

Title	Code of Conduct - employees, visitors and volunteers
Policy Category	Human Resources
Policy Type	Mandatory
NQF Standard	NQS: Quality Area 4
Related Legislation	See legislation map (Vic CSS) Child Wellbeing and Safety Act 2005 Child Wellbeing and Safety Regulations 2017 Child Safe Standards – Standard 2.3 2023
Last Revised on	October 2024
Next Formal Review	October 2025

Background and Context

Glen Education is committed to ensuring that its services are delivered in accordance with its statutory obligations and with the highest level of integrity, ethical standards, and professionalism. Code of Conduct ('the Code') establishes a professional and ethical standard of conduct and behaviour required of all Representatives (see Definition) that reflects the philosophy, beliefs and values of Glen Education, and ethical principles of mutual respect, equity and fairness.

All representatives have a duty of care to:

- act in accordance with the Code
- provide a physical and psychologically safe environment to all, including relational safety by ensuring interactions and relationships are professional, respectful, honest, kind, courteous, sensitive and considerate
- be aware of and comply with the law relevant to their role with Glen Education
- comply with any other relevant professional code(s) of practice (in addition to this Code).
- Act in the best interests of children at all times.

The following general principles apply to all Representatives:

- A high standard of personal honesty and integrity is expected. Representatives must not open themselves to suspicion of dishonesty in any form, including deceit, false accounting, fraud or corruption.
- Conduct and behaviour are aligned with Glen Education's values.

- Representatives are responsible for the care of clients and have a duty to ensure that they are treated with respect and consistent with Glen Education’s values.
- Representatives must ensure cultural safety is upheld and maintain a culture where children, their histories, and identities are valued, respected and cared for.
- Representatives have an explicit obligation to ensure children are protected from the risks of abuse.
- Representatives should be courteous in their behaviour whilst on duty and avoid any action that might bring their conduct into question.
- Representatives must treat clients, members of the public, stakeholders and other Representatives fairly and reasonably without discrimination.
- Representatives must not abuse or exploit their position for personal gain.
- While on or off duty, Representatives must not conduct themselves in a manner that adversely affects their ability to attend the workplace and perform their work, or otherwise discredit Glen Education’s public profile.
- Representatives must behave discreetly in matters of public and political controversy.
- Representative must not disclose without the CEO’s explicit permission, information that they acquire in the course of their work and must protect information that is held in confidence.
- Representatives must comply with the privacy principles outlined in the various commonwealth and state legislation which regulates the collection, holding, use and disclosure of personal information.

All Representatives will have access to the Code (available on the Glen Education website at all times www.gleneducation.org.au before commencing paid and unpaid work, visiting or volunteering and are required to comply with its intent and contents at all times.

Scope

This policy applies to all staff, volunteers (including the Board of Directors and the Volunteer Parent Advisory Groups), visitors (including families of children enrolled in the program) and students on work placement.

The Code of Conduct defines how the above groups of people (referred to as ‘Representatives’ in the policy) are expected to behave and interact with a broad range of people including those referenced above, as well as clients (children and families) and stakeholders such as third-party individuals from other community agencies, government, representatives from supply companies and the general public.

This policy includes expected standards of conduct both within and outside the workplace and work hours, including for example, work lunches, conferences, Christmas parties, client functions and on social media.

Glen Education has a positive duty to all employees, volunteers and contractors to ensure that they are safe within the workplace. In the event that an incident has occurred where a complaint has been submitted that contains unlawful behaviour, such as sexual harassment, violence, bullying or drug use, Glen Education is required to act.

Definitions

In this Policy references to:

Abuse: see ‘child abuse’ definition below.

Adequate supervision: (In relation to this policy) supervision entails all children (individuals and groups) in all areas of the service, being in sight and/or hearing of an educator at all times including during toileting, sleep, rest and transition routines. Services are required to comply with the legislative requirements for educator-to-

child ratios at all times. Supervision contributes to protecting children from hazards that may emerge in play, including hazards created by the equipment used.

