

STAFF CODE OF CONDUCT POLICY

Updated: August 2025



What are we talking about in this document?

This document details the expected standards of behaviour, professional conduct, personal presentation, and guidelines for maintaining a respectful and safe environment for children, families, and staff.



Who is this for?

This policy applies to children, families, staff, management, students, and visitors of the service.



Why do we need this policy?

This Policy provides clear expectations and guidelines on how educators and staff contribute towards maintaining high standards of behaviour and professional conduct while ensuring we comply with the National Quality Framework, and align with our philosophy of providing high-quality care and education

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Key Terms

Term	Meaning	Source
Employee	any person employed by, or engaged (including volunteers and students) to represent Keiki Early Learning	
Manager	anyone in a position of leadership who may or may not have direct reports	
Workplace	each service, Hub or any alternative location where an employee is representing Keiki Early Learning	

Children / Child	any person under the age of 18 years old, unless employed by Keiki or completing a work placement at Keiki	
Family	any person who is related to a child, such as parent, guardian or other blood or non-blood relatives of children.	



Introduction

Keiki Early Learning recognises that a positive work environment and strong relationships with our children and their families, our communities and industry partners cannot be achieved without appropriate conduct being displayed, encouraged and enforced amongst our people. Our employees are required to act in accordance with the Code of Conduct, all relevant policies and procedures, the relevant award, their contract of employment, relevant legislation and Keiki Early Learning values at all times.

This Code of Conduct outlines the minimum standards of conduct behaviour expected by Keiki Early Learning employees. All employees should allow the Code of Conduct to guide their behaviour and decision making whilst upholding the integrity of the organisation.

Core Values

The core values guide our actions and determine our culture as an organisation. The core values should be expressed through all our daily practises. These core values are: -

- Our Community – the staff, the children and their families and the wider community
- The Whole Child – meeting the holistic needs of every child
- Earth to Sky – being aware of our environmental footprint and living a sustainable life

Behaviour

Personal Conduct

All employees are expected to: -

- Treat everyone with courtesy, respect, kindness and consideration
- Always act honestly, in good faith, and respectful of the trust placed in us
- Respect each other's individual rights to privacy and keep personal information in confidence
- Consider the impact of decisions and behaviours on the well-being of others
- Refrain from acting in a way that would unfairly harm the reputation and career prospects of colleagues
- Refrain from allowing personal relationships to affect professional relationships
- Refrain from taking part or condoning all forms of bullying, harassment and discrimination

Seek advice from an appropriate manager when a colleague's behaviour is perceived to be in breach of the code of conduct and report any suspected corrupt, criminal or unethical conduct to the Operations Manager – People and Culture or the Owner.

Professional Conduct

All employees must behave professionally at all times and with all stakeholders, upholding the highest standards of conduct as required by the Child Safe Standards, child safety legislation, and the National Quality Framework. Professional conduct is demonstrated through respectful verbal and written

communication, appropriate personal appearance, and positive, safe interactions both within the workplace and in any external or online environment.

Employees have a duty to take reasonable care for the safety and wellbeing of themselves, children, colleagues, and visitors, and must always follow safe working practices and actively promote a safe, inclusive, and respectful environment.

All employees are expected to:

