

For the purposes of this procedure:

- **Visitor:** Any person that spends an extended period time at a centre/site and is not:
 - A person entering a centre/site to deliver mail, resources or materials.
 - A person who is a contractor, student or volunteer.
 - A person attending an event outside hours of operation.
 - A parent/guardian or authorised person attending a centre event or 'settling in' a child, dropping off and collecting a child.
- **Electronic Device:** Any device capable of capturing, storing, sharing or transmitting images, including but not limited to smartphones, wearable technology including smartwatches and smart glasses, tablets, cameras and computers.
- **Images:** Still photos and video recordings. Images of children are classified as personal information and are recorded, used, stored and archived in strict compliance with the Privacy and Confidentiality Policy and this procedure.
- **Restricted Person:** Under Queensland's Blue Card system, a "restricted person" is someone who is prohibited from applying for, renewing, or holding a blue card due to specific legal circumstances.

Responsibilities

The following pop-up Konnect visitor responsibilities and obligations have been prepopulated by the C&K Service Support team on behalf of branch centres. Affiliated centres copy and paste visitor responsibilities in appendix one into Konnect.

Visitors will:

- Follow instructions given by employees.
- Seek assistance from employees when needed.
- Follow employee instructions and displayed emergency procedures in the unlikely event of an emergency.
- Treat everyone with courtesy, respect, and dignity.
- Maintain appropriate physical, emotional and behavioural boundaries when interacting with children.
- Take reasonable care for the safety and welfare of yourself, children and others.
- Immediately let employees know of any safety concerns.
- Except for your own child/ren, you are **not permitted to:**
 - be in charge of children for any length of time
 - support a child's toileting
 - change a child's nappy
 - administer first aid and/or medication
 - record images (except for professional photographers engaged by the centre to take annual child, group and centre photographs)
- Respect the privacy and confidentiality of others by not disclosing, discussing, using or sharing private, personal, or confidential information.
- Sign in upon arrival and sign out upon their departure via Konnect (iPad) and acknowledge/confirm visitor responsibilities.
- **NEVER** bring unsafe items into the centre/site e.g. button batteries.
- **NEVER** enter centre if they are a restricted person under the Queensland Blue Card system.

Professional Photographers

Visiting professional photographers engaged to take annual child, group and centre photographs are permitted to use a camera capable of recording images, under the following strict conditions:

- The Centre Director/Nominated Supervisor must discuss and confirm the below conditions with the photographer prior to 'photo day'.
- Photographers provide the Centre Director/Nominated Supervisor a copy of their Blue Card prior to 'photo day'.
- The Centre Director/Nominated Supervisor must verify the photographer Blue Card via the Blue Card Services website prior to 'photo day'. The verification date must be clearly recorded on the copy of the Blue Card and retained on file.
- Photographers must obtain written consent from each child's parent/guardian prior to any photographs being taken. This is typically obtained as part of the photo ordering or purchasing process.
- Photographers must be directly supervised by a teacher or educator at all times while photographing children.
- Photographs must be taken in a manner that:
 - Respects each child's dignity, privacy, and cultural background.
 - Prioritises the health, safety, and wellbeing of all children.
 - Positively represents children and the centre.

- All other personal electronic devices and electronic storage devices (capable of recording, storing, sharing or transmitting images such) of photographers must be securely stored in staff-only or administrative areas ("non-licensed areas", not accessed or used by children) during photography sessions.
- Photographers must **NEVER** record or attempt to record images of children:
 - In bathrooms, toilets, nappy change areas, cot/infant sleep rooms, cubbies, or any location not visible to a centre staff member.
 - In a state of undress or not appropriately dressed e.g. in underwear, naked, or with genitalia or underwear exposed).
 - In any pose or context that could be perceived as sexualised in nature.
 - When injured, emotionally distressed, or experiencing a dysregulated state or behavioural escalation.
- The centre must retain all records related to the engagement of the photographer, including verified Blue Card documentation, on file for a minimum of three years from the date of the 'photo day'.

Centre Director/Nominated Supervisor or Responsible Person in Charge will:

- (Affiliate centre directors) Enter visitor responsibilities (as per appendix 1 of this procedure) in Kidsoft by: click Service > Settings > Konnect > Visitor Sign In/Out Terms and Conditions > enter text (appendix 1 of this procedure for text) > click save.
- Keep visitor personal information confidential and is only used for permitted business purposes e.g. being aware of who is physically present onsite at all times, if an incident occurs, during an emergency evacuation or lockdown, or to comply with legal and regulatory obligations.
- Instruct visitors to sign in upon arrival and sign out upon their departure via Konnect (iPad) and acknowledge/confirm their responsibilities as a visitor. When Konnect is unavailable, instruct visitors to complete the Visitor Register and refer to Visitor Responsibilities Poster.
- Inform 'first-time' visitors the location of emergency exits and assembly point(s), adult toilets and relevant facilities and their responsibilities during an emergency evacuation/lockdown.
- Complete periodic audits of 'Konnect Visitor Report' to determine visitor frequency. A visitor that attends the centre for 8 days or more within a calendar year may be classified as a *volunteer* or *external contractor working with children*. This classification requires additional administrative processes and suitability checks, including references and Blue Card checks. In such cases, this procedure must be implemented in conjunction with the branch centre Volunteer Procedure and Checklist or External Contractor Working with Children Procedure and Checklist.

Teachers and educators will:

- Directly supervise all visitors at all times.
- Ensure visitors remain in sight of teachers and educators at all times and are never be left alone with children under any circumstances or for any duration.
- Provide clear guidance and support to visitors, including outlining their responsibilities detailed in this procedure.
- Respond promptly and professionally to any questions visitors may have regarding their role, responsibilities or centre procedures.

Appendix 1 – Affiliate Centre Visitor Konnect Responsibilities and Obligations

Thank-you for visiting our centre.

As a centre visitor, I acknowledge I will:

- Follow instructions given by centre staff.
- Seek assistance from centre staff when needed.
- Know the emergency procedures, evacuation route and assembly point for this centre.
- Treat everyone with courtesy, respect, and dignity.
- Maintain appropriate physical, emotional, and behavioural boundaries when interacting with children.
- Take reasonable care for the safety and welfare of yourself, children, and others.
- Not bring unsafe items into this centre e.g. button batteries.
- Immediately let centre staff know of any safety concerns.
- Except for my own child/ren, I will not:
 - be in charge of children for any length of time
 - support a child's toileting
 - change a child's nappy
 - administer first aid and/or medication
 - record images, audio, and/or video of children, staff, and other visitors.
- Respect the privacy and confidentiality of others by not disclosing, discussing, using, or sharing private, personal, or confidential information.
- Sign out when you leave.
- I confirm I am NOT a restricted person under Queensland's Blue Card System.