

# Trikki Kidz Early Learning Group Code of Conduct

## **PURPOSE**

The purpose of Trikki Kidz Pty Ltd.' Code of Conduct and Ethics is to provide the standards of behavior that are required of all Trikki Kidz Pty Ltd personnel. It promotes ethical behaviour and sets expectations for our workforce nationally.

## **DEFINITIONS**

***Trikki Kidz Pty Ltd Personnel:*** All employees (whether employed full-time, part-time, fixed term or on a casual basis), volunteers, students, contactors and sub-contractors performing work on behalf of Trikki Kidz Pty Ltd.

## **RESPONSIBILITIES**

All Trikki Kidz Pty Ltd personnel are responsible for:

- Behaving in a manner consistent with this Code.
- Encouraging others to behave in a manner consistent with this Code.
- Reporting behavior that is inconsistent with this Code.
- Provide a safe environment for all people including children and young people.

Managers are also responsible for:

- Being a good employer and dealing with employees and volunteers in good faith.
- Modelling the behaviour detailed in this Code.
- Applying the Code in an objective manner and appropriately addressing any behaviour that appears inconsistent with this Code.
- Acting on any concerns in regard to the wellbeing of people and ensure services are delivered with the safety of all people as paramount, including children and young people.

## **STANDARDS OF BEHAVIOUR**

Trikki Kidz Pty Ltd expects that the personal and professional behavior of its workforce contribute to a productive and harmonious workplace which reflects favourably on Trikki Kidz Pty Ltd personnel themselves, the organisation and the services Trikki Kidz Pty Ltd provide.

Trikki Kidz Pty Ltd upholds the following:

- Respect for the rights, needs, customs, beliefs and dignity of all individuals, without discrimination, fear or favour.
- Respect for the privacy of clients and holding in confidence information entrusted to service providers.
- Empowerment of service users to take responsibility for their own health and wellbeing, and further development of their potential.
- Acceptance of responsibilities which arise from the duty of care to service users and, where appropriate, to the community.

Accordingly, at all times Trikki Kidz Pty Ltd personnel will:

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- Discharge their duties honestly, faithfully and efficiently respecting the needs, customs, beliefs and dignity of all, without discrimination, fear or favour.
- Fulfil their lawful obligations to Trikki Kidz Pty Ltd with professionalism and integrity.
- Act in such a way as to promote public confidence and trust in the work of the organisation and will not bring the organisation into disrepute through the conduct of their private activities.

## **STANDARDS OF COMPETENCE**

Competence refers to the knowledge and skills base of all employees and their obligation to maintain, develop and evaluate their practice standards.

It also involves recognition of, and respect for, the skills of other employees.

At Trikki Kidz Pty Ltd we will:

- Bring and maintain appropriate skills and learning to the highest standards of competence.
- Adhere to standards of best practice and undertake regular evaluation of current practices in relation to those standards.
- Provide services within the boundaries of our professional competence including working within the limits of education, training, supervised experience and appropriate professional experience.
- Take responsibility for regular continuing education and sharing of professional ideas, knowledge and skills with colleagues.
- Actively engage in supervision, consultation and audit procedures as required.
- Recognise the expertise of other employees in their respective fields.
- Participate in the development, implementation and monitoring of policies and procedures which promote safe, efficient and effective work practices and service provision.

## **STANDARDS OF INTEGRITY**

Integrity refers to soundness of moral principle and character.

Trikki Kidz Pty Ltd personnel recognise that their position of trust requires them to be honest and objective in their professional dealings. They are committed to the best interests of their clients, the profession and their colleagues.

Organisational integrity exists when the espoused values of the organisation are in harmony with the highest ethical standards in the community and are reflected in the actions of the individuals involved in the organisation.

Ethical behaviour means being honest, showing integrity and upholding the laws of the land and organisation.

Trikki Kidz Pty Ltd personnel will:

- Avoid engaging in disreputable conduct that reflects on their ability to practice as a health professional.
- Avoid engaging in disreputable conduct that reflects negatively on their profession or discipline or on Trikki Kidz Pty Ltd as an organisation.

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- Communicate honestly in the context of their work.
- Take reasonable steps to correct any misrepresentation made by them or about them in their professional capacity within a reasonable time after becoming aware of the misrepresentation.

Trikki Kidz Pty Ltd personnel:

- Recognise that our knowledge, professional standing, and the information we gather places us in a position of power and trust and we exercise this power appropriately and honour this position of trust.
- Keep faith with the nature and intentions of our professional relationships.
- Act with integrity and honesty in our conduct.

