



CODE OF CONDUCT STAFF



Introduction

This Code of Conduct sets out the expectations for personal and professional behavior of all Insight Early Learning (IEL) employees, temporary staff, consultants, contractors, and volunteers in all employment and employment-related activities.

It aims to deliver the best practice by ensuring those standards are clear and guided by sound ethics. By consistently applying these standards, we enhance the communities' trust and confidence in each of us. This code may also impact you outside the workplace where particular behavior may be directly related to your employment and Insight Early Learning (IEL) activities.

IEL Statement

IEL conducts its business with integrity, honesty and fairness and complies with all relevant laws, regulations, codes and commercial standards.

IEL actively supports, encourages and develops its employees to work safely, be customer focused, use technology and IEL assets effectively, adapt to changes and improve their own capabilities and contribute to IEL's Business and Operational Plans.

It is expected that all IEL employees and representatives will conduct themselves in a manner that is consistent with this code of conduct and outlined values.

Company Values

Everything IEL does is underpinned by its values which define the culture of the organisation and the behavior's that shape our interaction with the community, families and each other.

Nurturing Relationships – Through teamwork, we create a warm and supportive environment that fosters learning and growth mindset.

Inquisitive Learning – Encouraging exploration and questioning, we lay the foundation for a lifelong love of learning while maintaining our commitment to excellence.

Inclusivity – Embracing diversity, we build an inclusive space where everyone feels respected and supported, contributing to a harmonious team.

Attentive Listening – We listen attentively, promoting understanding and effective communication, fostering respect and openness, which are integral to our teamwork.

Collaborative Achievement – Through teamwork, we celebrate achievements and maintain diverse perspectives, fostering an environment of mutual accomplishment.

Presence and Belonging – Being fully present fosters belonging and strong relationships, dedicated to our Insight culture, enhancing our commitment to collaboration.

Compassionate Kindness – Compassion creates a nurturing environment, fostering community and ensuring everyone feels cared for, reinforcing our sense of unity.

Exemplifying Professionalism – Upholding the highest standards of professionalism, we demonstrate integrity, accountability, and respect in all interactions, fostering trust and excellence.

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Playful Interactions – We engage in interactive and joyful exchanges, encouraging creativity and sharing laughter, promoting a culture of innovation.

Mindful Support – our presence and cooperation enable growth and learning, fostering understanding and collaboration to achieve collective success.

Reflective Improvement – We encourage critical thinking, supporting each other’s self-awareness and continuous improvement, contributing to our shared aspirations.

Continuous Learning – Embracing a growth mindset, we actively seek learning and development opportunities, striving for a personal and collective advancement within our team culture.

When does the Code of Conduct apply?

The Code of Conduct applies outside official work, including online, when any personal activity conflicts with the code of conduct or negatively impacts IEL’s operational capacity or reputation. This may include:

- a) **Conflicts of Interest** - When making decisions, you must declare any conflicts of interest that could affect your objectivity in carrying out your duties. A conflict of interest involves a conflict between your role’s duties and responsibilities in serving the businesses interest and your private interests. If you believe you have a conflict of interest, whether real or perceived, you must tell your team manager as soon as you become aware of the conflict. Your manager will then provide further direction on how to resolve the matter giving rise to the conflict of interest. Until the matter is resolved you must make sure you are not part of any decision-making processes related to the matter.
- b) **Influences on decision-making** - In undertaking your duties employee, you must not influence any person in an improper way with the aim to obtain personal advantage or favour. All IEL decisions need to be, and be seen to be, fair and transparent. You must not in any way misrepresent your qualifications, experience or expertise in recruitment and selection processes.
- c) **Accepting gifts and benefits** - Occasionally you may be offered gifts or benefits from people with whom you do business as an employee of IEL. The acceptance of gifts or benefits of a nominal value may be permitted in limited circumstances. However, as a rule you must not accept any gifts or benefits if there is a possibility that, in doing so, you could create a real or perceived conflict of interest.
- d) **Employment outside IEL** - All employees of IEL are required to disclose in writing any secondary work / employment that is undertaken outside of their employment arrangements with IEL. It is not IEL’s intention to stop people from holding secondary employment over and above their official duties as an IEL employee. Approval may be granted for you to undertake private employment outside of your normal working hours as long as the following requirements are met:
 - That no conflict of interest exists or develops between private employment and your official duties
 - That your private employment has no effect on the performance of your role duties, including effects from a safety/ fatigue management perspective
 - That your private employment does not involve use of IEL resources (physical, technological or intellectual)
 - You must ensure that your work outside IEL continues to meet the above requirements.