- Perform their duties diligently, impartially, conscientiously, with integrity, and to the best of their ability.
- Take responsibility for the health, safety, and wellbeing of themselves, the children in their care, colleagues, and visitors.
- Keep up to date with advances and changes in the National Quality Framework (NQF), Early Years Learning Framework (EYLF), My Time Our Place (MTOP), and other relevant industry standards.
- Comply with all legislative, industrial, and administrative requirements, including maintaining valid Working with Children Checks, First Aid (including CPR), Food Safety, and Child Protection training.
- Foster teamwork and collaboration, and always acknowledge the contributions of others.
- Maintain accurate and adequate documentation to support decisions and actions.
- Treat all children with respect and dignity, uphold the rights of the child, and strictly follow all policies and procedures, including those relating to Child Safety, Technology and Cyber Security, Medical Conditions, Incident and Injury, and Positive Guidance and Relationships with Children.
- Never take improper advantage of official information gained through employment.
- Ensure that personal political views, affiliations, or other personal interests do not influence their professional duties or responsibilities.
- Never consume drugs or alcohol before or during shifts, and never attend the service under the influence. Never carry or possess drugs or alcohol while at work. If taking prescription medication that may affect behaviour or performance, notify the Nominated Supervisor immediately.
- Not smoke, vape, or use e-cigarettes on the service's premises, including the car park.
- Never use derogatory, offensive, or abusive language in any context.
- Immediately report any concerns or suspicions regarding child safety or wellbeing, following mandatory reporting obligations and the service's reporting procedures.
- Empower children to speak up if they feel unsafe, and listen to their views and concerns with respect and sensitivity.
- Demonstrate professional conduct in all online and digital communications, including social media, in accordance with the service's policies.
- Never use personal devices while working with children or while on the licenced spaces and never download, send or make copies of photos or videos of children.

Failure to comply with these standards may result in disciplinary action, up to and including termination of employment and notification to relevant authorities, such as the Police, ECRU and the Reportable Conduct Scheme.

Personal Presentation and Dress Code

- All employees must adhere to Keiki Early Learnings Dress Code. If the Dress Code is not adhered to and an employee arrives at work in breach of these guidelines the employee will be sent home to source appropriate attire at their own expense.
- The official Keiki uniform is the Keiki Apron that is supplied to all educators. Educators may wear a Keiki branded shirt on instead of the Apron.
 - Keiki branded clothing can be purchased. Educators may wear their purchased Keiki shirt displaying the Keiki logo and their name instead of the apron on regular workdays.
 - All educators must have their name displayed at all times (on their apron or Keiki branded top).
 - All educator employees must comply with the following dress code:
 - Black or white polo or t-shirt with Keiki apron or Keiki branded polo shirt.

- Black jacket/cardigan or Keiki jumper/jacket (weather permitted). No hoodies or jumpers.
- Black pants/shorts/skirt
 - Dress pants
 - Dress $\frac{3}{4}$ length pants
 - Dress shorts (hem no higher than mid-thigh)
 - Leggings or shorts are permitted as long as they provide full coverage. The fabric must be thick enough to stay opaque whilst bending, sitting or stretching.
 - Skirt (knee length or lower)
- Hats must be worn outside, at all times of the year.
- Dress code rules to follow:
 - Employees are not to wear clothing with other logos or brand names displayed.
 - Employees cannot wear jeans, trackpants/sweatpants, short skirts, or short shorts.
 - Clothes may be fitted but should not be too tight and cannot show cleavage, midriff, lower back, or buttocks. This includes while bending, sitting, or stretching.
 - Appropriate underwear is required and should not be showing.
 - All shoes and clothes must be clean, pressed if appropriate, in good repair and not faded or worn in appearance.
 - Wear minimal jewellery and avoid jewellery that dangles, for your safety.
 - Turn off or set to do not disturb smart watches/rings/glasses while working.
 - A high level of personal hygiene is required, including clean hair, clean teeth, clean hands and fingernails. Good hygiene also includes no bad breath, body odour or smelling of cigarette smoke or vape/e-cigarette residue.
 - If you are smoker, a vaper or an e-cigarette user, please wear a jacket over the clothing you will wear around the children or change after smoking or vaping.
 - Educators are to wear their hair up and off their face.
 - Makeup, if worn, must be kept light and natural.
 - Tattoos:
 - Keiki recognises that personal appearance is an important element of self-expression and will allow reasonable self-expression with regards to tattoos unless
 - It conflicts with an employee's ability to perform his or her position effectively or with his or her specific work environment, or
 - It is regarded as offensive or harassing towards co-worker or others within home Keiki employees have contact.
 - Keiki permits employees to display tattoos at the workplace within the following guidelines. Factors that management will consider determining whether tattoos may pose a conflict with the employee's job or work environment include:
 - Offensiveness to co-workers, families, customers, visitors or others within the workplace based on racial, sexual, religious, ethnic or other characteristics or attributes of a sensitive or legally protected nature.
 - Corporate or society norms
 - Complaints
 - Management may ask you to cover your tattoo whilst at work.
 - Nails or nail art
 - Keiki recognises that personal appearance is an important element of self-expression and will allow reasonable self-expression with regards to nails or nail art unless
 - It conflicts with an employee's ability to perform his or her position effectively or with his or her specific work environment, or
 - It places a risk of harm or injury to any children or others with whom Keiki employees have contact.

