



## C-4 Staff Professionalism

### NQS

QA. 4.1	Staffing arrangements
QA. 4.1.1	Organisation of educators
QA.4.2	Professionalism
QA. 4.2.1	Professional collaboration.
QA. 4.2.2	Professional standards.
QA. 5.1	Relationships between educators and children
QA. 6.1	Supportive relationships with families.
QA. 7.1.1	Service philosophy and purpose.
QA. 7.1.3	Roles and responsibilities.
QA. 7.2	Leadership.
QA. 7.2.1	Continuous improvement.
QA. 7.2.3	Development of professionals.

### National Regulations

Reg. 82	Tobacco, drug and alcohol-free-environment
Reg. 83	Staff members not to be affected by alcohol or drugs
Reg. 84	Awareness of child protection law
Reg. 136	First aid qualifications
Reg. 155	Interactions with children
Reg. 156	Relationships in groups
Reg. 168	Education and care service must have policies and procedures

### My Time, Our Place

LO.1	Children feel safe, secure and supported.
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### Policy Statement

All Educators employed by Concord OSHC are expected to behave in a way which reflects their respect for and commitment to the families with which they work, the company for whom they work and their colleagues. The professional attitude and behavior of the Educators are of the utmost importance to the provision of a quality service with a positive reputation in the community and the standard of care provided for the children and families in the Centre. We aim to provide clear guidelines to the staff regarding the expectations for professional behavior in the Centre. Any staff



member who does not adhere to these principles is deemed to be behaving inappropriately and as such may have their employment reviewed, which could lead to termination.

## Related Policies

- Concord OSHC Policy A-3: Philosophy
- Concord OSHC Policy A-17: Privacy and Confidentiality
- Concord OSHC Policy C-2: Conditions of employment
- Concord OSHC Policy C-3: Educator Orientation and Induction
- Concord OSHC Policy C-5: Professional development
- Concord OSHC Policy C-7: Grievance Procedures
- Concord OSHC Policy C-8: Disciplinary Action
- Concord OSHC Policy C-9: Relief Educators
- Concord OSHC Policy C-10: Volunteers/Students/Visitors
- Concord OSHC Policy C-12: Communication
- Concord OSHC Policy C-13: Interactions with Children
- Concord OSHC Policy D-22: Child Protection

## Procedure

Educator professional code of conduct, duty of care and expectations will be discussed in the initial orientation process for all new employees.

Educators will regularly be reminded of their duty of care and their responsibility in relation to supervision, health and safety of the children.

Professional behaviour in all areas will be reviewed as part of the ongoing employment of all staff.

Educators will be made aware of the Centre's philosophy, policies and procedures and will be expected to follow these. Should Educators have any concerns with the policies they are to raise this with the Centre Director or Management Liaison.

Staff will be expected to:

- Know, understand and perform their duties as per their job description
- Display a high degree of courtesy and respect towards the Centre and its staff, the families and children, to each other as staff members and towards the school and local community
- Value the differences of the people with whom they work and care, understanding that there are differing opinions, values and beliefs
- Start duties on time
- Dress appropriately as outlined in the Staff Handbook
- Be present as required by their contract and roster unless absent with a legitimate reason and notice
- Not attend work when they are unfit to do so due to injury of sickness and ensure the Centre is informed as soon as possible



- Attend all meetings as requested
- Undertake a commitment to have the minimum level of qualifications and to strive to improve their personal skills through participation in staff training and development opportunities
- Comply with their duty of care and be a positive role model for other staff and children
- Know and follow the Child Protection Policies
- Maintain expected standards of performance- duties should be carried out to the best of their ability, ensuring the safety of children, other staff, the public and valuing the Centre's policies and procedures
- Carry out all reasonable requests given by the Centre Director or Management Committee with an obligation to ensure all Regulations are being met
- Take care of and respect the property and funds allocated by the Centre and ensure all items are treated with care and respect
- Ensure all documentation provided by the Centre is to remain the property of Concord OSHC
- And is not to be shared with other organisations without authorisation
- Not incur any liability on the part of the Centre without authorisation
- Ensure behaviour leads to high standards of integrity and conduct so that the reputation of the Centre is not harmed in any way
- Ensure the information about families and information about the affairs (financial or otherwise) of the Centre must be kept confidential at all times during their employment, and continuing to such a time when they may no longer be employed by Concord OSHC
- Not slander the Centre, it's employees or families
- Not use social media to discuss anything related to your employment, employer or the company
- Not communicate with children from any of Concord OSHC programs on social media – it is also highly recommended not to communicate with any parents in any manner that may be detrimental to the reputation of the Centre.
- Not attend work under the influence of drugs or alcohol
- Use only suitable language which is not offensive to other staff, families and children
- Not smoke in or around the building, or in sight of the children

The Management Committee in conjunction with the Centre Director will immediately address any breach in the professional expectations outlined above. If the concern involves the Centre Director, two representatives from the Management Committee will conduct the discussion.

All discussions will be recorded and standard of behaviour and expectations clearly explained.

Any further issues will be addressed as per the Disciplinary Action Policy.

The quality of the Centre and a positive working environment are dependent on good Educators and parent relationships. Educators will follow proper communication procedures as outlined in the Communication Policy.

The maintenance of good teamwork will be an expectation of all staff and will be outlined in all job descriptions.



Any conflicts that arise must be addressed as outlined in the Grievance Policy.

## Sources

- Education and Care Services National Regulations 2011
- National Quality Standard
- Children's Services Award 2010
- Work Health and Safety Act 2011
- Commission for Children and Young People Act 1988
- Children (Education and Care Services National Law Application) Act 2010
- Duty of Care
- Network of Community Activities Policy – Staffing. Section D: Staff Professionalism

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