Disclosure of this information will ensure that an evaluation can be done of any actual, perceived or potential conflicts of interest that may arise and, if required, allow measures to be put in place to ensure that employees and IEL are protected from allegations of inappropriate conduct.

Any disclosures will be considered by the Management and an appropriate determination made on a case-by-case basis. All disclosures must be made in writing and approvals will be recorded on your employee file.

- e) **Public comment on IEL Business** - Generally, only Senior Management may comment publicly on IEL business. IEL Business can be topical, sensitive, and controversial and there is a process to be followed when making public comments. If you are asked to comment on any IEL matter via the media or other public relations firms, you should talk to your Manager.

You must ensure that, to the extent you collect, handle, or give access to personal information, you comply with relevant privacy legislation.

IEL’s IT Systems, including internet access and email, IEL Newsletters and workplaces must not be used for political

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messages or circulating defamatory or disparaging remarks against individuals or groups.

f. External Activities - IEL supports and is committed to ensuring all staff are free to engage in trade union, party-political, professional, interest groups or charity activities of their choosing. However, you must make sure that your participation in such activities does not cause either a conflict of interest (real or perceived) and/ or unduly restrict the performance of your duties with IEL

g. Behaviour towards each other - We must all treat each other with trust, respect, honesty, fairness, sensitivity and dignity. Employees who supervise or manage other employees have a special responsibility to model this kind of behaviour, and to ensure that the people they supervise understand the standard of performance and behaviour that is expected of them.

IEL values diversity, and expects all its employees, contractors, or volunteers to accommodate and respect different opinions and perspectives, and to manage interpersonal disagreements by rational debate.

Effective teamwork is an essential part of a productive workplace culture. Each team member needs to work co-operatively with fellow employees and actively and willingly take part in team activities.

h. Non-discriminatory workplace - IEL is an equal opportunity employer and as such is proactive in ensuring that its practices do not discriminate based on an attribute or based on a person’s association with another person who maintains an attribute defined by anti-discrimination legislation. As an employee of IEL you have a shared responsibility to ensure that discrimination is not part of our workplace or our practices. If you witness discriminatory behaviour, you have an obligation to report such actions to your supervisor or Manager or if such action involves your Supervisor or Manager, another senior member of staff.

i. Sexual and other forms of workplace harassment - IEL is also committed to the prevention of any form of sexual harassment, victimisation, or other forms of bullying in the workplace, or at any place where work-related activities are performed, including at social functions.

This commitment applies to all employees in their relationships with each other, to applicants for employment at IEL and to persons who have dealings with IEL.

As an employee of IEL it is expected that you proactively contribute to building a workplace that is free from sexual harassment, victimisation, and bullying. You have a joint responsibility to respect the rights of fellow employees, by not taking part in any action that may constitute harassment of any form, and in doing so supporting and promoting the achievement of equal employment opportunity.

j. Customer Service - As a IEL employee it is expected that you will strive to provide excellent customer service. You must treat families equitably and with honesty, fairness, sensitivity and dignity. If our role in IEL involves regular contact with the public – our families, it is important to know how to deal comfortably and calmly with difficult situations. You are expected to treat complaints from customer of fellow employees, seriously and respond to constructive feedback as an opportunity for improvement. If in doubt, ask for help from a more experienced colleague, or a Room Leader / Supervisor / Centre Director. IEL will support any employee who believes they are under threat from a customer or member of the public.

k. Attire - IEL holds a strong commitment to our professional standards, and it is a requirement for our team to comply with the uniform and attire requirements. If you are unsure about what constitutes appropriate dress, please discuss this with your Manager. You will be provided with IEL uniforms, which must be worn whilst on premises each day. Clothing must be suitable for movement, active, and messy play. When presenting yourself for work, please follow the guidelines below

- Shirts provided must not be altered in any way.
- Long hair must be tied back.
- Shorts and skirts are permitted to be worn but must fall to at least the knee when standing.
- Enclosed footwear is required.
- Slip on shoes, high heels or thongs are not permitted.
- Bucket or broad brim hats are to be worn at all times when outdoors
- Tattoos that are deemed offensive by the company are required to be covered at all times.