## **CONFLICTS OF INTEREST AND IMPARTIALITY**

Conflicts of interest arise when an employee or volunteer:

- Has the potential to give preferential treatment to friends, relatives or organisations in which the employee has any interest.
- Undertakes outside activity/employment that is incompatible with their role, duties and/or responsibilities at Trikki Kidz Pty Ltd.

It is a requirement and an employee's responsibility to declare any potential or actual conflicts of interest to their manager or the business owner.

Trikki Kidz Pty Ltd understands that given the nature of our services, the part-time capacity of many of our workers and the future casualisation of our workforce, employees may also be employed at other organisations/agencies and private practices. The organisation permits employees to engage in outside work, provided such employment does not adversely affect their work performance at Trikki Kidz Pty Ltd or does not give rise to a conflict or potential conflict of interest.

Trikki Kidz Pty Ltd personnel must not:

- Undertake other employment (including consulting work) before informing their manager. The manager will decide whether the employment is compatible or may conflict with their official duties.
- Undertake other employment if it may have a detrimental effect on the employee's duties at Trikki Kidz Pty Ltd.
- Give preferential treatment to friends, relatives or organisations in which the employee has any interest.
- Allow adherence to, or work for, a particular political or moral cause or movement to influence their work performance.
- Solicit or accept any unauthorised gifts, rewards or benefits which might compromise or might be seen to compromise the integrity of the employee or of Trikki Kidz Pty Ltd.
- Incur any liability on behalf of any part of Trikki Kidz Pty Ltd without proper authorisation.

At Trikki Kidz Pty Ltd we:

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- Do not exploit people with whom we have or had a professional relationship.
- Do not exploit our relationships with employees, colleagues or supervisees.

## **Offers of Gifts or Gratuities**

The line between token gifts of appreciation and those which might compromise the recipient is often not easily defined. However, as a general rule, a line may be drawn in situations where a gift (whatever its nature or value) could be seen by others as either an inducement or a reward which might place the employee or volunteer under obligation to a third party.

Any and all gifts exchanged within Trikki Kidz Pty Ltd as well as with other outside organisations and vendors shall be deemed appropriate to the circumstances and shall be token in nature (e.g. less than AUD\$100). In the case whereby a gift offered has more than a token value, then Trikki Kidz Pty Ltd personnel will:

- Advise individuals, vendors etc. proposing gifts that Trikki Kidz Pty Ltd.' > policy does not permit the acceptance of personal gifts and that they may like to consider a gift in kind to the organisation.
- Declare the gift to their line manager whereby a decision will be made as to acceptance of such gift.
- Share the gift where appropriate amongst team members.
- Not accept any cash gifts.

## **STANDARDS OF BEHAVIOUR**

### ***Personal and Professional Behaviour***

Trikki Kidz Pty Ltd personnel should perform the duties associated with their position to the best of their ability, diligently, impartially, conscientiously and in a non-judgmental manner.

In the performance of their duties, Trikki Kidz Pty Ltd personnel shall:

- Comply with legislative, industrial and administrative obligations and policies.
- Fulfil their Equal Employment Opportunity and Work Health & Safety obligations.
- Treat all individuals with courtesy and sensitivity to their rights and provide all necessary and appropriate assistance.
- Strive to obtain value for money spent and avoid waste and extravagance in the use of public resources.
- Not take or seek to take improper advantage of any official information gained in the course of employment.
- Treat others in the workplace fairly and with respect, and not harass, discriminate against or victimise other Trikki Kidz Pty Ltd personnel, clients or visitors in work practices or in the provision of services on the grounds of sex, pregnancy, race (including colour, ethnic background or national identity), marital status, disability, sexual preference, political or religious belief, or age.
- Act responsibly when becoming aware of any unethical behaviour or wrong doing by any employee; such information should be forwarded to a manager or the business owner.

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- Observe the strictest honesty and integrity and avoid conduct which could suggest otherwise. This may include a duty to bring to notice dishonesty on the part of other staff.

## ***Personal Presentation***

- In the performance of their duties, Trikki Kidz Pty Ltd personnel will present themselves in a tidy and professional manner throughout the course of employment or engagement with Trikki Kidz Pty Ltd services, maintaining a high standard of grooming and personal presentation.
- If appropriate to an individual's role and function, individual staff may be requested to wear a uniform and/or personal protective equipment.

## ***Commitment to a Safe and Healthy Work Environment***

It is the responsibility of all Trikki Kidz Pty Ltd personnel to act in accordance with the work health and safety legislation and policies of Trikki Kidz Pty Ltd.