Adequate Supervision refers to constant, active and diligent supervision of every child at the service. Adequate supervision requires that educators are always in a position to observe each child, respond to individual needs, and immediately intervene if necessary. Variables affecting supervision levels include:

- number, age and abilities of children
- number and positioning of educators
- current activity of each child
- areas in which the children are engaged in an activity (visibility and accessibility)
- developmental profile of each child and of the group of children
- experience, knowledge and skill of each educator
- need for educators to move between areas (effective communication strategies).

Approved first aid qualification: A list of approved first aid qualifications, anaphylaxis management and emergency asthma management training are published on the ACECQA website: www.cecqa.gov.au

Child: A child or young person is a person under 18 years of age.

Child abuse: (In the context of this policy) refers to an act or omission by an adult that endangers or impairs a child's physical and/or emotional health or development. Child abuse can be a single incident but often takes place over time. Abuse, neglect and maltreatment (refer to *Definitions*) are generic terms used to describe situations in which a child may need protection. Child abuse includes any and all of the following:

- **Physical abuse:** When a child suffers or is likely to suffer significant harm from an injury inflicted by a parent/guardian, caregiver or other adult. The injury may be inflicted intentionally or be the consequence of physical punishment or the physically aggressive treatment of a child. Physical injury and significant harm to a child can also result from neglect by a parent/guardian, caregiver or other adult. The injury may take the form of bruises, cuts, burns or fractures, poisoning, internal injuries, shaking injuries or strangulation.
- **Sexual abuse:** When a person uses power or authority over a child, or inducements such as money or special attention, to involve the child in sexual activity. It includes a wide range of sexual behaviour from inappropriate touching/fondling of a child or exposing a child to pornography, to having sex with a child and grooming with the intent of committing child sexual abuse.
- **Emotional and psychological abuse:** When a child's parent or caregiver repeatedly rejects the child or uses threats to frighten the child. This may involve name calling, put downs or continual coldness from the parent or caregiver to the extent that it significantly damages the child's physical, social, intellectual or emotional development.
- **Neglect:** The failure to provide a child with the basic necessities of life, such as food, clothing, shelter, medical attention or supervision, to the extent that the child's health and development is, or is likely to be, significantly harmed.
- **Family violence:** When children and young people witness or experience the chronic, repeated domination, coercion, intimidation and victimisation of one person by another through physical, sexual and/or emotional means within intimate relationships. Witnessing episodes of violence between people they love can affect young children as much as if they were the victims of the violence. Children who witness regular acts of violence have greater emotional and behavioural problems than other children.
- **Racial, cultural, religious abuse:** Conduct that demonstrates contempt, ridicule, hatred or negativity towards a child because of their race, culture or religion. It may be overt, such as direct racial vilification

or discrimination, or covert, such as demonstrating a lack of cultural respect (attitude and values) and awareness (knowledge and understanding) or failing to provide positive images about another culture.

- **Bullying:** Repeated verbal, physical, social or psychological behaviour that is harmful and involves the misuse of power by an individual or group towards one or more persons. Bullying occurs when one or more people deliberately and repeatedly upset or hurt another person, damage their property, reputation or social acceptance.

The Orange Door (TOD) are the entry point into family services support. Located in sites across Victoria and delivered in local areas by community service organisations.

Victorian Child Safe Standards: The Child Safe Standards (the Standards) are compulsory minimum standards for all organisations that provide services to children. The aim of the Standards is to ensure organisations are well prepared to protect children from abuse and neglect.

Child sex offender: Someone who sexually abuses children, and who may or may not have prior convictions.

Child protection: The term used to describe the whole-of-community approach to the prevention of harm to children. It includes strategic action for early intervention, for the protection of those considered most vulnerable and for responses to all forms of abuse.

Child protection report: A report to Child Protection Intake by a person who believes that a child is in need of protection because they are at risk of immediate or significant harm.

Child Protection Service (also referred to as Child Protection): The statutory child protection service provided by the Department of Families Fairness & Housing to protect children and young people at risk of abuse and neglect. This service also works closely with Integrated Family Services such as The Orange Door to support the assessment and engagement of vulnerable children and families in community-based services.

Child Information Sharing Scheme (CISS): the Child Information and Family Violence Information Sharing Scheme allows Early Childhood Services to freely request and share relevant information with Information Sharing Entities to support a child or group of children's wellbeing and safety when the threshold test has been met.

