



## **PROCEDURES:**

### **Directors, management, staff, and educators should:**

- Adhere to the highest standards of professionalism and service provision, treating colleagues, families, children, visitors and members of the community with respect and courtesy;
- Consult and work in partnership with families, respecting their role as primary caregivers;
- Value children as individuals, acting in their best interests and supporting their sense of identity and wellbeing.
- Perform their designated role diligently and efficiently to ensure that the aims of Armidale & District Family Day Care are achieved;
- Demonstrate a commitment to improving their knowledge and competency to enhance the quality of their work;
- Be prepared to share resources, experience and knowledge with colleagues;
- Ensure relationships between partners are fair and equitable and that decision making is democratic;
- Avoid real and apparent conflicts of interest by acting without bias and exercising their best professional judgement;
- Respect the right to privacy of all partners;
- Maintain confidentiality regarding records and information of partners, unless prevented from doing so by pre-existing legislation;
- Abide by the National Regulations, Law and Standards, Service Policies and Procedures and all relevant legislative, industrial and administrative requirements.;
- Observe safe, healthy work practices;
- Communicate openly and honestly;
- Provide families with access to a grievance procedure that is fair and respectful, when necessary.

### **Conflict of Interest**

Directors, management, staff, educators and educator's assistants should protect their integrity by recognising and reporting any perceived conflicts of interest, e.g., offer of financial gain for information, access to personal knowledge about an individual that may compromise the integrity of AFDC's relationships or financial or business interests which may bring them into potential conflict with AFDC.

### **Acceptance of Gifts and/or Benefits**

Management and staff should not solicit any gifts or services which may compromise or influence them in their capacity as an employee of AFDC. Gifts of a nominal value and moderate acts of hospitality may be accepted.

### **Use of Company Equipment**

Management and staff should ensure that all AFDC resources and equipment entrusted to them are used effectively and economically in the pursuit of Company business. Unless permission has been obtained from Directors or management, resources and equipment belonging to AFDC should not be used for private purposes.

The AFDC letterhead is only be used for official correspondence.

**Public Comment**

Directors, management and staff should avoid making public comments relating to official Family Day Care business or Government policy without the approval of AFDC's Board of Directors and management.

**Political Participation**

Management and Staff involved in the political arena should ensure that their political activities are kept quite separate from their employment with AFDC.

*Educators or Staff facing an ethical dilemma and finding it difficult to decide on the most appropriate course of action to resolve it, should seek the advice of AFDC Management or a member of the Board of Directors.*