Each individual is responsible for creating and maintaining a psychologically and physically safe work environment. Trikki Kidz Pty Ltd personnel are required to ensure that their actions and conduct are consistent with this requirement.

EACH personnel shall:

- Contribute to creating a friendly, cooperative and supportive work environment.
- Observe safe work practices.
- Comply with all health and safety requirements and instructions.
- Be proactive in identifying and/or reporting hazards.

## ***Safeguarding Children and Young People***

At Trikki Kidz Pty Ltd we will:

- Make every attempt to include the voice of the child.
- Provide a welcoming and safe environment for children and young people who are either direct clients of our service or people in the care of our clients.
- Promote the safety and wellbeing of children and young people to whom we provide services.
- Provide adequate care and supervision of children and young people, ensuring our interactions are positive and safe.
- Take all reasonable steps to protect children and young people from any form of abuse and harm.
- Act diligently and appropriately in reporting any suspicions, concerns, policy and procedural breaches, allegations or disclosures of alleged abuse to management or threats against the safety of children or young people to internal and external authorities.

At Trikki Kidz Pty Ltd we will not:

- Have unnecessary physical contact with children or young people.
- Act in any way that condones or fails to respond to inappropriate behaviour with children by Trikki Kidz Pty Ltd personnel or members of the public.

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- Be alone with a child or young person, unless specifically required as part of an Trikki Kidz Pty Ltd service or program, pending a risk assessment.

## **Use and Security of Official Information**

All Trikki Kidz Pty Ltd personnel have the right to expect confidentiality and privacy with respect to personal information obtained by Trikki Kidz Pty Ltd during the course of their employment or engagement with the organisation. Similarly, each of us has a duty to maintain the confidentiality, integrity and security of information for which we are responsible. Trikki Kidz Pty Ltd personnel are expected to respect the personal privacy of others.

Official information may occur as paper records, electronic documents/files or passwords. Unless formal authority is granted you must not disclose or use official information which would not normally be available to the public other than as part of official duties. Formal disclosure mechanisms include Freedom of Information legislation or court orders such as subpoenas.

Trikki Kidz Pty Ltd personnel must not take or seek to take improper advantage of any official information which they may have access to as a result of their job, in order to gain a financial or other benefit for themselves or any other person or group. To do so may be a breach of privacy legislation and lead to criminal action which may result in fines and imprisonment.

Whilst it is recognised that employees and volunteers have the right as an individual to make public comment, Trikki Kidz Pty Ltd personnel shall not reveal confidential information in public.

Information of a confidential nature shall not be used by any employee or volunteers in any public comment without the prior approval of the Business Owner.

## **Children in the Workplace**

Trikki Kidz Pty Ltd considers itself to be a family friendly organisation which strives to provide staff with flexible work hours and arrangements, however there are some key issues which need to be factored in when assessing the suitability of having our children in the workplace:

- Arrangements are to be made with line management prior to children being present in the workplace.
- WHS issues – children, like other personnel, may be exposed to health and safety risks. Children working in, visiting or present in a workplace for any reason are protected under the Occupational Health and Safety Act 2004 (OHS Act).
- Children must be signed in as per the Trikki Kidz Pty Ltd site registration process.
- Be mindful of the perceptions of other parties in the workplace - customers, visiting professionals and other staff.
- Potential disruption of parent and other staff members work/productivity.
- Ensuring confidentiality and privacy of both Trikki Kidz Pty Ltd customers and personnel.
- Duration of the visit to the workplace.

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## **FAILURE TO COMPLY WITH REQUIREMENTS**

The Code of Conduct is designed to promote and enhance the ethical behaviour of all Trikki Kidz Pty Ltd Personnel.

Trikki Kidz Pty Ltd personnel are required to be familiar with the Code of Conduct and ensure adherence to the guidelines. All Trikki Kidz Pty Ltd personnel shall appreciate that departure from the provisions of this Code of Conduct may result in disciplinary action.

## **Code of Conduct and Ethics - Agreement**

As an employee or volunteer of Trikki Kidz Pty Ltd and as a term of my engagement with Trikki Kidz Pty Ltd I agree to uphold and abide by Trikki Kidz Pty Ltd.'s Code of Conduct.

I have read the policies and procedures listed above and acknowledge that I have read and understood the requirements documented in Trikki Kidz Pty Ltd.'s Code of Conduct and Ethics.

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(PRINT NAME)

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(SIGNATURE)

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(DATE)