Code of conduct: A set of rules or practices that establish a standard of behaviour to be followed by individuals and organisations. A code of conduct defines how individuals should behave towards each other and towards other organisations and individuals in the community (refer to *Code of Conduct Policy*).

Commission for Children and Young People (CCYP): an organisation that is responsible for administering the reportable conduct scheme (see *definition*). This includes:

- supporting and guiding organisations that receive allegations in order to promote fair, effective, timely and appropriate responses
- independently overseeing, monitoring and, where appropriate, making recommendations to improve the responses of those organisations.
- The Commission can share information where appropriate, including with the Working with Children Check Unit, relevant regulators and Victoria Police, to better prevent and protect children from abuse.

The Commission works with other regulators including the Department of Families, Fairness and Housing (DFFH).

Contractor/Visitor: A person or company that undertakes a contract to provide materials or labour to perform a service or do a job. Examples include photographer, tradesperson, people contracted to provide an incursion.

Disclosure: (In the context of this policy) refers to a statement that a child or young person makes to another person that describes or reveals abuse.

Duty of care: A common law concept that refers to the responsibilities of organisations and Representatives to provide people with an adequate level of protection against harm and all reasonably foreseeable risk of injury. In the context of this policy, duty of care refers to the responsibility of education and care services

Client: means a person who is a current or potential user of Glen Education services, including children and their families/guardian(s).

Manager/Supervisor means Glen Education’s managers, supervisors, leaders, leadership support (whichever are relevant) and all representatives with supervisory responsibilities.

Duty of care refers to the responsibilities of organisations to provide people with an adequate level of protection against harm and all reasonable, foreseeable risk of injury.

Family Violence Information Sharing Scheme (FVISS): enables authorised organisations and services to share information to facilitate assessment and management of family violence risk to children and adults. Find more information on family violence information sharing

Glen Education Leader: A person who is nominated by Glen Education Management to provide leadership and mentoring (operational and educational) across the organisation, that aligns with the National Early Years Framework and who actively promotes and ensures adherence to all Glen Education practices, policies and procedures

Hazard: A source or situation with a potential for harm in terms of human injury or ill health, damage to property, damage to the environment or a combination of these.

Maltreatment: (In the context of this policy) refers to physical and/or emotional mistreatment, and/or lack of care of the child. Examples include sexual abuse, the witnessing of family violence and any non-accidental injury to a child.

Mandatory reporting: The legal obligation of certain professionals and community members to report when they believe, on reasonable grounds, that a child is in need of protection from harm.

A broad range of professional groups are identified in the *Children, Youth and Families Act 2005* as ‘mandatory reporters. From 30 September 2015 this list includes VIT registered early childhood teachers. Mandated Representatives must make a report to Victoria Police and/or Child Protection as soon as is practicable if, during the course of acting out their professional roles and responsibilities, they form a belief on reasonable grounds (refer to *Definitions*) that:

- a child has suffered, or is likely to suffer, significant harm as a result of physical and/or sexual abuse (refer to *Definitions*) and
- the child’s parents/guardians have not protected, or are unlikely to protect, the child from harm of that type.

Mandatory reporters must also follow processes for responding to incidents, disclosures or suspicions of child abuse to fulfil all their legal obligations.

Multi-Agency Risk Assessment and Management Framework (MARAM): the Family Violence Multi-Agency Risk Assessment and Management Framework (MARAM) ensures services are effectively identifying, assessing and managing family violence risk.

Nominated Supervisor: A person who has been nominated by Glen Education under Part 3 of the Act and who has consented to that nomination in writing can be the Nominated Supervisor (also known as ‘Glen Education

Leaders'). All services must have a Nominated Supervisor(s) with responsibility for the service in accordance with the National Regulations (Section 5 and 161).

Neglect: see Child abuse definition above.

Negligence: Doing or failing to do something that a reasonable person would, or would not do in a certain situation, and which causes another person damage, injury or loss as a result.

Notifiable complaint: A complaint that alleges a breach of the Act or Regulation, or alleges that the safety, health or wellbeing of a child at the service may have been compromised. Any complaint of this nature must be reported by Glen Education to the secretary of DET within 24 hours of the complaint being made (Section 174(2) (b), Regulation 176(2) (b)).