Bullying, Harassment and Discrimination

Keiki Early Learning has zero tolerance when it comes to bullying, harassment and discrimination. The organisation will ensure that all decisions affecting employees, students, volunteers, children and families are free from discrimination.

Employees must ensure that their behaviour and actions do not offend, intimidate or humiliate any person, including children, an employee engages within the course of fulfilling their role.

Equal Employment Opportunity

Keiki Early Learning is committed to an environment free from discrimination and where decisions on staff employment matters are made on the basis of merit and assessment.

Successful staffing practices require equity in employment. Exceeding standards of childcare practice requires equity in staffing for the best educators to be available to the children and this cannot be achieved without the full support of all people in the organisation.

It is expected that everyone will take responsibility for fair, non-discriminatory behaviour in all dealings with each other and for the development of policies and procedures that facilitate this.

Corrupt Conduct, Gifts and Benefits

An employee must not participate in any activity that is fraudulent or gives the perception of being fraudulent. An employee must not solicit gifts, bribes, hospitality, benefits, services or favours as this may be considered corrupt conduct and certain types of corrupt conduct may amount to a breach of state or federal law.

An employee may accept gifts or benefits of a nominal or token value that is or may be viewed by a reasonable person as appropriate, proper and ethical provided full disclosure is executed.

Conflicts of Interest

All employees are to avoid any actual, perceived or potential conflict of interest with the primary responsibility being the disclosure of the conflict in advance. Employees must ensure that the organisations financial and other interests and actions do not conflict or seem to conflict with the obligations and requirements of the organisational position or advance their own interests over those of the organisation.

Employees must disclose to the organisation any situation which has or is likely to arise from an employee having a family, personal (including volunteer) or commercial relationship with another party related to Keiki Early Learning, especially where the employee is likely to have direct or indirect decision-making input with relation to that party.

Keiki Early Learning will not permit the children of our employees to attend the same service that the parent is employed in without prior approval.

Where a conflict of interest is disclosed, measures must be taken to resolve such conflicts and mitigate risks.

Use of Keiki Early Learning Equipment and Resources

Employees must not abuse, waste or destroy Keiki Early Learning equipment and resources.

Any use of Keiki Early Learning equipment must not be used for pornographic, racist or any illegal purposes and must not put the reputation of Keiki Early Learning at risk. Equipment and resources should be treated with care and secured against theft.

Social Media, Use of Keiki Owned/Issued Devices, Information Technology and Intellectual Property

All property or creations developed at Keiki Early Learning for the use of Keiki Early Learning remain the property of Keiki Early Learning. All resources, guides, documents, policies and procedures created while working for Keiki Early Learning (within work hours and outside of work hours) remain the property of Keiki Early Learning. Sharing of IP is not acceptable and can result in termination of employment.