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- Piercing should be kept to a stud or small ring to minimise the risk of any injury or incident occurring.
- Activewear such as leggings or running shorts are not permitted to be worn.
- Any clothing with offensive or political logos / statements are not to be worn at any point whilst representing the company
- Nails should be kept clean and at a reasonable length to minimise the risk to employees or children.
- Jewellery should be kept to a minimum to reduce the risk of damage as well as injury to children.

Please remember you are modelling appropriate behavior's for children starting with your presentation, should you have any queries relating to appropriate attire, speak with your Manager.

l. Fairness to suppliers - You must comply with the industry legislation and regulation and IEL procedures when seeking suppliers for goods or services. You also need to ensure that you do not incur any liability or enter into any contract on behalf of IEL, or alter the terms and conditions or any contract which IEL has already entered, unless you are authorised to do so.

m. Business monies - You must maintain high standards of accountability if you collect and use business money. You are not to borrow or use IEL money for private purposes. This also applies to items such as taxi vouchers or other vouchers. Team members using IEL monies for the purpose of entertainment and/or hospitality expenditure on IEL's behalf must do so strictly in accordance with Leadership's instructions.

n. Intellectual property - IEL expects its employees to ensure that their actions do not breach or infringe the Copyright Act 1968, by unlawfully using the intellectual property of any individual organisation. You must respect the copyrights, trademarks and patents of suppliers and other organisations outside IEL and not reproduce or quote suppliers' materials unless your license specifically allows it.

Any original work, invention or product you have contributed to in association with your official duties as an IEL employee remains the property of IEL. Similarly, you must not publish or disclose any matters relating to IEL's intellectual property without appropriate authority.

o. Acting within the law - As an employee of IEL, you are expected to comply with applicable legislation, regulation, National Quality Framework, relevant employee awards, IEL Polices and local laws. You have the right and responsibility to respectfully question how to do your work, particularly if you think there is an imminent risk to the safety of yourself or others, there is a better way of doing something, or if you think the direction may be in breach of the law.

If you are charged with having committed an indictable offence, are subject to an indictable offence conviction, or are subject to a summary conviction, you should immediately report the circumstances to your Manager. Such disclosure shall be treated as confidential and considered within the context of your ability to properly conduct your duties as an employee of IEL.

p. Acting in accordance with delegations and signing documents on behalf of IEL - If you are requested to undertake an action on behalf of the Managing Director or delegate, prior to exercising any power on behalf of the Managing Director you must ensure and appropriate delegation exists that allows you to exercise the power.

q. Raising concerns - You have the right to comment on or raise concerns with your Manager about IEL policies, practices, or priorities where they impact on your employment. However, you must do this in a reasonable and constructive way and take responsibility for your comments and views.

Further, you must accept IEL has a right to determine the policy, practices and priorities and that you must comply with all reasonable and lawful instructions.

When raising complaints or grievances, employees are expected to act with honesty and in good faith. Complaints that are considered vexatious or frivolous will not be progressed, and such complaints may be managed as acts of misconduct in accordance with IEL's Managing Under Performance and Disciplinary Action Policy.

r. Privacy - IEL maintains information about individuals, businesses and commercial issues which is private and sensitive, and which could be harmful to a person's interest if released.

IEL is required to appropriately secure and ensure the confidentiality and privacy of this information. Employees should

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only access personal information and records they require to perform their IEL duties.

Employees must ensure that the collection, storage and use of personal information is done so in accordance with the appropriate State Privacy Legislation.

