Policy statement

“At Goodstart we’re committed to providing the highest possible standards of early learning and care. Key to our success is having passionate people who maintain the highest professional standards and ethics. The Code is designed to help each of us make the right choices, in accordance with our Goodstart Guiding Principles and Foundations for the Future, to uphold Goodstart’s reputation. It is up to all of us to keep the Code’s standards and our foundations alive – they are an important part of what makes us great.” [Julia Davison, CEO]

On commencement of employment and every twelve months (at least) we must each read and acknowledge we understand and will comply with the Code of Conduct.

As an employee, you should be aware of Goodstart’s Policy Framework documents and the delegations that apply to your role. These documents are available on the Goodstart intranet and refer to relevant legislation with which you must comply as applicable. If you are uncertain about the scope or content of a policy document which you must comply with, you should seek clarification from your supervisor or the document author. Managers are required to tell their staff about this essential information and to make the documents readily accessible to them.

Behaviour that conflicts with the standards or the spirit of the Code of Conduct or related documents may result in disciplinary action, including termination of employment.

What is the Code of Conduct?

The Code of Conduct describes standards of behaviour expected from everyone.

Who does the Code apply to?

This Code applies to anyone who is employed by or works at Goodstart including employees (permanent, temporary and casual), independent contractors (i.e non-employees), volunteers, directors and others acting on behalf of Goodstart (collectively referred to as Goodstart representatives in this document).

Code of Conduct Standards:

We all have a role to play in ensuring our reputation is strengthened and our children, families, and colleagues are not harmed by our conduct, whatever work we do, paid or unpaid, and wherever we are located.

As a Goodstart representative, you are expected to:

1. Act in the best interests of children in our care:
   - Goodstart has zero tolerance for child harm in all its forms and stands in opposition to all child maltreatment
   - You acknowledge that any behaviour by employees which may pose risk to the safety and wellbeing of children will be investigated by Goodstart to ensure the ongoing safety of children enrolled in our care regardless of whether the behaviour occurred in a Goodstart environment or elsewhere.
You must immediately report any suspicions that the physical or emotional wellbeing of a child is at risk, regardless of whether the suspicion relates to the safety of the child while in the care of Goodstart or elsewhere.

Only use photographs of children and families with the explicit agreement of the parents / guardians and never use personal cameras, devices or computers to transmit or save photographs of children or families.

Hold a current ‘Working with Children Check’ and qualification relevant to your role.

BM10 Workplace Health and Safety Policy

NQS7 Maintaining Working with Children Checks Requirement

National Quality Standards – Relationships with Children

BM1 Child Safe Behaviour Standards Requirement

2. Maintain safe work environments:
   - Take responsibility for the safety of yourself and others
   - Immediately report safety hazards or unsafe behaviour
   - Ensure safety is considered in every decision made and every action taken

3. Act with honesty and integrity:
   - Comply with laws and with Goodstart’s policies and procedures.
   - Act honestly and in good faith
   - Follow reasonable instructions given by a supervisor
   - Comply with a lawful direction
   - Immediately report dishonest behaviour by colleagues.

4. Work as a team:
   - Treat children, families and colleagues with respect and kindness and work together to enable everyone to do and be their best.
   - Respect each other’s differences, including differences of opinion.
   - Do not bully, harass or discriminate.

   Complete mandatory training on bullying, harassment, discrimination

   BM6 Prevention of Bullying, Harassment and Discrimination Requirement

   NQS6 Image and Media Consent Appendix

5. Value and maintain professionalism:
   - Act in a professional and ethical manner, aiming for excellence in everything you do.
   - Do not participate in situations or behave in a way that could reflect badly on Goodstart, whether at work or outside, including through social media.
   - Not be under the influence of alcohol or illicit drugs at work and behave responsibly in relation to the consumption of alcohol when attending a work sponsored function.
   - Behave respectfully and respectfully at work or work-related social functions.
6. Manage conflicts of interest responsibly:

- Not participate in activities that involve a conflict of interest between your personal life and Goodstart, including if you, or someone associated with you, would benefit or be disadvantaged, from a decision you may be involved in making in your employment and whether a member of the public would view any decision that you may take as being influenced by your personal interests or associations with other people.
- Not solicit, accept or offer money, gifts, favours or entertainment which might influence or be seen to influence your business judgment. If gifts or hospitality are accepted, complete a declaration form.
- Disclose any potential or actual conflict of interest in writing to your manager and take steps to resolve it if required.

   BM1 Gifts, Benefits and Hospitality Guideline

   BM1 Gift Test Appendix

   BM1 Gifts, Benefits and Hospitality Declaration Form

7. Respect confidentiality and do not misuse information:

- Comply with Privacy legislation: do not use or disclose confidential information concerning Goodstart, our children, families or colleagues unless you are authorised to do so. This obligation continues after you have left Goodstart.

Code of Conduct – Responsibilities

- Because it supports our Goodstart Purpose and Guiding Principles, we take compliance with the Code of Conduct very seriously. Behaviour that conflicts with the principles or the spirit of the Code may result in disciplinary action, including termination of employment.
- We each have a responsibility to report immediately any suspected or actual breaches of the Code.
- Report it to your manager, or if the behaviour involves your manager, report it to their manager.

BM6 Employee Grievance and Complaints Handling Procedure

- If the matter isn’t resolved in a timely manner you may also raise the matter with a member of the People and Culture Team.
- Child harm matters should immediately be reported to CIT (as well as notifying the Regulator and any other relevant oversight bodies or reportable conduct schemes).

These and other very serious matters, such as activities that are illegal, fraudulent or risk significant financial or reputational loss for Goodstart, may be reported under Whistleblower protection to the internal Whistleblower Protection Officers (General Counsel and General Manager, People and Culture), or the Board appointed Whistleblower Protection Officers (Chair and Deputy Chair of the Board) if you do not feel able to report them via your usual reporting lines.

BM4 Whistleblower Policy
Responsibilities

This policy is to be implemented by: All employees (permanent, temporary and casual), independent contractors (i.e non-employees), volunteers, directors and others acting on behalf of Goodstart.

Content owner: Goodstart Board

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