Written notification of complaints must be submitted via the ACECQA portal [National Quality Agenda \(NQA\) IT System](#). If Glen Education is unsure whether the matter is a notifiable complaint, it is good practice to contact DET for confirmation.

Notifiable incident: An incident involving workplace health and safety that is required by law to be reported to WorkSafe Victoria. Notification is required for incidents that result in death or serious injury/illness, or dangerous occurrences. For a complete list of incidents that must be reported to WorkSafe Victoria, refer to the *Guide to Incident Notification* on the WorkSafe Victoria website: www.worksafe.vic.gov.au

Orange Door - The Orange Door is support and safety hub for women, children and young people who are experiencing family violence; and families who need support with the care, wellbeing and development of the children or young people. The Orange Door is not Child Protection, but provides support for families that may be vulnerable, and is an entry point into the broader service support system. The Orange Door provides:

- a more visible contact point so that people know where to go for support
- a connection to a wide range of supports across the spectrum of prevention, early intervention and response
- an immediate response for people in crisis (during business hours) by linking them to specialist services, medical treatment and care, accommodation and practical assistance
- specialist support and tailored advice for victim survivors, families and children, with a strong focus on perpetrator accountability, based on the best available information and latest risk assessment tools.

Organisational duty of care: The statutory duty organisations have to take reasonable precautions to prevent sexual and/or physical abuse of a child.

Offender: A person who mistreats and/or harms a child or young person.

Perpetrator: A person who mistreats and/or harms a child or young person.

Police: the civil force of a state, responsible for the prevention and detection of crime and the maintenance of public order.

Reasonable belief/reasonable grounds: A person may form a belief on reasonable grounds that a child or young person is in need of protection after becoming aware that the child or young person's safety, health or wellbeing is at risk and the child's parents/guardians are unwilling or unable to protect them. There may be reasonable grounds for forming such a belief if:

- a child or young person states that they have been physically or sexually abused
- a child or young person states that they know someone who has been physically or sexually abused (sometimes the child may be referring to themselves)
- someone who knows the child or young person states that the child or young person has been physically or sexually abused

- a child shows signs of being physically or sexually abused
- the person is aware of persistent family violence or parental substance misuse, psychiatric illness or intellectual disability or other factors that are impacting on the child or young person's safety, stability or development
- the person observes signs or indicators of abuse, including non-accidental or unexplained injury, persistent neglect, poor care or lack of appropriate supervision
- a child's/young person's actions or behaviour may place them at risk of significant harm and the parents/guardians are unwilling or unable to protect the child.

Reportable allegation: any allegation that an employee, volunteer or student has committed child abuse (refer to *Definitions*)

Reportable Conduct Scheme: The Victorian Reportable Conduct Scheme seeks to improve organisations' responses to allegations of child abuse and neglect by their workers and volunteers. The scheme is established by the Child Wellbeing and Safety Act 2005 (the Act). The Reportable Conduct Scheme has been designed to ensure that the Commission will be aware of every allegation of certain types of misconduct involving children in relevant organisations that exercise care, supervision and authority over children.

Representative: refers to paid staff, volunteers and contractors, including the Board of Directors, PAG members and students on work experience placements.

Serious incident: A serious incident (regulation 12) is defined as any of the following:

- the death of a child while being educated and cared for at the service or following an incident at the service
- any incident involving serious injury or trauma while the child is being educated and cared for, which
 - a reasonable person would consider required urgent medical attention from a registered medical practitioner; or
 - the child attended or ought reasonably to have attended a hospital e.g. a broken limb*
- any incident involving serious illness of a child while that child is being educated and cared for by a service for which the child attended, or ought reasonably to have attended, a hospital e.g. severe asthma attack, seizure or anaphylaxis*.
 - NOTE: In some cases (for example rural and remote locations) a General Practitioner conducts consultation from the hospital site. Only treatment related to serious injury or illness, or trauma are required to be notified, not other health matters.
- any emergency for which emergency services attended.
 - NOTE: This means an incident, situation or event where there is an imminent or severe risk to the health, safety or wellbeing of a person/s at an education and care service. It does not mean an incident where emergency services attended as a precaution.
- a child appears to be missing or cannot be accounted for at the service
- a child appears to have been taken or removed from the service in a manner that contravenes the National Regulations
- a child was mistakenly locked in or out of the service premises or any part of the premises.