As a general rule you can maintain privacy by:

- Not discussing work matters with persons not entitled to know such information
- Taking responsibility to safeguard confidential files and information

- Ensuring collected information is only used a manner consistent with the purpose for which is was originally collected; and
- Ensuring that you comply with IEL policy in relation to maintaining the privacy of personal information.

It may be appropriate to share information based on your personal and professional experience (e.g. in seminars or training programs). However, in sharing your experiences, you must ensure that where personal information is involved, you don't breach IEL's privacy obligations.

s. Using IEL assets - IEL's assets include property, plant, equipment, information systems, computing resources, goods, products and/ or valuables (this includes surplus materials).

If you are in charge of assets you must take good care of them while they are in your possession or use, and ensure they are used economically and efficiently and for the purpose of conducting IEL business.

It is an offence to misuse or allow anyone else to misuse IEL assets. You must make sure assets are secured against theft and properly stored, maintained, and repaired. You must ensure that you use IEL assets only for official IEL business unless written approval to do otherwise has been granted by your Manager. You must not store personal files on IEL's assets. Any files stored on, or information accessed using, IEL assets are discoverable by IEL.

You can use telephone on a limited basis for calls that you cannot make conveniently outside working hours.

If you use IEL vehicles or an IEL issued mobile telephone for non-official purposes, you must ensure that your use is in accordance with the IEL Technology Policy.

IEL allows limited personal use of electronic mail and World Wide Web browsing, subject to and in accordance with the IEL Technology Policy. Limited personal use means use that is infrequent and brief, and is performed during your non-paid time, that is, before or after work or during meal breaks. IEL does not allow employees to access web sites that are unlawful, gambling or pornographic.

Upon your employment terminating with IEL, you must return all IEL property and work-related documents immediately.

S. Diligence, care and attention - IEL aims to conduct its business with integrity, honesty and fairness and to achieve the highest standards in service delivery. You contribute to this aim by carrying out your duties honestly, responsibly, in a conscientious manner and to the best of your ability.

This includes:

- Maintaining punctuality and not being absent from your centre during work time without reason
 - Ensuring you do not undertake personal work during work time.
 - Not wasting excessive time chatting about personal matters and interrupting other staff
 - Helping IEL achieve its mission and goals by acting to improve systems and practices.
 - Conducting yourself in a way so families gain confidence and trust in a way IEL does business.
 - Not allowing your conduct to distract or prevent others from working; and
 - Not exposing IEL to a judgement for damages against it, as a result of your negligence or breach of any law or policy
- If you are responsible for managing or supervising others, you must ensure that:
- You model the values and principles outlined in this Code and ensure that employees within your area or responsibility understand and comply with the code.
 - You do not come under financial obligation to any employee you supervise or manage.
 - You work and the work of those you supervise contributes to the achievement of IEL's goals.
 - Employee performance is monitored, and individuals are given constructive and regular feedback on their performance in line with procedures.
 - Where practicable, employees are given training opportunities to assist them in developing careers.
 - Employees are provided with information that is vital for effective work performance.

