

# Parent and Visitor Code of Conduct

WESS OSHC aims to provide a safe and healthy workplace for all employees and a safe and supportive learning environment for all children. As such, WESS OSHC has a zero-tolerance policy towards any rude or threatening behaviour from parents or visitors.

## Parents and Visitors will:

- Parents and visitors are to communicate with staff in a respectful, non-passive-aggressive manner, at all times, and across all communicative means (including text, email, phone-call, and face-to-face), with consideration for verbal and non-verbal language.
- Swearing, raising of voice and intimidating will not be tolerated in an communication, especially in the vicinity of children.
- Any comments or concerns on the operation of the service should be made to the Service Manager privately in the OSHC office and done so in an appropriate manner.
- Parents and visitors are to consider children's feelings, and protect them from witnessing heated discussion between any party.
- Parents and visitors are not to speak to other children regarding behaviour or any other issues. These matters are to be brought to the attention of the Service Manager or Management Staff who will manage the situation appropriately.
- Parents are required to provide the service with all relevant information regarding their children to enable the service to adequately fulfil our duty of care to all children.
- Failure to comply with the Parent and Visitor Code of Conduct will be reported to the P&C may affect access to the Service.

***Please Note:** Staff may ask a person to leave the premises if they feel intimidated in any way. Police may be called if the person does not respond and leave the premises.*