Family Day Care Queensland

Code of Conduct Policy

DOCUMENT CONTROL	
Policy area:	Human Resources
Policy owner:	CEO
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Purpose

The purpose of the Family Day Care Queensland Ltd (FDCQ) Code of Conduct Policy (the Code) is to describe the standards of behaviour and conduct expected from workplace participants in their dealings with children, parents and guardians, customers, suppliers, co-workers, management, and the public. It also sets out the penalties for failure to uphold the expected standards of behaviour and conduct.

Legislation, Standards and Guidance
National Quality Standard
	Quality Area 7 – Governance and Leadership
	• 7.1 Governance
	  ○ 7.1.2 Management Systems
	  ○ 7.1.3 Roles and Responsibilities
	• 7.2 Leadership
	  ○ 7.2.2 Continuous Improvement

Education and Care Services National Regulation	Regulation 168 – Policies and procedures in place for • 168(2)i(i) – a code of conduct for staff members • 168(2)i(iii) – the participation of volunteers and students on practicum placement • 168(2)l - governance and management of the service, including confidentiality of records
Child Safe Organisations Act 2024	Standard 1 – Leadership and culture Standard 10 – Policies and procedures

The Code covers Board Directors (Directors) and all workplace participants defined as:

- Employees (full-time, part-time, casual, temporary)
- Practice Mentors and Care Connection Consultants
- Contractors, subcontractors, agents, consultants, volunteers, and students.

It does not apply to Enhance Family Day Educators and Enhance In Home Care Educators who are required to comply with separate policies.

Policy

FDCQ recognises the importance of a work environment which actively promotes best practice in terms of ethics, integrity and behaviour, especially in relation to the provision of services to and interaction with children.

FDCQ is committed to:

- establishing and maintaining environments where child safety and wellbeing are prioritised in all decisions, values, and actions
- promoting meaningful and respectful engagement with families and communities
- empowering Directors and workplace participants to identify and respond to child safety concerns with confidence and competence
- building a culture of trust, transparency, and accountability in all interactions with children
- following prescribed notification reporting responsibilities and timelines
- fostering a workplace culture that detects noncompliance, decides on the most appropriate action in line with legislative, policy or safeguarding standards, and discloses any noncompliance by themselves or others.

FDCQ expects Directors and all workplace participants to observe the standards set out in the Code. Compliance with the Code is mandatory, and non-compliance may result in disciplinary action up to and including the termination of employment or contract for services.

This Policy should be read in conjunction with the Compliance Policy, Conflict of Interest Policy, Technology Policy, Social Media Policy, Technology Use Policy and Smoke Free Workplace Policy.

Procedure

Directors and all workplace participants are expected to observe the highest standards of ethics, integrity and behaviour during the course of their employment or engagement with FDCQ. This Code provides an overview of FDCQ's fundamental business values. It is by no means exhaustive, but summarises some of FDCQ's most important policies, which are based on standards that underpin the safety and wellbeing of children using FDCQ's services, business ethics and professional integrity.

As representatives of FDCQ, Directors and workplace participants are expected to conduct themselves in a professional and courteous manner and observe the following standards of behaviour both inside the workplace and outside the workplace where they can be perceived as representing FDCQ.

General requirements

The Code of Conduct includes the following expectations that Directors and all workplace participants are required to adhere to:

a) comply with all laws, policies, procedures, rules, regulations, and contracts

b) comply with all lawful and reasonable directions from FDCQ

c) be honest and fair in dealings with children, parents and guardians, customers, suppliers, co-workers, management, and the general public

d) understand that all members of the organisation are accountable for providing a safe environment, in which every business decision, action and process prioritises the safety and wellbeing of children

e) maintain a clear understanding of roles and responsibilities within a child-safe organisation, demonstrating

a strong commitment to children's safety, wellbeing, and cultural security. This includes being familiar with the Child Safe Standards and their obligations to the Queensland Reportable Conduct Scheme (Effective 1st July 2026) and actively applying them to ensure children are protected from harm in all interactions with the organisation

f) display the appropriate image of professionalism at the workplace. This may include wearing the required uniform, safety equipment or work clothes, and if a workplace participant wears their own clothes, ensuring their appearance is neat and tidy

