Up Helpline on (07) 3632 1175.

SCOPE

Management, Employees, Visitors, Students, Contractors

POLICY

The Code of Conduct outlines the required standard of acceptable conduct and behaviour that is expected of all employees, volunteers, students and contractors in the performance of their duties and interaction in the workplace. This required standard of acceptable conduct and behaviour supports Busy Bees ability to maintain public trust and confidence in the integrity and professionalism of the Services within the community, and our ethos as a leading early childhood education and care provider.

The Code of Conduct and the behaviours outlined within it are fundamental to Busy Bees Early Learning building healthy and positive relationships with families and children. The Code of Conduct also governs the way in which employees, volunteers, students and contractors relate to other staff, professionals, clients, visitors and stakeholders.

The Code of Conduct represents a broad framework that will help guide conduct and behaviour in the performance of duties and interactions in the workplace.

We believe that every child deserves the best start in life, in a safe and nurturing environment by delivering innovative, high quality early learning. This gives young children a head start as they prepare for school and provides families with peace of mind and essential support.

All employees will comply with all relevant laws. The regulations, policies and job requirements that you are required to understand and follow in line with the Code of Conduct are:

- Child and Family Protection Policy
- Child Safe and Physical Environment Policy
- Work Health and Safety Policy
- Confidentiality and Privacy Policy
- Social Media Policy
- Bullying, Discrimination and Harassment Policy
- Alcohol, Drug and Tobacco Policy
- Student and Volunteer Policy
- Working with Children Check
- National Police Check
- Position Description



LAST REVIEWED	1/06/2021	Policies are reviewed per the policy evaluation cycle	VERSION	3	PAGE	1 OF 3
DOCUMENT NUMBER	QA4.3	This document is uncontrolled when printed and may be varied, replaced or terminated without notice.				



Employees, Volunteers, Students and Contractors have the right to:

- be supported in learning about expectations. This includes all expectations in relation to the Education and Care Services National Law Act 2011, Education and Care Services National Regulations 2011 and the National Quality Standards.
- be provided with policies and procedures to ensure they understand not only their duties in the Service and their duty of care but ensuring that continuity and quality practices are observed throughout the Service.
- expect to work in an environment that is safe from harm and where the physical environment is set up to ensure the safety of all within the environment.
- receive a position description upon employment that will outline the duties that are expected of them.
- have access to resources and information within the Service. The Service will also receive fact sheets from various organisations that will be made available to employees.
- receive an organisational induction when commencing employment. This will enable them to familiarise themselves with all policies, procedures and operational concerns.
- be provided with opportunities to give feedback and suggestions for strategic and operational running of the business.
- have input into the daily tasks and operations.
- be accepted and appreciated for their individual differences. This includes cultural, religious, language, socio-economic or life style choice.
- to have any changes that may affect the business to be explained clearly too all employees ensuring ramifications are fully understood.
- expect that grievances will be dealt with in a professional manner and policy guidelines and procedures will be followed.
- any personal information kept or discussed with employee to be held in the strictest confidence.
- all employees are employed to the minimum standard conditions determined by the relevant state award and the National Employment Standards.

Employees, Volunteers, Students and Visitors are expected to:

- ensure that the work environment is safe and that everyone in the environment feels supported.
- ensure that confidentiality is maintained with all information gathered while employed by and after finishing employment at a Service.
- always act in the best interest of the business, colleagues, families, children and other stakeholders.
- all employees are to be actively involved in performance appraisals to ensure continuing improvement of their skills.
- be reliable and take initiative wherever possible.
- ensure they are always sensitive to other's needs.
- be punctual. Where circumstances occur where this is not possible they must inform their Manager as soon as possible.
- understand their duty of care and act in a way that promotes this.





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- always act ethically within the requirements of Early Childhood Australia's Code of Ethics, Education and Care Services National Regulations 2011 and Education and Care Services National Law Act 2011 and the National Quality Standards.
- report any instances of negligence or breaches of policies and procedures.
- use all facilities and resources in an appropriate manner.
- ensure appropriate language is used at all times. Swearing, labelling and offensive statements will not be tolerated.
- actively develop trusting relationships with colleagues, Managers, Families and clients ensuring that appropriate working relationships are maintained.
- ensure that interactions with children, Families, colleagues and management are free from humiliation, criticism and belittling, bullying, discriminatory remarks and teasing.
- ensure that people treated with respect.
- ensure that interactions with any person involved with the organisation are respectful.
- conduct themselves in a professional and respectful manner at all times.

Failure to comply with the Code of Conduct

We all have an obligation to uphold the legal and ethical benchmark of Busy Bees at every level of the business. It is the fact that we hold ourselves to such high standards that makes us greater than our competitors. Any employee who falls short of these expectations can expect to be subjected to formal disciplinary action.

RELATED DOCUMENTS

Employee Handbook, Speak Up Procedure and Early Childhood Australia Code of Ethics

GOVERNANCE

National Law and National Regulations

REFERENCES

[Early Childhood Australia Code of Ethics](#)

[National Quality Standards](#)

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

VERSION CONTROL

Version	Date	Owner	Responsibility	Change Description
1	01/10/2019	Chief Operating Officer	Policy Development Officer	Replaces all previous Code of Conduct Policies
2	25/03/2020	Chief Operating Officer	Policy Development Officer	Grammar and minor amendments
3	01/06/2021	Chief Operating Officer	Policy Development Officer	Policy Reviewed



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