Examples of serious incidents include amputation (e.g. removal of fingers), anaphylactic reaction requiring hospitalisation, asthma requiring hospitalisation, broken bone/fractures, bronchiolitis, burns, diarrhoea requiring hospitalisation, epileptic seizures, head injuries, measles, meningococcal infection, sexual assault, witnessing violence or a frightening event.

If Glen Education is not aware that the incident was serious until sometime after the incident, they must notify the regulatory authority within 24 hours of becoming aware that the incident was serious.

Notifications of serious incidents should be made through the NQA IT System portal (www.acecqa.gov.au). If this is not practicable, the notification can be made initially in whatever way is best in the circumstances.

Volunteer: Parent/guardian, family member or community member who attends the service to assist the service in some capacity.

Young person: In Victoria, under the *Children, Youth and Families Act 2005*, a child or young person is a person under 18 years of age.

Water hazard: (in relation to this policy) can lead to drowning or non-fatal drowning incidences. Drowning hazards include large bodies of water such as swimming pools, rivers, creeks, dams and ponds. Smaller bodies of water, including nappy buckets, water containers, pet water bowls and poor drainage which allow water to collect can also present drowning hazards for young children.

Representative: refers to paid staff, volunteers (including the Board of Directors and Volunteer PAG members), and contractors, and student placements.

Service: means work carried out directly to or on behalf of a child and/or their family/guardian with the goal of providing high-quality, innovative Early Years Education and fostering a lifelong love of learning.

Stakeholder: mean a person with an interest or concern in Glen Education including but not limited to governments, suppliers, other agencies and the general public.

Visitors: Visitors to Glen Education includes:

- Clients (children and families)
- Work experience students
- Members of the public in the workplaces
- Community sector agency Representatives
- Representatives of funding bodies; and
- Any other individual encountered as part of the delivery of services.

Workplace: refers to the place of employment and includes any place where a person attends for the purpose of carrying out any function in relation to his or her employment with Glen Education (e.g. client's home, work function or business trip).

Policy

Glen Education Policies and Procedures

Representatives must comply with the Glen Education's policies and procedures which may change from time to time at Glen Education's discretion as well as the Glen Education Code of Conduct for Behaviour with Children and the Child Safe Environment and Wellbeing Statement (both on display at the entrance of all services).

Representatives must:

- routinely review and act in accordance with the requirements of Glen Education's policies and procedures at all times.
- conduct themselves in a manner consistent with Glen Education's values of Respect, Authenticity, Integrity, Community and Celebration.

Interactions

Glen Education maintains an ethical conduct and professional engagement culture. Representatives must perform their duties in a manner that meets all legal, industrial, ethical and funding obligations and requirements. Employees must also meet all moral/stated requirements of their position as set out in the Position Description.

Representatives must make a commitment to child safety and will not tolerate child abuse or harm and must immediately report any incident, disclosure or concerns to Glen Education Management, ensuring the maintaining of privacy for those involved. Failure to disclose the information is a criminal offence. Representatives must act to prioritise the best interests of all children. The values of the organisation will be supported when representatives take action to prioritise child safety.

Relationships with children and between clients and external stakeholders must have clear and appropriate boundaries that serve to protect both parties from misunderstandings, misperceptions or violations of the professional relationship.