Please note the following:

- Employees will exercise appropriate judgement and behave in a professional and ethical manner when using technology.
- All Keiki computers and devices are to be used exclusively for job-related purposes.
- All emails, platforms and accounts owned by Keiki Early Learning are monitored regularly.
- Phone calls may be recorded by Google optimisation.
- CCTV recording is active in most Keiki services for security purposes and may be used in investigations or monitoring.
- All employees and other parties associated with Keiki Early Learning are cautioned that the internet is often not an anonymous tool. We ask that you assume everything you write or post, either from your home or work computers and mobile devices, has the potential to reflect on Keiki Early Learning, can be traced back to you.
- When accessing online resources, copyright breaches will not occur, and all employees take personal responsibility for this.
- The use and carrying of personal devices while working is not permitted, unless authorised in writing by the Approved Provider. (Personal devices include mobile phones, tablets, laptops, smart glasses and other smart devices that can capture images)
- Taking, downloading or sharing photos or videos of children with or to personal devices is not permitted.

Rules the use of personal devices, the use of Keiki computers and devices, social media usage and photography are available in the [Technology and Cyber Security Policy](#). Please see policy for more information.

Procuring Goods and Services

When procuring goods and services for Keiki Early Learning, employees must be responsible with the organisations money and ensure good value for money. No purchases are to be made without authorisation from the Centre Coordinator or the Owner.

Privacy and Confidentiality

All employees must respect the privacy of others and ensure that personal information kept by Keiki Early Learning will be kept confidential, stored in a safe location and only be used for lawful purposes as specified by legislation to ensure we do not breach our privacy obligations as specified under the Privacy Act 1988. All employees have a responsibility to maintain the confidentiality, integrity, security and safe storage of employees, children and families or anyone as associated with Keiki Early Learning.

All employees have a responsibility to keep full and accurate records of their activities relating to employment, services to children and families and other stakeholders in the relevant record keeping systems and files. In doing so, we meet our privacy and confidentiality obligations. Records are evidence that we have followed proper procedures and the law in carrying out our work.

Please refer to the Privacy and Confidentiality Policy for further guidance.

Other Employment

Outside work must not be undertaken by an employee where it may cause conflict of interest with their Keiki Early Learning duties. An employee, who is already involved in or considering outside employment or contract work that relates to the business of Keiki Early Learning or that might conflict with their role or professional duties, (this includes providing childcare services, such as babysitting, outside of the hours of service provision,) must notify Human Resources who will consult with and seek approval from the Owner.

Prior to being given approval, it must be ensured that the outside employment or business will not: -

- Conflict with their role within Keiki Early Learning
- Involve using confidential information or organisational resources obtained in their work, and
- Discredit or disadvantage Keiki Early Learning in any way

End of Employment

Resignation must be made in writing to the Nominated Supervisor. Upon separating from Keiki Early Learning an employee is required to return all documentation, equipment and resources provided or obtained during the course of their employment. During subsequent employment and activities an employee should continue to respect the confidentiality of information gained during the time worked at Keiki Early Learning and not use it for personal or financial gain.

At the end of employment, employees are not to return to Keiki Early Learning services unless they are expressly invited by the Centre Coordinator or Nominated Supervisor, are employed at a Keiki Early Learning service or their child is actively enrolled at a Keiki Early Learning service.

Compliance and Breaches of the Code of Conduct

This Code of Conduct regulates the behaviour of Keiki Early Learning employees and forms part of each employee's condition of employment. All employees must comply with this Code of Conduct and where they are aware or suspect a breach of the Code of Conduct, they must report the breach to their Centre Coordinator or Room Leader for further action.

Employees whose conduct falls below the standards outlined in the Code of Conduct will be counselled. A breach of the Code of Conduct may lead to disciplinary action, training or even dismissal. Criminal or civil legal action may also be taken against an employee where state and/or federal law is breached.

Keiki Early Learning may take action against a person making a frivolous or completely fabricated report. Any employee found to have made such a report may be subject to the appropriate disciplinary action.

Consequences of Failing to Comply with this Policy

A failure to comply with the Rules in this Policy may be treated as serious misconduct and result in the termination of the employee's employment with Keiki as well as reporting them to regulatory authorities.

