

EXTERNAL PROVIDER AND VISITOR - CONDUCT

GUIDELINES (Code of Conduct)

First Five Early Learning is a Child Safe Organisation. We uphold a duty of care to protect and promote the safety and wellbeing of children. As a visitor to this site, you acknowledge your obligation to keep children safe and protect them from harm.

External Service Provider and Visitor Conduct Guidelines works in conjunction with our Service's *Enrolment Policy, Dealing with Complaints Policy, Privacy and Confidentiality Policy, Family Handbook* and the Early Childhood Australia Code of Ethics. *External Service Providers and Visitors Guidelines* are in place to emphasise the commitment and ethical responsibilities each individual adopts when visiting a First Five Early Learning Service.

AIM

The aim of the *External Service Provider and Visitor Conduct Guidelines* is to provide information to all Visitors and for the Service to develop clear and effective methods of communication to support the building of genuine partnerships and adopt appropriate and expected behaviour for visitors.

It is anticipated that all stakeholders within the Service will demonstrate the following qualities during their interactions:

- Honesty
- Integrity
- Inclusivity
- Democracy
- Respect
- Confidentiality

ON ARRIVAL

You are required to:

1. **Show photo ID to centre management. (Digital ID's is to be emailed to the centre email)**
2. **Show your Working with Children Check (card) to centre management who will obtain a copy and keep on file. (Where you do not have a WWCC a copy of your photo ID will be taken and kept on file)**

3. **DO NOT** enter any area of the centre past reception without clearance from a member of the management team.
4. Wear visible identification for the duration of your visit. A visitor lanyard will be provided where you do not have your own visible Identification to wear. (If safe to do so for trades while on site)
5. No phones or personal devices of any kind are be taken into areas where there are children.
6. If photos are required for maintenance purposes, please seek out a management team member to assist you with this. Photos from the service **CAN NOT** be taken on personal devices at any time.
7. Sign in on the Kiosk using the 'Visitor Log' on arrival providing full name, contact number and reason for your visit.
8. Read and acknowledge the External Service Provider and General Visitor statement located next to the 'Sign in and out' kiosk.
9. 'Sign out' off the Kiosk on departure.

Note: If you do not hold a current Working with Children card or wear visible identification, you accept you will be supervised for the duration of your visit.

DURING YOUR VISIT

RESPECTING OUR EDUCATORS

We request that all stakeholders involved with the Service are respected. This includes respect for our educators, respect for the children and respect for the families.

All decision making comes from the perspective of: *What's best for the children.*

All *External Service Provider and Visitors* are expected to model appropriate behaviour and suitable conduct when interacting with children and staff at our Service, either written or spoken. This includes bad language, raised voices etc. in children's spaces.

If the behaviour of an *External Service Provider or Visitor* within the Service is deemed threatening or violent, the Police may be informed.

COMPLAINTS OR GRIEVANCES

If there is an incident that has occurred that you are concerned with during your visit, we always want to hear and discuss the issue. We ask *External Service Providers or Visitors* to be mindful about discussing or talking about sensitive issues in front of others, including children.

CONFIDENTIALITY

Confidentiality is something we will not waiver on and expect the same from everyone entering the service.

Information, including personal information (addresses, telephone numbers, email addresses) will not be disclosed to any individual without obtaining prior written permission of the respective person, including educators, staff, family members and parents.

BREACH OF EXTERNAL SERVICE PROVIDER AND VISITOR GUIDELINES (CODE OF CONDUCT)

If *External Service Providers or Visitors* are consistently in breach of these guidelines and following an evaluation by the nominated supervisor and/or the approved provider, may result in the permanent exclusion from the Service.

Full Name: _____

Signature of Acknowledgement of External Provider and Visitor Conduct Guidelines (Code of Conduct):

Date: _____

Management Name: _____

Management Signature: _____

Date: _____

(To Be Kept on File at the Service)