

Acorn Child Care Centres Policies and Procedures



4.1.2 Acorn Code of Conduct

Our Mission: *To provide outstanding childcare that nurtures and realizes the potential within each child.*

Our Values:

Respect – We value respect for it is the basic value that each person at every age needs to work, thrive and grow... Respect nurtures and allows personal growth at all ages.

Trust – We value trust in the workplace. Trust is essential to a productive, safe and inviting environment in which both children and staff are able to thrive and grow.

Wisdom – We value wisdom because its deliberate use allows us to grow to our full potential. Wisdom makes knowledge effective and leads to accountable words and actions.

Diligence – We value diligence to provide us with the ability to achieve. Working hard to do the right thing the right way which contributes to an ever higher standard of a nurturing environment.

Positive

Attitude – We value a positive attitude as the person who sends out positive thoughts activates the world around them positively and brings about positive results.

Integrity - We value integrity as it reflects an adherence to moral and ethical principles producing a soundness of moral character of which honesty is a core attribute. Integrity nurtures the growth of respect, trust, wisdom, diligence and a positive attitude in the workplace.

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From these values we expect all staff members at all times, to be able to:

- Carry out duties in a professional, responsible and conscientious manner
- Foster comradeship among Acorn staff members.
- Behave in a manner free from harassment and intimidation or overbearing, bullying or physically/emotionally threatening behaviour.
- Be alert to the sensitivities of others and refrain from behaviour which may cause offence.
- Respect the personal beliefs held by others.
- Maintain a standard of conduct free from negative discrimination.
- Behave in a way that upholds Acorn's values, integrity and good reputation.
- Respond to direction from those in authority in a respectful, cooperative manner.
- Adopt professional communication free from offence
- Treat all contacts with fairness
- Demonstrate professional and courteous behaviour and attitude in all dealings with customers and

other staff of Acorn

A Non-exhaustive list of examples of acceptable and nonacceptable behaviour

Meet expected Standard

Punctual

Efficient use of resources

Produce quality outcomes

Be safe

Accepting final decision with grace

Problem solving

Constructive communication

Respect others views

Adaptable to change

Active listening

Include all people

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Supportive

Polite and courteous

Approachable

Humble

Helpful

Cooperative

Confront/stop rumor mill

Take ownership of your role and responsibility

Admit mistakes/errors

Accept differences

Kind but firm

Acknowledge needs and feeling of others

Honesty

Reflective

Understanding consequences of words, actions and behaviours

Below expected standard

No care attitude

Talking behind others back

Ignoring

Gossiping and allowing gossip

Aggression

Speaking over the top of someone else

Involving others in conflict

Abdicating responsibility

Humiliating

Finger pointing

Blaming

Tardiness

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Laziness

Avoidance of work

Distracting others

Ignoring requests

Resource wasting

Resisting change

Undermining final decisions

Deceitful behaviour

Destructive Criticism

Procrastination---“Paralysis by Analysis”

Recalcitrance (Resistance, defiance, noncooperation, insubordination, rebellious)

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