

## 1.1 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
- Nurture a culture of mutual trust and support
- Provide a challenging environment where each person's contribution is recognised
- Compete vigorously and fairly
- 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 any 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 Due	Date Reviewed	Date Updated	Source
2009 November	2011 November 2013 November 2015 May 2016 November 2018 March 2019 September 2021 March 2022 September 2024 May	2011 November 2013 November 2015 May  2018 March 2019 September  2022 November	2016 September   2021 March	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.

