

### 1.3 CODE OF CONDUCT

At Mackay Family Day Care Scheme we value:

#### **EXCELLENCE**

Safety  
Service  
Action  
Success

#### **PEOPLE**

Security  
Trust  
Enjoyment  
Our history

#### **INTEGRITY**

Honesty  
Accountability  
Commitment  
Loyalty

Because of this Mackay Family Day Care Scheme will:

- Recognise and respect the essential dignity of all people and treat them accordingly
- Act in accordance with the 'spirit' as well as the 'letter' of the law
- Act in ways that justify our reputation for excellence, safety, fairness and integrity
- Go the extra mile to be the best at what we do
- Nurture a culture of mutual trust and support
- Provide a challenging environment where each person's contribution is recognised
- Compete vigorously and fairly
- Act with speed and imagination
- Support and encourage all Staff and Educators to work in accordance with this code
- Promote the best interests of all stakeholders

Each of us has a range of general duties owed to others:

#### Manager to employees by:-

- Communicating a clear vision and strategy for the business,
- Establishing clear and specific performance goals,
- Encouraging initiative and creativity in the workplace,
- Sharing information with people at all levels of the organisation,
- Providing timely and constructive performance feedback,
- Conducting relationships in a manner that builds trust and mutual respect,
- Managing change in a thoughtful and well-planned manner,
- Providing a workplace where risks are identified and acted upon in a reasonable manner.

#### Employees to the scheme by:-

- Accepting responsibility and accountability for work performance,
- Acting ethically in all communications with colleagues, clients, suppliers and industry peers,
- Avoiding any conflict of interest and where unavoidable, disclosing any activity or relationship that may adversely affect the scheme's reputation and welfare,
- Committing to the achievement of the scheme's stated goals,
- Helping to build and maintain an open and harmonious work environment,
- Modelling behaviour consistent with our values,
- Promoting and maintaining the highest safety practices,
- Reporting and known or suspected violations of the scheme's codes of practice.

Employees to each other by:-

- Sharing resources and information where this would maximise the scheme's goals,
- Showing respect and support for colleagues by acting in a manner that promotes a co-operative work environment,
- Recognising and valuing diversity,
- Treating all staff with courtesy and seeking to promote a harmonious and safe workplace,
- Implementing correct work methods so as not to place employees at risk of injury.

The scheme to our clients by:-

- Honouring all of our customer service commitments, including best practice and safety commitments as far as practicable,
- Leading the field in terms of the quality and innovation of our customer service,
- Providing quality services in response to client needs,
- Respecting and safeguarding the client's privacy and property,
- Treating clients with courtesy at all times.

The scheme to its other stakeholders by:-

- Acting as a responsible corporate citizen, respecting the just operation as well as the letter of local, national and international laws,
- Competing fairly and in an open manner,
- Honouring agreements and undertakings made to others,
- Responding to the shifts in values and expectations of the community.

**Who must comply with this Code of Conduct?**

- Co-ordination Unit Staff
- Volunteers
- Educators
- Families with children in care
- Families of Educators
- Visitors to Educators homes
- Committee Member

Date Implemented	Review Date	Date Updated	Source
2009 November	2011 November 2012 January 2015 March  2018 March 2019 September	2016 September	CSEAQ April 2006  Words gathered over a twelve month period via discussions, feedback, answers to specific questions and other information received from Mackay Family Day Care Scheme Families, Educators, Staff and Committee.  Scheme Risk Management Strategy.