g) treat children, parents and guardians, customers, suppliers, co-workers, company management and the public in a non-discriminatory manner, ensuring people feel culturally safe, welcome, valued, included and respected with proper regard for their rights and dignity. In this regard, discrimination, victimisation, or harassment based on a person's race, colour, religion, national origin, age, sex, sexual orientation, marital status, family responsibilities, pregnancy or potential pregnancy, union membership or non-membership, mental or physical disability, or any other classification protected by law will not be tolerated. Demonstrate a strong commitment to fostering a culturally safe and inclusive work environment where the diverse needs of individuals from all backgrounds are acknowledged, respected, and effectively supported. Refrain from any form of conduct which may cause any reasonable person unwarranted offence or embarrassment or give rise to the reasonable suspicion or appearance of improper conduct or biased performance

h) promptly report any violations of law, ethical principles, policies and/or any unacceptable interactions with children, relating to Directors and workforce participants while involved with the organisation and covered by this Code

i) hold and maintain all relevant suitability clearances, including a Working with Children Check and prohibited person clearance, and immediately notify FDCQ if these clearances become invalid

j) maintain punctuality and, if you are late or cannot report for work, notify the Line Manager as soon as possible.

k) do not use work time or resources for private gain. If a workplace participant is required to leave the work premises for personal reasons, they should advise their Line Manager well in advance.

l) ensure the private activities, including the use of social media, do not bring disrepute upon FDCQ in its relationships with children, parents and guardians, customers, suppliers, and the general public at large. FDCQ has a legitimate interest in protecting its reputation from these types of private activities which may possibly call the workplace participant's fitness for continued employment or the provision of services into question

m) maintain and develop the knowledge and skills necessary to carry out duties and responsibilities

n) observe health and safety policies and obligations and co-operate with all procedures and initiatives taken by FDCQ in the interests of work health and safety

o) be truthful in all dealings with people encountered at the workplace. Workplace participants must not make false or misleading declarations during the performance of their duties or when providing services on behalf of FDCQ. A declaration can be considered to be misleading if information is omitted or presented in a manner that enables a misleading view of the situation to be formed. This includes failure to comply with reporting requirements and falsifying records and other documents

p) participate in ongoing professional development activities to ensure compliance with relevant laws and regulations, especially in relation to the responsibility for safeguarding children's safety, including cultural safety, and wellbeing

q) actively identify, assess and mitigate risks posed within physical and online environments, ensuring physical, social, emotional, spiritual and cultural safety and wellbeing for all. Not act for an improper or ulterior purpose to the detriment (whether perceived or actual) of FDCQ

r) not abuse the advantages of their position for private purpose; claim to represent FDCQ unless authorised; or solicit or accept any gift or benefit in connection with their employment or engagement which might compromise; or be seen to compromise their integrity or FDCQ's reputation. Declare all conflicts of interest, actual and perceived, promptly to their supervisor

s) respect FDCQ's ownership of all its property including but not limited to funds, technology, equipment, supplies, books, records and confidential information (however described)

t) maintain strict confidentiality of all sensitive information, records, and materials obtained during employment or engagement with FDCQ, both throughout the duration of the role and following its conclusion. This includes, but is not limited to, content accessed or captured via digital devices, such as images, recordings, and any other data acquired in the course of professional duties.

u) do not use physical violence, intimidation or inappropriate language in the workplace and do not engage in sexual harassment, stalking, sexual behaviour and/or domestic and family violence in the workplace or by using FDCQ technology

v) never report for work in circumstances where there is a risk that you could be affected by or 'under the influence' of illicit drugs or alcohol (e.g., if you have ingested or otherwise taken drugs or alcohol the night before or in the period leading up to your next work period). Workplace participants may be required to produce medical evidence to prove their medication does not affect their capacity to perform their duties in a safe manner without harming themselves or others

w) do not smoke or vape during working hours unless it is during prescribed breaks and within designated areas

x) adhere to and follow the FDCQ Complaints and Feedback handling process and policy, including reporting concerns, suspicions, disclosures and allegations of harm or breaches of the Code of Conduct

y) **detect** any signs of unethical behavior, safety risks, or breaches of privacy; **decide** on the most appropriate and immediate response in line with policy, regulatory or safeguarding standards; and **disclose** concerns promptly to supervisors or relevant authorities to ensure the wellbeing, dignity, and protection of every child or team member.

