Families and Visitors Code of Conduct

PURPOSE AND BACKGROUND

(1) To state our standards and expectations for the conduct of families and visitors at our service

(2) This Code helps us to have a safe, respectful and positive environment at our service

FAMILIES AND VISITORS CODE OF CONDUCT

(3) The Families and Visitors Code of Conduct – full version is at **Appendix A;** a quick summary version is at **Appendix B**

(4) It provides examples of the behaviour we want families to engage in, and the behaviour that is unacceptable

(5) Engaging in unacceptable behaviour is a breach of our Code and may result in action being taken against the person who is responsible

CODE COMMUNICATION, TRAINING AND MONITORING

(6) Families are given access to this Families Code of Conduct and related documents at the time of their child's enrolment

(7) The approved provider and nominated supervisor provide information, resources and support regarding the Families Code of Conduct

(8) The approved provider and nominated supervisor monitor behaviour at our service. Breaches of this Code are taken seriously

(9) Families are notified in line with our obligations under the *National Regulations* when changes are made to our policies and procedures

RELATED DOCUMENTS

Key Policies	Child Safe Environment Policy | Child Safe Code of Conduct | Staff Code of Conduct | Visitors Policy | Child Protection Policy | Complaint Handling Policy | Family and Community Partnerships Policy | Technology and Device Use Policy | Tobacco, Vape, Drug and Alcohol Policy | Work Health and Safety Policy | Privacy and Confidentiality Policy | Technology and Device Use Policy | Photography and Video Policy | Social Media Policy

POLICY INFORMATION

The policy will be reviewed annually by:

- Management
- Employees
- Families
- Interested Parties

POLICY REVIEWED	October 2026	NEXT REVIEW DATE	October 2027

Version	Date of release	Summary of changes
3.0	May 2026	Revised to be consistent with Photography and Video Policy regarding photography by families and visitors Note amendments made to the Appendix B, also
2.0	August 2025	Revised to incorporate NQF regulatory changes beginning 1 September 2025
1.0	May 2025	New stand-alone code of conduct to complements our Child Safe Code of Conduct and outline expected behaviour from parents, families and visitors

APPENDIX A

Families and Visitors Code of Conduct – full version

Guiding principles

As families, we:

- Support the service's philosophy and values, and are committed to maintaining a positive, respectful, inclusive and child safe culture in which diversity is celebrated
- Uphold the rights and dignity of children, other families and staff members
- Prioritise and promote the safety, health and wellbeing of ourselves and others at the service
- Engage in open, accessible, respectful and effective two-way communication with others
- Have zero tolerance for bullying, harassment, sexual and sex-based harassment, unlawful discrimination, victimisation, vilification, violence or aggression
- Raise concerns appropriately, respectfully and productively

Positive relationships

DO:

- Speak and behave respectfully at all times
- Use polite spoken and written language at all times, including during disagreements or complaints
- Collaborate with educators in making decisions on children's care and education. Understand that, at times, compromises may be necessary
- Respect the privacy and confidentiality of families, children, visitors and staff
- Treat all members of our community equally, respectfully and fairly, regardless of race, gender, sexuality, disability, culture, religion, age or family structure
- Support us in providing an inclusive and culturally safe environment that celebrates the diverse backgrounds, abilities, circumstances, views, beliefs and values of everyone at our service
- Raise any concerns or complaints with your child's educators or through our service's Complaint Handling Policy and Procedure

DON'T

- Engage in any unacceptable behaviour (either in the physical or online environment), such as using offensive, aggressive, threatening, intimidatory language or abusive language, or bullying, harassment, sexual harassment, unlawful discrimination, physical aggression
- Make negative comments or gossip with other members of our service's community (including on social media)

Child safe environment

DO:

- Support us in creating a child safe environment that upholds the rights of all children to be safe, heard, and respected (see our Child Safe Environment Policy)

- Always act respectfully and appropriately around children and do not have physical contact with any child at the service who is not your own
- Report any concerns (including suspicions or disclosures) about the safety or wellbeing of a child at our service to a staff member or the nominated supervisor
- Respect our legal and ethical obligations to follow child protection laws, including the mandatory reporting of harm or risk of harm to a child
- Supervise your own child while on the premises, unless they are signed in and under our care
- Supervise any other children in your care who are not enrolled in the service (e.g. siblings), and don't allow them to use service equipment or be left unaccompanied at any time
- Follow all directions from staff regarding phone or other device use while at the service

