

Statement of Values and Commitments

December 2005

Community Child Care's vision is to provide the best quality professional support to child care services to assist them to offer accessible, responsive and innovative high quality inclusive programs for children throughout Victoria.

In pursuing this vision we will adopt positive working relationships with all stakeholders including government, diverse communities, all child care services, experts and specialists, as well as other State Professional Support Coordinators.

Community Child Care Association Inc.

Ground Floor, 48 High Street
Northcote VIC 3070
Phone 03 9486 3455
Freecall 1800 177 017
Fax 03 9486 3271
Email recept@cccinc.org.au

www.cccvic.org.au

The Professional Support Coordinator is an initiative of the Inclusion and Professional Support Program, funded by the Australian Government

VALUES

Our dealings with all stakeholders are underpinned by the following values:

Accountability

Implement open and transparent decision making, adopt clear processes for engagement and communication and take a positive and responsive approach to complaints and suggestions for improvements.

Effectiveness

Use resources to enable high quality responsive and inclusive care for children, their families and the communities in which they live.

Inclusiveness

Provide appropriate, accessible support to individuals and services working with diverse communities to enable successful provision of quality care that embraces their varied and particular needs.

Integrity

Comply with government guidelines and reporting mechanisms, apply rigorous probity measures and adhere to national privacy principles.

Respect

Recognise and build on good practice, expertise and strengths that currently exist within the child care sector in Victoria.

Responsiveness

Provide services, information and support that is relevant, timely and accessible to child care services regardless of their geographical location, skill base or service type.

COMMITMENTS

As the Victorian Professional Support Coordinator we make the following commitments:

- To plan and deliver best practice support guided by evidence based research regarding current and emerging needs and issues.
- To provide a comprehensive range of generalist and specialist training and information resources and supports.
- To use a diversity of flexible professional training and support methods and techniques that respond to the support needs of child care services throughout Victoria.
- To work collaboratively with the Children's Service sector where working together results in positive developments and outcomes.
- To work with all stakeholders, including government and experts, to ensure our professional support is continually developing innovative services of the highest quality in Australia.
- To regularly monitor, evaluate and report on our performance to ensure continuous improvement to the quality of professional support for child care services in Victoria.

Code of Conduct for Professional Support Service Providers

October 2008

Community Child Care Association Inc.

Ground Floor, 48 High Street
Northcote VIC 3070
Phone 03 9486 3455
Freecall 1800 177 017
Fax 03 9486 3271
Email recept@cccinc.org.au

www.cccvic.org.au

The Professional Support Coordinator is an initiative of the Inclusion and Professional Support Program, funded by the Australian Government

STANDARDS

Providers must operate and deliver all services provided through the Program in a way that:

- Demonstrates honesty, integrity and diligence;
- Does not bring the Program, the PSC, DEEWR or other Providers into disrepute;
- Is not misleading or deceptive;
- Positively promotes and raises the profile of the Program in all public forums including network meetings, conferences, printed materials etc; and
- Does not exploit the Program for the Provider's own political, commercial or personal gain.

Providers must demonstrate a high standard of professionalism by:

- Ensuring all products and services produced through the Program are accurate and relevant to the needs of the sector;
- Maintaining an appropriate level of professional knowledge including changes to legislation and current sector issues;
- Ensuring all staff involved in the delivery of training hold the appropriate qualifications;
- Refraining from expressing political views during delivery of contracted services; and
- Ensuring company/organisational policies and personal opinions are clearly identified as not necessarily being those of the PSC, DEEWR or other Providers.

Providers must ensure all Participants:

- Have open access to the PSC's complaints procedure;
- Are treated with respect, courtesy and dignity; and
- Are provided with equal opportunity to access services, including those participants with a disability and/or culturally and linguistically diverse participants.

PURPOSE

Community Child Care Association Inc, as the Professional Support Coordinator has established acceptable standards of conduct for all Providers associated with the delivery of services under the Inclusion and Professional Support Program. The principles underlying the Code of Conduct are:

- The conduct of Providers reflects on the reputation of the Program.
- All Participants of the Program are entitled to fair, ethical, honest and non-discriminatory treatment.

DEFINITIONS

DEEWR	is the Department of Education, Employment and Workplace Relations.
Participant	refers to any person representing an eligible child care service, accessing products or services provided through the Program.
Provider	refers to all Sub-contractors, their employees and any representative of their company/organisation.
PSC	is the Victorian Professional Support Coordinator, Community Child Care Association Inc, Victoria.
Program	is the Inclusion and Professional Support Program.