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- The opinions of employees are respected and considered.
 - Workloads are fairly distributed.
 - Resourcing for a work team is neither excessive nor inadequate for the job.
 - Employees who collect, handle or disburse company money are properly supervised.
 - Employee work times, overtime, allowances, and absences are correctly recorded.
- t. Attendance and absence from duty - You are expected to follow IEL employment and working arrangements, agreements and rulings on attendance at work and leave. This includes not being absent without approval and accurately and truthfully recording work and leave periods.
- IEL’s regulatory responsibility and operational efficiency depends on your punctuality and attendance at your centre/ location. Absence without approval and without reasonable excuse can create concerns for your safety and leads to unproductive time for others. It can also impact on IEL meeting its legislative requirements (such as minimum ratios). Employees have an obligation to ensure that they promptly notify IEL as soon as practicable upon becoming aware that they are going to be absent from work. Failure to promptly notify IEL may result in a non-payment of salary/ wages for the period of absence and/ or may result in IEL taking disciplinary action.
- u. Self-development - All employees have an obligation to be proactive in continual improvement of all aspects of their work performance: refer to the EYLF (Early Years Learning Framework) under the NQS. You should aim to maintain and continually improve your work performance and that of your team in the delivery of customer care and service. You have a continuing responsibility to maintain and enhance your skills and expertise and keep up to date the knowledge associated with your area of work. IEL will assist you by providing equitable access to training and development opportunities. This may include accessing the study assistance program, learning new work duties, participating in project work or undertaking internal or external training.
- v. Workplace health and safety - As IEL employees we are all committed to zero harm in the way we conduct our business and IEL activities. IEL is committed to ensuring persons are free from:
- Death, injury or illness caused by the workplace, relevant workplace area, work activities, or plant or substances for use at work; and
 - The risk of death, injury or illness caused by the workplace, relevant workplace area, work activities, or plant or substances for use at work.
 - You must take reasonable steps to ensure your own safety, health, and welfare in the workplace. You also have a duty of care to both fellow employees and members of the public.
 - As a worker you have the following obligations at the workplace:
 - To comply with the instructions given by IEL for workplace health and safety at the workplace
 - To use personal protective equipment, provide by IEL for your use is you have been properly instructed in its use
 - Not to wilfully or recklessly interfere with or misuse anything provided for workplace health and safety at the workplace.
 - Not to wilfully place at risk the workplace health and safety of any person at the workplace; and
 - Not to wilfully injure yourself
 - Identify hazards and manage risks to health and safety
 - Perform all work safely and follow safe work practices
 - Report and incidents, near misses or hazards immediately and support investigations
 - Take corrective action to make safe the workplace, relevant workplace area or work activities and implement improvements safe; and
 - Participate in rehabilitation and return to work programs if required.

We must keep our workplace drug and alcohol free if we are to maintain the trust and confidence of our families and communities and ensure the health and safety of all employees. The use of drugs and alcohol can adversely affect productivity, attendance, and on-the-job safety. As such you must not:

- Use, possess or be impaired by effects of illegal drugs whilst on duty
- Come to work impaired by the effects of alcohol or drugs whilst on duty
- Consume alcohol while on duty or in the workplace other than strictly in accordance with the IEL Policy
- Gamble or bet on IEL premises (except for authorised sweeps and tipping competitions)

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- Undermine IEL’s service to children by leaving your room/ centre/ location in order to smoke (smoking is only permissible during meal breaks); and
- Smoke anywhere within IEL’s buildings, in IEL vehicles, in any enclosed spaces whilst on site or within areas where children or families may witness you smoking during work hours.

3. **BREACHES OF THE CODE** - IEL expects all employees whilst engaged in official duties to ensure they demonstrate basic standards of acceptable conduct as stated in this Code. All employees have the responsibility to comply with this Code of Conduct and all other policies which IEL implements and/ or varies from time to time. A breach of this Code of Conduct damages business effectiveness, public perception of IEL and interpersonal work relationships. Any act or lack of action by an employee of IEL that contravenes this Code may result in IEL taking disciplinary action against that employee, which may include termination of employment. All suspected breaches will be dealt with on a case by case basis.

In cases where a suspected breach of this Code is under investigation, and if Management deems it appropriate, any employee suspected of a breach of this Code may be suspended from duty on full pay until such time as the investigation has been completed.

All disciplinary action taken by IEL against an employee for found breached if this code will be dealt with in accordance with IEL’s Managing Underperformance and Disciplinary Action Policy.

4. **FURTHER ASSISTANCE** - If you read the Code and are still unsure of how it applies to you, it is important that you discuss this with your Manager. In most cases, they will be able to answer your enquires. If you have concerns about approaching your Centre Director, contact the next most senior person in your area.

5. **REVIEW** - This Code of Conduct will be reviewed annually during the HR Audit Program, through consultation with workplace participants and HR representatives, or when legislative requirements change, or in the event of a serious grievance occurring.

6. **VARIATIONS** - IEL reserves the right to vary, replace or terminate this policy from time to time.

7. **DECLARATION AND ACKNOWLEDGMENT** –

I _____ (employee name) hereby confirm that I received a copy of Insight Early Learning’s Code of Conduct

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