Voluntary self-reporting by any employee of their failure to comply with this Policy will be taken into account, along with the severity of the failure in deciding whether the conduct justifies termination.



Supporting Documents

Resources

Child Safe Standards and Code of Conduct
 UN Rights of the Child
 ECA Code of Ethics
 Fair Work Act and Regulations 2009 (Cth)



Sources

- ACECQA – Australian Children's Education and Care Quality Authority.
- Education and Care Services National Law (WA) Act 2012. (2019).
- Education and Care Services National Regulations 2012. (2022).
- Guide to the National Quality Framework. (2022).
- HealthyWA E-cigarettes and Vaping.
- [National Model Code – Taking images in early childhood education and care | ACECQA](#)



Links to Regulations

National Quality Standard

Quality Area 4: Staffing Arrangements

4.1	Staffing Arrangements	Staffing arrangements enhance children's learning and development.
4.1.2	Continuity of staff	Every effort is made for children to experience continuity of educators at the service.
4.2	Professionalism	Management, educators and staff are collaborative, respectful and ethical.
4.2.1	Professional Collaboration	Management, educators and staff work with mutual respectful and collaboratively, and challenge and learn from each other, recognising each other's strength and skills.
4.2.2	Professional Standards	Professional standards guide practice, interactions and relationships.
Quality Area 6: Collaborative partnerships with families and communities		
6.1	Supportive relationships with families	Respectful relationships with families are developed and maintained and families are supported in their parenting role.
Quality Area 7: Governance and Leadership		
7.1.1	Service philosophy and purposes	A statement of philosophy guides all aspects of the service's operations.
7.1.2	Management systems	Systems are in place to manage risk and enable the effective management and operation of a quality service.
7.1.3	Roles and responsibilities	Roles and responsibilities are clearly defined, and understood, and support effective decision-making and operation of the service.
7.2	Leadership	Effective leadership builds and promotes a positive organisational culture and professional learning community.

Education and Care Services National Regulations

82	Tobacco, drug and alcohol-free environment
84	Awareness of child protection law
168	Education and care services must have policies and procedures
181	Confidentiality of records kept by approved provider
183	Storage of records and other documents
172	Notification of change to policies or procedures
273	Duty of confidentiality

Education and Care Services National Law

263	Application of Commonwealth Privacy Act
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Review & Document Control

Policy Reviewed	Modifications
21/05/2020	Policy review
May 2021	Added dress code policy. Grammar errors. Added information from Child Safe Standards. Family code of conduct added.
October 2021	Added information about Information Technology and Social Media Policy.
August 2022	Added information of families dropping of children in family code of conduct. New template.
October 2022	Added disclaimer. Added footer text.
November 2022	Added Information Technology and Social Media Policy. Updated dress code to remove ban on leggings and include Keiki branded polo as alternative to apron.
March 2023	Expanded the Family Code of Conduct & added visitors. Updated sources.
June 2023	Family code of conduct separated. Clarity in dress code. Minor wording/grammar updates. Medical certificate requested as discretion of Nominated Supervisor.
June 2024	Added to the end of employment that previous employees cannot return to the service.
August 2025	New template. Added information about photography. Added information about vaping and e-cigarettes. Added information about CCTV and Google optimisation calls. Split Code of Conduct into a new Technology and Cyber Security Policy.

Disclaimer

It is each employee, family and visitor to the service's responsibility to read, understand, follow and address any concerns with management about this policy.

Are you looking at the most recent version of this document?

You can find it at: <https://keikiearlylearning.com.au/policies-and-procedures/>

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**CODE OF CONDUCT
STATEMENT OF AGREEMENT**

I confirm that I have read, understood and accepted the terms and conditions of this document.

I agree to abide by the terms set out in this document.

I understand that failure to comply with The Code of Conduct will constitute misconduct and may give rise to disciplinary action.

Employee's Name: _____

Employee's Signature: _____

Date: _____