

SENNIES is committed to providing the highest level of care for children and families. Our Sennies are expected to uphold the following standards of conduct:

Availability and Commitment

- Be transparent and communicative regarding your availability and ability to commit to a job, trial, or interview.
- Provide accurate information and necessary documents, and respond to all communications in a timely manner.

Professionalism

- Model appropriate behaviour and language.
- Avoid discussing inappropriate topics in front of children.
- Use appropriate language when with children.
- Maintain a clean, tidy, and comfortable appearance.
- Do not smoke or drink alcohol during working hours or around children.
- Arrive early and on time for work.
- Maintain a professional relationship with families.
- Avoid personal discussions during working hours.
- Focus on fulfilling the role as a Sennie.

Communication

- Communicate with your employer(s), including their extended family and household members, in a respectful and courteous manner.
- Strive to develop an open, respectful, and communicative relationship with families.
- Keep the family informed of the child's progress.

Cultural Sensitivity

- Respect and work within the cultural values and beliefs of families.

Support for Families

- Support the relationships of the children and their families, and support families in their roles raising their children.
- Work collaboratively with families to provide quality care for their children.

Relationship with the Child

- Establish a positive, supportive relationship with the child.
- Be familiar with the specific needs of the child.
- Provide individualized support that is tailored to the child's needs.
- Be attentive to the child's physical, emotional, and developmental needs.
- Provide a safe and secure environment for the child.

Care of Property

- Take care with the family's possessions and property, and report any accidental damage to the family as soon as practicably possible.

Diplomatic Concerns

- Respond to or raise concerns with families respectfully and diplomatically, with the aim to come to a resolution that all parties are comfortable with.

Confidentiality

- Maintain confidentiality and respect the families' right to privacy at all times.

Social Media

- Refrain from sharing photographs of or details about children on social media without the written consent of the family.

Childcare Focus

- Your primary role is childcare. You are not expected to complete heavy household chores unless otherwise stated in your contract.
- Be proactive in terms of how you can use your role to better support the whole family. Offer to take charge of the schedule and be supportive in structure and organization, as well as childcare.

Flexibility

- Be flexible in your approach and adaptable to suit the needs of the entire family. Offer to be helpful and supportive in any way you can.

Cancellation Policy

- Honour your commitment to the family once you have agreed to undertake work.
- Failure to attend or cancellation of work with less than 48 hours' notice could result in payment being withheld and/or liability for loss of earnings to SENNIES.
- If your employment is cancelled without proper notice, you may be entitled to compensation for loss of earnings.
- All Sennies should commit to working in a role for one year (unless a temporary or contracted role). Failure to commit for one year or being dismissed before a year's service may result in termination of any future employment through a SENNIES introduction

Continuous Professional Development

- Stay current with best practices and research.
- Engage in ongoing learning and development opportunities.
- Seek new learning experiences and opportunities.

Expectations for Sennies

- Demonstrate a commitment to the role of a Sennie.
- Be reliable and consistent.
- Attend required training and meetings.
- Be open to feedback and willing to learn and grow.
- Follow policies and procedures.
- Keep accurate records and documentation.

Reporting Accidents and Injuries

- Report any accident or injury to the family as soon as practicably possible.

Working with Teams

- Communicate effectively with other staff members and team members.
- Collaborate with other staff members and team members.

Fitness and Mental Health

- SENNIES understand the physical and emotional demands of providing one-on-one care for a child with special needs. As such, it is important to be physically fit and mentally stable to provide the best possible care. Your employers may request proof of physical fitness and may ask about your mental health to assess your suitability for the role if it is offered. If at any time during employment, you are struggling with physical or mental health issues that may affect your ability to provide the necessary care, you must inform the family immediately. The family and SENNIES will work together to provide support and, if necessary, arrange for additional assistance.

If you have registered with SENNIES, you have agreed to adhere to this Code of Conduct