



CUMBERLAND
CITY COUNCIL



V220621

Education and Care

Code of Conduct Handbook
For educators, parents & children



Cumberland City Council's Education and Care Code of Conduct Handbook is a supplement to Cumberland City Council's Code of Conduct where the rules apply by legislation.

This handbook will clarify standards of behaviour that are expected from educators, parents, families and children of Cumberland City Council's Education and Care services.

The Code does this by providing an ethical framework to guide actions, and also by highlighting the existing requirements for educators, parents, families and children's behaviour.

Educators' Rights & Responsibilities

- Educators have a responsibility to comply with legislation, Council policies, guiding principles and procedures, the National Quality Framework and the Code of Conduct to perform their duties effectively.
- Educators are to wear a Cumberland City Council Education and Care uniform and behave in a manner which demonstrates professionalism and shows respect for others.
- Educators are to treat members of the public, their colleagues, children and parents with respect, fairness and consistency.
- Educators are to be courteous and sensitive to the needs of others, providing all necessary and appropriate assistance where practical.

- Educators are expected to always behave in ways that promote the safety, welfare and wellbeing of children.
- Educators need to be aware of, and comply with, relevant child protection legislation and related Council policies, guiding principles and procedures.
- Educators must deal with all situations consistently but treat each matter on its merit.
- Educators will use positive child behavioural management techniques that support children and encourage positive change.
- Educators will develop positive relationships with their colleagues, children and families based on mutual trust and open communication.
- Educators will respect the uniqueness of each family and strive to learn about their culture, structure, lifestyle, customs, languages and beliefs.
- Educators will continue to strive for improvement of their service, including additional training and upgrading of skills.
- Educators must comply with Council's Child Protection Framework, including the Child Protection Policy, as well as related child protection legislation.
- Educators must ensure they have a current Working with Children Check clearance and renew as required.

Parents', Families' & Guardians' Rights & Responsibilities

Parents, families & guardians will:

- follow Council policies and guiding principles
- be supportive and respectful of all educators and children
- when raising a concern, be a good role model in the presence of the children and behave appropriately and respectfully
- not approach educators, children or members of their family in an aggressive, abusive or violent manner
- raise all grievances in a mature and polite manner with the Centre Director. Grievances can be reported via telephone, in person or in writing (written or emailed).

Do not put your child's position at risk by using unacceptable behaviour, examples of which are outlined in this booklet.



Children's Rights & Responsibilities

- Where age appropriate, children must accept responsibility for their own behaviour.
- Children are encouraged to be respectful and polite to everyone, including other children, educators, parents, visitors, volunteers and members of the public.
- Children will be treated as individuals with respect and courtesy.
- Children will display age/ability appropriate behaviour at all times. Behaviours that are offensive or threatening to others will be addressed in accordance with Council's Guiding Children's Behaviour Guiding Principle.
- Children will treat all equipment with care.
- Children will be educated and cared for according to the National Quality Framework.
- Children will be protected from physical danger, intimidation and discrimination.

Professional Boundaries

Positive relationships and interactions between children and educators are the foundation for the construction of identity. Children's rights will be respected and where necessary educators will be appropriately assertive.

The relationship will be caring and help children to feel secure, respecting each other's personal space, showing empathy and ensuring professional boundaries are maintained.

The following lists are not exhaustive but outlines examples of unacceptable conduct which will assist in establishing and maintaining expected boundaries.

Unacceptable Communication

- Inappropriate comments or swearing
- Use of inappropriate pet names
- Vilification or humiliation
- Jokes or innuendo of a sexual nature
- Obscene gestures and language
- Correspondence of a personal nature via any medium (e.g. phone, text messages, letters, emails, internet postings) that is unrelated to the educator's role. This does not include birthday cards / bereavement cards.

Unacceptable Physical Contact

- Unwarranted or unwanted touching of a child or young person personally or with objects (e.g. pencil or ruler)
- Corporal punishment (physical discipline, smacking etc)
- Initiating, permitting or requesting inappropriate or unnecessary physical contact with a child or young person (e.g. massage, kisses, tickling games) or facilitating situations which unnecessarily result in close physical contact with a child or young person
- Inappropriate use of physical restraint / harming children.

Inappropriate Situations

- Inviting/allowing/encouraging children and young people to attend the educator's home
- Allowing children and young people access to the educator's personal internet locations (e.g. social networking sites)
- Attending children and young people's homes or their social gatherings
- Being alone with a child or young person outside of the educator's responsibilities
- Entering change rooms or toilets occupied by children or young people when supervision is not required or appropriate.

Inappropriately Targeting Individuals

- Tutoring children and young people
- Giving personal gifts or special favours, singling out the same children and young people for special duties or responsibilities
- Offering overnight/weekend/holiday care of children and young people as respite to parents (unless a family day care educator is working within the scheme).

Unacceptable Roles

- Adopting an ongoing welfare role that is beyond the scope of their position
- Photographing, audio recording or filming children or young people via any medium when not authorised
- Uploading or publishing still/moving images or audio recordings of children and young people to any location, without parental and Council consent
- Using personal rather than Council equipment for work purposes.

Inappropriate Personal Disclosure

- Discussing personal lifestyle details of self, other educators or children and young people unless directly relevant to the learning topic and with the individual's consent.



Complaints or Concerns

Parents and Carers

If you have a concern about an education and care service, please raise this with your Centre Director in the first instance.

Alternatively you can submit feedback Council's Complaints and Feedback Coordinator via council@cumberland.nsw.gov.au or call 8757 9000.

Educators and Staff

If educators and staff have any concerns or wish to make a Code of Conduct complaint, please refer to the procedure outlined in Council's Code of Conduct and Council's Compliments and Complaints Management Policy.

Acknowledgement

I declare that I have received, read and understood Cumberland City Council's Education and Care Code of Conduct.

I acknowledge and agree to uphold the conditions outlined in the Code of Conduct.

Parents/guardians: I understand and acknowledge that failure to do so may result in my child/ren's position at the centre being cancelled.

Name:

Role:

Signature:

Date:

Cumberland City Council

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