Child Safeguarding Requirements

The Code includes the following expectations that all Directors and workplace participants are required to adhere to when interacting with children:

a) act in accordance with FDCQ's child safety and wellbeing policies and procedures at all times

b) behave respectfully, courteously and ethically towards children and their families

c) listen and respond to the views and concerns of children, particularly if they communicate (verbally or non-verbally) that they do not feel safe or well

d) promote the human rights, safety and wellbeing of all children using FDCQ services

e) demonstrate appropriate personal and professional boundaries

f) consider and respect the diverse backgrounds and needs of children

g) create an environment that promotes and enables children's participation and is welcoming, culturally

safe and inclusive for all children and their families

h) involve children in making decisions about activities, policies and processes that concern them wherever possible

i) contribute, where appropriate, to FDCQ's policies, discussions, learning and reviews about child safety and wellbeing

j) identify and mitigate risks to children's safety and wellbeing as required by FDCQ's risk management policy

k) respond to any concerns or complaints of child harm or abuse promptly and in line with FDCQ's policy and procedure for receiving and responding to complaints

l) report all suspected or disclosed child harm or abuse as required by the *Child Protection Act 1999* and by FDCQ's Child Safeguarding policy and procedure on internal and external reporting

m) comply with FDCQ's policies and procedures on information management.

The Code includes the following prohibited activities that all Directors and workplace participants are required to avoid when interacting with children:

a) engage in any unlawful activity with or in relation to a child

b) engage in any activity that is likely to physically, sexually or emotionally harm a child

c) use personal phones, tablets, or cameras for any purpose related to the collection of photographic or video imagery of children

d) unlawfully discriminate against any child or their family members

e) be alone with a child unnecessarily

f) arrange personal contact, including online contact, with children for a purpose unrelated to FDCQ's activities

g) disclose personal or sensitive information about a child including images of a child, unless the child and their parent or legal guardian consent or unless I am required to do so by FDCQ's policy and procedure on reporting

h) use inappropriate language in the presence of children or show or provide children with access to inappropriate images or material

i) work with children while under the influence of alcohol or prohibited drugs

j) ignore or disregard any suspected or disclosed child harm or abuse.

The Code also sets the following expectations if you think that the Code has been breached by another person at FDCQ:

a) act to prioritise the best interests of children

b) take actions promptly to ensure that children are safe

c) promptly report any concerns to your manager or the Chief Executive Officer

d) follow FDCQ's policies and procedures for receiving and responding to complaints and concerns

e) comply with all legislative requirements as relevant and with FDCQ's policy and procedure on internal and external reporting.

Responsibility for managers and supervisors

Managers and supervisors should:

a) prioritise the safety, including cultural safety, and wellbeing of children in all aspects of their work and regularly discuss and review strategies to improve child safety and wellbeing with their teams

b) promote team spirit

c) maintain confidentiality so far as is reasonably practicable when conducting investigations into grievances and disputes

d) avoid bias in decision making

e) ensure compliance with FDCQ's procedures when carrying out counselling and discipline

f) exercise objectivity when administering rewards or discipline

g) not condone, permit, or fail to report any breaches of the Code as outlined above by workplace participants under their supervision

h) ensure their staff can access and understand the Code of Conduct and that families and other stakeholders can access the Code.

Enforcement

All Directors and workplace participants are required to always comply with this Code and are required to sign a copy of the Code to demonstrate their understanding and commitment. A copy of the signed Code is to be retained by Directors and workplace participants and a second copy held on their personnel file.

Any breach of this Policy may result in disciplinary action which may result in termination of employment (or, for persons other than employees, the termination or non-renewal of contractual arrangements) or legal action as per FDCQ's Performance and Misconduct Policy.

FDCQ is obligated to report breaches of the Code that involve the safety of children to relevant authorities, including to the police, where breaches may involve criminal activity.

Records

- Complaints Handling Policy (Scheduled for development in early 2026).
- Child Safeguarding Policy

Policy Versions

Date	Version	Status	Contributor	Notes
10/10/2025	v0.1	Draft	Bronwen Griffiths	
16/10/2025	v0.1	Draft	Governance and Compliance Committee	Draft tabled at GCC Meeting
22/10/2025	V.01	For Review	ME, KS, FM, OV	Revisions for consideration
01/11/2025	v.01	Approved	Board Directors	