

C-4 Staff Professionalism

Epping Heights OSHC.

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 and young people feel safe, secure, and supported
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POLICY STATEMENT

All Educators employed by Epping Heights 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 behaviour of the staff is 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 the professional behaviour 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

- Epping Heights OSHC Policy A-3: Philosophy
- Epping Heights OSHC Policy A-17: Privacy and Confidentiality
- Epping Heights OSHC Policy C-2: Conditions of employment
- Epping Heights OSHC Policy C-3: Educator Orientation and Induction
- Epping Heights OSHC Policy C-5: Professional development
- Epping Heights OSHC Policy C-7: Grievance Procedures
- Epping Heights OSHC Policy C-8: Disciplinary Action
- Epping Heights OSHC Policy C-9: Relief Educators
- Epping Heights OSHC Policy C-10: Volunteers/Students/Visitors
- Epping Heights OSHC Policy C-12: Communication
- Epping Heights OSHC Policy C-13: Interactions with Children
- Epping Heights OSHC Policy C-14: Reportable Conduct
- Epping Heights OSHC Policy D-22: Child Protection/Mandatory reporting

PROCEDURE

Staff professional code of conduct, child safe standards, duty of care and expectations will be discussed in the initial orientation process of all new staff.

Staff will be made aware of their duty of care and their responsibility in relation to supervision, health and safety of the children.

Professional behaviour whilst at work will be reviewed as part of the ongoing employment of all staff. The Management in conjunction with the Centre Coordinator will immediately address any breach in the professional expectations outlined. If the concern involves the Centre Coordinator, two representatives from the Management committee, will conduct the discussion.

All discussions will be recorded and the Centre's standard of professional behaviour and expectations will be clearly explained.

Any further problems will be addressed as per the discipline procedure.

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

Staff will be expected to maintain and improve their skills through participation in staff training and development opportunities which will generally take place outside of the Centre's opening hours. The Management committee will ensure that funds are set aside in the budget for staff training.

Staff will be expected to start duties on time.

Staff will be expected to dress appropriately for their duties, as outlined in the staff handbook and discussed during orientation at the Centre.

Staff must not attend work under the influence of drugs or alcohol.

Staff should not attend work when they are unfit to do so due to injury or sickness and must inform the Centre as soon as possible.

Staff will use only suitable language that is not offensive to other staff, parents and children.

Staff will be expected to follow all confidentiality issues (see Privacy and Confidentiality policy)

The Centre is a smoke free zone. Staff may not smoke in or around the building, on school grounds, or in the sight of the children during hours of work.

Staff will be expected to know and follow the child protection policies and child safe standards as well as being willing to undergo appropriate training (see Child Protection policy). Staff will undergo a Working with Children Check before commencement at the Centre.

Staff will refrain from using mobile phones whilst at the Centre and may not use them to take photographs of the children at any time. Mobile phones and other personal belongings should be locked in the staff locker at the beginning of the shift.

Staff will not communicate with children from any EHOSHC 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.

The quality of the Centre and positive working environment is dependent on good staff and parent relationships. Staff will follow proper communication procedures with all parties as outlined in the policy booklet (see Communication Policy).

The maintenance of good teamwork will be an expectation outlined in all job descriptions. 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 Coordinator, 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.

Any conflicts that arise must be addressed as outlined in the grievance procedure (see Grievance policy)

Notify issues of significance to NSW Early Childhood Education and Care Directorate via NQAITS (<https://public.nqaits.acecqa.gov.au>)

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
- NSW Office of the Children's Guardian

Endorsed: 24/09/2024	Review Date: 24/09/2026
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