

Intereach Children's Services

Visitors to the Service Procedure



Applies to	Intereach Family Day Care (FDC) and Intereach Out Of School Hours (OOSH)				
Policy	NQF Two: Children's Health and Safety Policy				
Version	2.0	Date approved	22/3/2023	Next review date	22/3/2026

1. Objective

Intereach Children's Services value the opportunity afforded by visitors to our service. During visits, Intereach as the approved provider ensures safeguards are in place to ensure the health, safety and wellbeing of the children.

2. Responsibilities

It is the responsibility of the Nominated Supervisor to:

- collaborate with educators and staff to monitor and implement Intereach policies and procedures in relation to visitors;
- ensure that children being educated and cared for by the service are adequately supervised, and the educator-to-child ratios are complied with at all times;
- take reasonable steps to ensure that co-ordinators, educators staff and volunteers follow the visitors to the service procedure; and,
- ensure visitors are adequately supervised at all time and health, safety and wellbeing of children at the services are protected.

It is the responsibility of staff and educators to:

- be aware of and to follow the *Visitors to the service procedure*;
- ensure that the record of visitors is kept and accurately includes the date, visitors name, signature arrival and departure time;
- ensure that children are not left alone with a visitor;
- ensure that visitors do not negatively impact the educational program;
- where possible prepare children and families for any visitors;
- allow professional access to the service at the discretion of the coordinator or management or when required by law to do so. Professionals include a Union Permit Holder, State and Australian Government Departmental Officers, Occupational Health and Safety inspectors, building inspectors and police officers;
- ensure the visitors record is made available on request to a child's parent; and,
- keep records of visitors to the service for three years after the record was made. (Refer to *Intereach data security and retention policy*)

It is the responsibility of volunteers and visitors while at the service to:

- sign into the service on the visitor record book and record date, time, their name, address, days and hours of participation etc; and,
- abide by the visitor's procedure at all times during their stay at the service.

3. Procedure

- The visitor's sign in record is easily accessible for all visitors entering the service.
- All visitors sign the visitor attendance record upon arrival and departure from the service. This practice assists during emergency evacuations and drills to ensure all visitors are accounted for. In addition, OOSH requires a pin pad entry through the security door to ensure educators and staff are aware of visitors accessing the building.
- Visitor's location is known at all times. Visitors will not be left alone with children under any circumstance.
- Visitors will not be given any direct responsibility of the children in care.
- Visitors must not impact the educators or staff ability to supervise children and provide a quality education and care program.
- Students on professional experience placements (e.g. from TAFE or university) are provided with relevant information and an induction to the service will be carried out.
- Visitors to the service are invited to support the children's educational program for example community resources such as police, fire brigade, etc. or children's family members with a skill or ability to share with the children.
- Any unwelcome visitor is asked to leave the service in a calm manner. If they refuse, the educator or staff member will call the police for support. No staff member/educator will try to remove the unwelcome person physically but will remain calm and keep the person calm as far as possible. (Refer to *Authorised Access to Children Procedure*)
- Families (and children's) view on visitors to the service must be respected and considered. Where concerns arise, these must be documented and communicated with the coordination unit immediately.
- Nominated Supervisors and coordinators will regularly check the visitors record during support visits and provide any guidance and feedback required.

3.1. Family Day Care

- Educators will inform families of all children in advance or as soon as reasonably practical where visitors will be accommodated at the FDC residence.
- A Working with Children Check must be provided to Educators where visitors will be present at the FDC residence for a period of 3 weeks or more. In the event that a visitor is present for (6 or 12months) they will be classed as a household member and will also require a National Criminal Check.

3.2. OOSH

- Where possible, visits by trades people are arranged during a time when children are not in care.
- Trades people must complete a contractor agreement prior to undertaking any work on Intereach premises.
- A risk assessment is completed for performers if remuneration is involved. Performers must provide a copy of their Public Liability Insurance policy.

4. Monitoring, evaluation and review

This procedure will be reviewed every three years and incorporate feedback and suggestions from children, families, educators, co-ordinators, volunteers, and students.

5. National Quality Framework

Element	Concept	Description
2.1.1	Wellbeing and comfort	Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's need for sleep, rest and relaxation.
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard
2.2.3	Child protection	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service
7.1.3	Roles and responsibilities	Roles and responsibilities are clearly defined, and understood, and support effective decision making and operation of the service.

6. Context

6.1. Standards or other external requirements	<p>Australian Children's Education and Care Quality Authority (2017). <i>National Quality Standards</i>.</p> <p>Australian Children's Education and Care Quality Authority (2017). <i>Guide to the National Quality Framework</i>.</p> <p>Department of Education, Employment and Workplace Relations. <i>Childcare Service Handbook 2018-2019</i>.</p> <p>Early Childhood Australia (2016). <i>Code of Ethics</i>.</p>
6.2. Legislation or other requirements	<p>Education and Care Services National Regulations consolidated 2017</p> <p>Education and Care Services National Law Act 2010</p>
6.3. Internal Documentation	<p>Authorised access to children procedure</p> <p>Providing a child safe environment Procedure</p> <p>Educator Agreement</p> <p>Incident, injury, trauma and accident book</p> <p>Monitoring, support, and supervision of FDC educators</p> <p>Assessment of FDC educators, and persons residing at the FDC residence</p> <p>Family Centre visitors sign in book – OOSH</p> <p><i>Intereach data security and retention policy</i></p>

7. Document Control

Version	Date approved	Approved by	Next review date
1.0	15/04/2020	R. Phillips - Acting Senior Manager, Children and Family Services	15/04/2023
2.0	22/3/2023	M. Piffero – General Manager Operations	22/03/2026