Representatives must: (Both physically and online)

- deliver services to all clients without discrimination prohibited by law and treat all people with respect and dignity, recognising and respecting the ethnic, cultural, gender and sexual orientation, religious or political beliefs and personal life circumstances of Representatives, clients or external stakeholders
- use respectful and unbiased language in all letters, minutes and other verbal and written communication to clients, Representatives and external stakeholders
- promote cultural competence and demonstrate a commitment to the delivery of respectful and relevant services ensuring cultural safety is upheld
- treat clients in a way that preserves their dignity, recognising their right to decision making and the personal dignity of risk
- not enter into any social, physical, sexual or intimate contact or relationship with any current or past clients; particularly if the past client might re-enter the service, been disengaged for less than 6 months.
- ensure any outside of work contact with clients is, wherever possible, discussed beforehand with the Representative's manager to ensure the potential contact is transparent and managed within the spirit of this code of conduct
- ensure that, when prior advice to the Representatives manager was not possible, any contact (including that set out below) is reported to the Manager/supervisor as soon as possible
- declare any potential conflicts of interest with the Representative's manager as soon as possible to ensure transparency. This may include social, physical, financial, contractual arrangements/relationships
- not have contact with, engage with or discuss children and families outside of any official Glen Education social media networks (e.g. Facebook, Twitter, etc.).

Ethical and Respectful Behaviour

Glen Education maintains an inclusive and respectful workplace culture at all times. Glen Education does not tolerate violent, threatening or unsafe behaviour in the workplace. This includes acts of physical violence, aggressive behaviour, harassment, bullying, verbal threats or abuse directed at another Representative or to/from a client or visitor. All forms of unlawful discrimination, harassment, sexual harassment, bullying and occupational violence are in breach of the code and will not be tolerated by Glen Education.

Representatives must: (both physically and online)

- not use offensive language, threaten or engage in demeaning or derogatory dialogue or comment when communicating with other Representatives, clients or other external stakeholders. This extends to comments made outside the workplace and/or outside work hours, and includes comments published on social media networks
- not act in any way that could cause harm to the reputation, stakeholder relationships or funding for Glen Education during or outside of working hours.
- not provide comment, opinion or information to the media relating to the business of Glen Education, clients or Representatives of Glen Education or concerning employment with Glen Education, without authorisation from the CEO
- not comment or share information on social media that could be construed to be related to Glen Education without disclosing their professional relationship with Glen Education and providing a clear disclaimer that their views are their own and in no way represent those of Glen Education
- be punctual and reliable in their attendance and adhere to their prescribed and authorised hours of duty, and record their attendance in the manner required by Glen Education
- not engage in any activity involving, or that could be perceived as being an endorsement of any product, service or supplier by Glen Education without the prior approval of the CEO
- maintain appropriate workplace etiquette and self-care
- ensure any contact by Representatives with the Glen Education Board of Directors is made through the CEO in the first instance, unless the matter relates specifically to the CEO.
- not break the law

Privacy and Rights

Glen Education respects everyone's right to privacy and will maintain the privacy and confidentiality of Representatives, clients, supporters, donors and other stakeholders at all times. Representatives acknowledge that the unauthorised release of information held by Glen Education will be regarded as serious misconduct which could result in disciplinary action including termination of employment. Exceptions arise when, Glen Education has specific legislated obligations to disclose certain information under certain circumstances, which are:

- in the course of normal service delivery
- with the informed consent of the client, supporter, donor or other stakeholder provided that the client, supporter, donor or other stakeholder has the legal capacity to provide that consent
- with the written consent of the delegate of the Secretary to the Victorian Department of Health and Human Services, when the Department has a statutory responsibility for the client
- with the consent of the child's parent or guardian (if a minor).
- if required to do so by law – e.g. when complying with mandatory reporting requirements or when providing evidence in legal proceedings.

Representatives must:

- maintain the privacy and confidentiality of children at all times (visitors and volunteers to maintain boundaries in bathrooms, as an example).
- maintain the confidentiality of internal Glen Education affairs, including details of current and past Representatives, clients, supporters, donors and other stakeholders
- articulate to clients, supporters, donors and other stakeholders that they have the right to privacy and that Glen Education will respect and uphold this right

- ensure that all personal information gathered is handled, stored, used and disclosed in accordance with all relevant state and federal legislation, Glen Education privacy and record management policies and various industry standards

advise clients, supporters, donors and other stakeholders that under certain circumstances, private or confidential information may be disclosed to a third person

- inform clients, supporters, donors and other stakeholders of their rights pertaining to accessing their records of service
- inform clients of their rights and responsibilities when accessing Glen Education's services.