DON'T:

- Condone or engage in any activity that harms or risks harm to a child, including inappropriate conduct
- Use physical discipline, corporal punishment or aggressive behaviour towards any child while at the service, including your own
- Have any personal devices capable of capturing, storing, or transmitting images in your possession or control if you are working directly with children at our service, including as a volunteer
- Capture, store or transmit images, videos or audio recordings of children, staff or other families and visitors at the service on any device unless you are authorised to do so and have the relevant consent
- Share (e.g., on social media, via email or messaging apps) images, videos or any identifying information about children, staff or other families without the relevant consent

Health and safety

DO:

- Take good care of your own health and safety, and that of others
- Respect our safety rules, hygiene protocols and illness exclusion periods
- Comply with any reasonable instruction that our staff give to you about health and safety

Alcohol, drugs, vapes and tobacco free environment

DO:

- Respect our legal and ethical obligations to have an alcohol, drug, vape and tobacco free environment for children

DON'T:

- Attend the service if you are affected by alcohol or illicit drugs (including misused prescription medication)
- Bring alcohol, illicit drugs, or tobacco or vaping products onto the premises
- Smoke or vape at our service at any time

Cooperate with policies and procedures

DO:

- Follow all relevant service policies and procedures, including for child safety, enrolment, attendance, delivery and collection of your child, fees, behaviour guidance, photography, medical conditions, infectious diseases, immunisation, medication, authorisations, clothing and sun protection, and food and nutrition
- Notify us as soon as possible of any change to your child or family's circumstances, such as contact details, authorised persons, court orders, medical conditions, immunisation status, health and wellbeing etc

Gifts, benefits and hospitality:

DON'T:

- Offer staff gifts, benefits or hospitality that exceed $500
- Offer staff cash or cash vouchers (e.g., Visa gift cards) of any value
- Offer any gifts that may influence, or give the impression to influence, any decision by a staff member

Breaches of this Code of Conduct

Report breaches or suspected breaches of our Families and Visitors Code of Conduct to nominated supervisor and/or approved provider either in person, by telephone or via email.

Staff must follow our Child Protection Policy and Procedures if the breach relates to harm or risk of harm to a child.

Breaches and suspected breaches will be taken seriously and dealt with quickly, fairly, transparently and according to our relevant policies and procedures, including our Complaint Handling Policy and Procedure.

Families or visitors who breach this Code may have action taken against them, such as formal warnings, denied access to our premises, suspension/termination of enrolment.

We may consider the following factors when deciding what action to take: the seriousness of the breach, the likelihood of the breach happening again, whether the person has committed the breach before, the risk of the breach to others health and safety, and other relevant circumstances.

Depending on the breach, we may need to refer the matter to the police and/or another relevant authority.

APPENDIX B

RESOURCE: Families and Visitors Code of Conduct – summary version

A full version of our Families and Visitors Code of Conduct is available on request

PLEASE:

- Be respectful – speak politely, listen to others, and use appropriate language
- Support our educators in caring for your child – work collaboratively and raise concerns respectfully
- Help us maintain a child safe environment – act appropriately around children and report any safety concerns
- Follow our health and safety rules – keep your child at home if they're unwell, follow staff instructions, and help keep our service safe for everyone
- Follow our policies and procedures – including those for drop-off, pick-up, fees, health, hygiene, medication, food and drinks, clothing, and enrolment updates
- Be fair and inclusive – treat all members of our community with kindness and respect, regardless of their background or abilities
- Keep our service alcohol, drug, tobacco and vape free

DON'T:

- Subject any child to inappropriate conduct or inappropriate discipline at the service, including your own
- Act aggressively or offensively towards anyone
- Threaten, bully, harass, or discriminate against anyone
- Gossip or make negative comments about staff, families or children
- Have personal devices in your possession or control if you are working directly with children at our service, including if you are volunteering
- Capture, store, transmit images, videos or recordings of children or adults at our service on any device unless you are authorised to and have the relevant consent
- Share the private information of staff, other families or children
- Smoke, vape, or consume/be affected by alcohol or illicit drugs at our service
- Offer staff money, or any gift valued at more than $500