Partnerships with families  
9 to 13 September 2024

Dear Families,

As a part of the continuous improvement required by the National Quality Standard, this week we are:

* reviewing the way we recognise the strengths and skills of other employees, and how we share professional knowledge and expertise
* reviewing our Acceptance and Refusal of Authorisations Policy, Code of Conduct (Educator and Management Policy) and Dress Code Policy. Summaries follow:

**Acceptance and Refusal of Authorisations Policy**

*Authorisations must be provided in writing prior to:*

* administering medication, medical treatment, and ambulance transportation (Policy also outlines Service approach to administering over the counter pain relief medication like Panadol)
* excursions including regular outings
* transporting child including regular transportation
* photographing children, including posting photographs on any service social media accounts
* people other than parents (authorised nominees) collecting children
* disclosing child’s personal information where this is not legally required/families would not expect disclosure

*Verbal authorisations allowed if:*

* there is a medical emergency (authorisations are not required for asthma and anaphylaxis emergencies)
* parents/authorised nominees unable to collect a child before service closes and authorise an alternate person to collect the child who we can identify.

**Code of Conduct (Educator and Management Policy)**

*Ethical conduct principles:*

* Commitment to our philosophy and values
* Effective, open and respectful two-way communication
* Honesty and integrity
* Consistency and reliability
* Safe and healthy workplace for employees, volunteers, children and families
* Equal Opportunity workplace and culture

*Managers, employees and volunteers will:*

* carry work out efficiently, economically and effectively
* act honestly and with diligence
* make decisions or take actions fairly, ethically, consistently
* comply with our Privacy and Confidentiality Policy
* report (suspected) breaches of the Code
* include children and families in decision making processes
* implement age appropriate, culturally sensitive and inclusive activities/experiences
* comply with all service policies and procedures

*Managers, employees and volunteers will not:*

* engage in unethical or unprofessional conduct
* bully, harass, discriminate against, victimise, humiliate, intimidate or threatens others
* use abusive, derogatory or offensive language
* seek or accept a bribe or accept gifts/cash above a specified value
* use any service property without authorisation
* approach other employees or visitors on matters that don’t concern them
* drink alcohol or use illicit substances on premises or work under their influence
* smoke on the premises including in the car park
* favour any child or develop close personal relationships with children outside work

*Families, visitors and children will:*

* respect the rights, dignity and worth of every person at Service
* respect the decisions of educators/staff
* co-operate and follow classroom rules
* raise any concerns with educators or Nominated Supervisor

*Families and visitors will not:*

* drink alcohol or use illicit substances on the premises or enter premises under their influence
* smoke on the premises including in the car park
* have physical contact with children that are not their own unless a staff member is present
* bully, harass or discriminate against any child or adult at Service.

**Dress Code Policy**

* All employees must present a professional image with high standards of personal hygiene and grooming. Employees may be required to wear a service uniform. Clothing, including any uniforms, must be neat, clean and in good repair. Religious or cultural head covers are allowed. Fingernail length must not be long enough to unintentionally scratch children. Jewellery, makeup, perfume will be in good taste, with limited body piercing.
* Employees must comply with service policies and Government recommendations on relevant matters including sun safety, and WHS/OHS eg wearing sun safe hats and clothing when outside in high UV periods, safe, secure footwear.
* The Approved Provider or Nominated Supervisor may direct that certain items of clothing do not meet an acceptable standard of professional attire. Employees who do not meet a professional standard may be sent home to change. Persistent breaches of the policy may be subject to a disciplinary or performance review.

There are copies of the policies near the sign in/out sheet. Please take a moment to read them. We value any feedback you may have.

Nominated Supervisor