Lawful Behaviour (Both physically and online)

Representatives are bound by the relevant commonwealth and state laws and regulations. Representatives are to comply with lawful instructions or requests given by management or the CEO. If a Representative believes that a request or direction is unlawful or unsafe, then the concern should be raised immediately with their direct manager or relevant senior manager.

It is a criminal offence not to report.

Representatives must:

- act in a manner commensurate with all applicable Australian laws.
- formally advise their direct manager/supervisor within 24 hours or the next business day if they are charged, are under investigation, or have been convicted of a criminal offence.

Occupational Health and Safety

Glen Education is committed to a proactive safety and wellbeing workplace culture.

Representatives must:

- take reasonable care of themselves, children in their care, and others when performing duties at a Glen Education workplace and off-site
- follow all health and safety policies and procedures, report any observed hazards or injuries, and participate in the management of health and safety risks in line with Glen Education policy
- comply with any special clothing or personal protective equipment requirements specific to Glen Education's workplaces
- at all times wear and have visible identification (for employees this is the employee identification lanyard) when working (provided it does not create an OH&S risk to the Representatives)
- comply with Glen Education's commitment to being a smoke-free workplace- smoking is prohibited in the workplace

Dangerous Weapons

Employees are not permitted to carry or bring any dangerous weapons into Glen Education's premises or vehicles. This includes knives and firearms of any description.

Dress

Glen Education requires representatives to present themselves in a neat and professional manner.

Representatives must:

- wear clothes suitable to their position in the workplace, taking into account occupational health and safety obligations. (e.g. closed toe shoes, NO leisure wear, No Sleeveless tops, No low-cut tops or short skirts/dresses)

- Comply with any special clothing or personal protective equipment requirements specific to Glen Education's workplaces.

Use of Property

Glen Education provides Representatives with a range of property for use whilst on duty.

Representatives must:

- carefully and correctly use and preserve property provided by Glen Education
- only use any property of Glen Education in the pursuance of official duties of Glen Education or as otherwise duly authorised
- ensure that electronic media for personal use whilst on duty must be reasonable, and the use of Glen Education internet, email software or personal devices must be in accordance with organisational policy.

Intellectual Property

Glen Education will secure and retain all rights to intellectual property and assets that relate to Glen Education business including patents, design, formulae and processes.

Representatives must:

- agree to inform Glen Education about any discovery made, secret process, business method, procedure or improvement that the Representative makes, discovers or develops as part of their employment with Glen Education.
- execute all necessary documents and take all reasonable steps at the request of Glen Education to ensure that the rights in any such intellectual property are secured for and vested with Glen Education.

Child Safety

Glen Education has a zero-tolerance for child abuse or misconduct and is committed to maintaining child safe and child-friendly environments. Glen Education is commitment to the care, protection and safety of all children. – refer to definitions page 2 and the Child Safe Environment and Wellbeing Policy.

It is a criminal offense to not to report or act.

Representatives must:

- maintain requirements in accordance with the Child Safe Environment Policy.
- adhere to all policies, requirements, standards and laws pertaining to the rights of children and young people
- Condone or participate in illegal, unsafe, abusive, or harmful behaviour towards children – this includes physical violence, sexual abuse, emotional or psychological abuse, grooming, neglect or sexual misconduct.
- report all allegations of misconduct, abuse or harm involving children to Glen Education
- adhere to the reporting requirements of all relevant government initiatives and industry schemes aimed at promoting and protecting children from harm.
- Take photographs, screenshots of children at Glen Education services.
- Be alone with a child if volunteer or visitor

Police and Working with Children Checks

Glen Education requires all Representatives to maintain a current Working with Children Clearance at all times and cannot enter a child environment in the presence of children without one.

If during the course of employment, a Representative has been charged, is under investigation, or has been convicted of an offence, the Representative must immediately raise the matter with the relevant General Manager or the CEO.

Drugs, Alcohol and Medication

Representatives must not be adversely affected by alcohol and/or illicit drugs and/or prescribed drugs in the workplace at any time or under any circumstances. Compliance with Glen Education's Alcohol and Other Drug Policy is required by all Representatives.

Representatives must:

- not report for any duty at any time under the influence of illicit drugs, alcohol or medication, to the extent that it may impair their ability and the ability of their colleagues to safely and effectively perform their work requirements. This includes, but is not limited to, the ability to safely operate vehicles, items of plant and equipment and provide a service to clients of Glen Education.
advise their direct manager in the event that prescription medication may affect their performance or capacity whilst at work.
- ensure that whilst at functions or events either hosted by Glen Education or where attendance is in the capacity of a delegate of Glen Education, that their conduct positively reflects the Glen Education brand, values and reputation.

Outside Employment or Activities

Glen Education allows participation on either a part-time or freelance basis, in any outside business (including a family business). It is expected that outside employment or activities will not impact on the Representative's primary employment within Glen Education. Examples of such impact may include, but not be limited to, increased absenteeism, fatigue, or an inability to perform the inherent requirements of their position.

Representatives must:

- not perform private paid work while performing duties for Glen Education or use Glen Education's resources or premises for such purposes
- not use the Glen Education name to gain an advantage of any kind in private dealings or arrangements
- ensure that any secondary employment or outside activities, whether paid or voluntary, do not create a conflict of interest and/or duty with their position within Glen Education. This includes sourcing referrals from existing clients of Glen Education's services. Representatives are required to discuss any potential or actual conflict of interest with the relevant senior manager and/or CEO as soon as they become aware of it.

Gifts and Benefits

Glen Education is committed to a culture of transparency, professionalism, diligence and probity. Compliance with Glen Education's Gifts and Benefits Policy is required at all times.

Representatives must:

- not demand or receive a fee, reward, commission, or benefit of any kind from any person or organisation for the initiation, conduct, omission or conclusion of any business, by any person or organisation with Glen Education
- not accept or provide gifts or entertainment that will obligate or appear to obligate the recipient as required by the Gifts and Benefits Policy. Occasional gifts and entertainment may only be accepted to promote appropriate working relationships and must be approved by the Representative's Direct Manager/supervisor
- not seek, solicit, or use their position with Glen Education to obtain gifts or benefits from external organisations or individuals for personal use
- ensure that a person, company or organisation is not placed in a position in which they feel obliged to offer gifts or hospitality to secure or retain Glen Education business.
- report any incidences where a bribe and/or cash is offered (as well receipt/s) or offer of any gifts to the relevant senior manager or the CEO.

Performance of Duties and Compliance with Lawful Direction

Employees must perform the duties of their role as outlined in their Position Description to an adequate standard, as set by Glen Education.

Employees are required to comply with lawful instructions or requests given by their manager/supervisor and/or CEO. If an employee believes that a request or direction is unlawful or unsafe, then the concern should be raised immediately with the CEO.

Breaches of the Code of Conduct

Breaches of the Glen Education Code of Conduct may be considered to be misconduct and may be subject to disciplinary action, which may include termination of employment or suspension of duties. Where a breach of the code equates to an allegation of criminal conduct, the matter will be reported to the Police or the Commission for Children and Young People (CCYP), as per the Reportable Conduct Scheme <https://ccyp.vic.gov.au/>. Breaches of the code may result in the Representative being expected to undergo additional training in their obligations under this code. Grievances will be handled as per organisational policy, or via the dispute resolution clause of the relevant Award or industrial tool. Glen Education aims to ensure that all reasonable steps will be taken to protect Representatives when making any disclosures from any detrimental action in reprisal for making the disclosure.

Representatives must:

- report alleged breaches of the code to their direct manager/supervisor unless the breach pertains to that person. In such instances the breach should then be reported to a senior manager
- not make vexatious or unsubstantiated claims; such claims may also be subject to disciplinary action.
- Report to external authorities – 000 Police, The Orange Door, Child Protection

Approvals and Revision

Date	Version	Author	Revision Description
Q3 2012	1.00	Glen Education Management	New Policy

<i>Q2 2022</i>	<i>6.00</i>	<i>Glen Education Management</i>	<i>Policy updated due to rebranding May 2022</i>
<i>Q3 2023</i>	<i>7.00</i>	<i>Glen Education Management</i>	<i>Annual Review</i>
<i>Q4 2024</i>	<i>8.00</i>	<i>Glen Education Management/Leaders</i>	<i>Inclusion of visitors and volunteers (explicitly) as per Child Safe Assessment</i>