

# VISITOR POLICY

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## Mandatory – Quality Area 4

### PURPOSE

This policy provides guidelines to enable Eureka Community Kindergarten Association Inc. (ECKA) to:

- Ensure we effectively manage visitors who provide early intervention and education support to children and parents at an ECKA Early Education and Care Service.

### POLICY STATEMENT

#### 1. VALUES

Eureka Community Kindergarten Association Inc. (ECKA) is committed to:

- supporting collaboration with early intervention and education professionals, agencies and staff to enhance the learning and development opportunities of children, including specialised support for children with additional needs.
- ensuring the health, safety and wellbeing of each child at the service through consistent compliance with this policy and procedures when engaging visitors at the service.

#### 2. SCOPE

This policy applies to the Approved Provider, Nominated Supervisor, Person in Day to Day charge educators, staff, early intervention support visitors, parent support visitors, educational support visitors, parents/guardians, children and others attending the programs and activities of Eureka Community Kindergarten Association Inc. (ECKA).

#### 3. BACKGROUND AND LEGISLATION

##### **Background:**

Eureka Community Kindergarten Association Inc. (ECKA) values the participation of parents/guardians, early intervention and education professionals and agencies who support the learning and development of children and provide support and education to parents. “In genuine partnerships families and educators value each other’s knowledge and roles, communicate freely and respectfully and engage in shared decision making” (Early Years Learning Framework). Eureka Community Kindergarten Association Inc. (ECKA) aims to provide a range of opportunities for family members, visiting early intervention, education and parent support professionals and agencies to participate in programs and activities while adhering to clear guidelines regarding appropriate interactions and communication with staff, and other adults and children at the service (refer to Code of Conduct Policy).

##### **Legislation and standards:**

- Education and Care Services National Law Act 2010: Section 169
- Education and Care Services National Regs 2011: Regulations 123, 145, 149, 157, 355, 358, 360
- Equal Opportunity Act 2010 (Vic)
- Fair Work Act 2009 (Cth)
- National Quality Standard, Quality Area 4: Staffing Arrangements – Standard 4.1: Staffing arrangements enhance children’s learning and development and ensure their safety and wellbeing
- Occupational Health and Safety Act 2004 (Vic)
- Working with Children Act 2005 (Vic)

#### **4. SOURCES AND RELATED POLICIES:**

- National Disability Insurance Scheme (NDIS): Funding for people living with a disability
- National Disability Insurance Agency (NDIA): The independent statutory agency responsible for the implementation and overseeing of the NDIS
- Marrung Education Plan
- Australian Children's Education and Care Quality Authority (ACECQA): [www.acecqa.gov.au](http://www.acecqa.gov.au)
- National Early Years Learning Framework: <http://education.gov.au/early-years-learning-framework>
- Working with Children Check Unit, Department of Justice, Victoria: [www.justice.vic.gov.au/workingwithchildren/](http://www.justice.vic.gov.au/workingwithchildren/) Service policies
- Child Safe Environment Policy
- Code of Conduct Policy
- Complaints and Grievances Policy
- Delivery and Collection of Children Policy
- Determining Responsible Person Policy
- Inclusion and Equity Policy
- Interactions with Children Policy
- Occupational Health and Safety Policy
- Privacy and Confidentiality Policy
- Staffing Policy
- Supervision of Children Policy

#### **5. RATIONALE**

The Eureka Community Kindergarten Association will collaborate with parents/guardians, Education and early intervention professionals and agencies within the early childhood setting, to enhance the learning and development of all children and ensure parents/guardians partner in their children's development and create strong partnerships with agencies, community services, early intervention services, schools and relevant businesses.

#### **Visitors to early childhood services may include, but are not limited to:**

- those who are addressing a learning or developmental need, such as:
  - parent/guardians and community volunteers
  - invited speakers
  - sessional instructors/educators
  - other professionals including but not limited to Speech Therapists, Early Childhood Field Officers, Physiotherapists and other persons employed to deliver services under the National Disability Insurance Scheme (NDIS)
- children's services agents
- Department of Health and Human Services Child Protection Workers, and Victoria Police, see:
- Persons who are authorised to enter on to the ECEC premises, for a specific purpose (e.g. Worksafe or Environmental Health officers).
- Photographers
- Entertainers/Presenters

## 6. PROCEDURES

### The Approved Provider is responsible for:

- Development (in conjunction with Teachers, Educators and Parents) and monitoring of policies and procedures to be implemented at the service.
- accepting or rejecting a potential visitor to the service based on the circumstances of the service at the time, in consultation with the Nominated Supervisor
- ensuring that children being educated and cared for by the service are adequately supervised, and the legislated educator-to-child ratios are complied with at all times (Regulations 123, 355, 360) (refer to Supervision of Children Policy)
- ensuring that, where required, the Working with Children (WWC) Check has been read/sighted prior to the visitor's commencement at the service
- ensuring that the volunteer/visitors book is completed each time a visitor attends the service with details of name, days and hours of participation, reason for the visit and details of the Working with Children (WWC) Check
- ensuring that visitors are adequately supervised at all times, and that the health, safety and wellbeing of children at the service is protected
- approve requests from ECKA staff to have their own children visit the centre.

### Nominated Supervisors will:

- Collaborate with the Approved Provider to develop, monitor and implement ECKA policies and procedures
- negotiate times for visitors to visit the service in conjunction with the visitor and parents.
- ensure that visitors are adequately supervised at all times, and that the health, safety and wellbeing of children at the service is protected.
- ensure any ECKA staff requests to have their own children visit the service are approved by ECKA management.
- respect the views of parents and collaborate with parents/guardians to identify and document the early intervention requirements of their child and make decisions together about which early intervention professionals or agencies will enter the service to work with the child.
- be responsible for the early intervention and parent support visitors allowed into centre.
- ensure that all visitors are signed into the service and record their name, signature, the date and time, and the purpose of the visit. This is a minimum record of all visitors to the centre to be kept in the event of a centre emergency or any future investigation.
- ensuring that the staff record contains information for all visitors attending the service on a regular basis, with details of name, address, date of birth, days and hours of participation and details of the Working with Children (WWC) Check (Regulations 145, 147, 149)
- adhere to Child Safety Standards and ECKA's Child Safe Policy to ensure that visitors where required have the appropriate approvals to work with children
- ensure that any programs delivered by early intervention and parent support visitors are delivered in a manner that supports, enhances and promotes the principles and practices of NQF, EYLF and the services curriculum and pedagogy.
- include procedures for assessment and verification of the suitability of visitors to be in a location where children freely move about, learn and play. The evidence required is generally a working with children check (WWC Check); however if a visitor's occupation exempts them from the requirement to have a WWC check e.g. police officers, teachers, they must provide evidence to support their claim to an exemption

- any visitor who will be working with a child or children, must undertake all work in an area that is in clear view and under the supervision of at least one of the centre’s educators.
- In the case of invited speakers or sessional instructors, assess the potential benefits of different types of visits, and potential risks posed by visitors, whether the proposed visit is age appropriate, whether the proposed visit programs or content are consistent with the VEYLF and EYLF and whether parent permission is required for children to participate.
- communicate policies and procedures to visitors and parents, impose conditions on visitors, if required, and familiarise visitors with the centre’s routines, including the emergency management plan, (required for regular visitors)
- Complete an induction for regular visitors using the volunteer and student induction checklist. (Attachment 2 below). Induction is to be undertaken at each service the visitor visits. “Regular” means a visitor who comes to the service on several planned visits throughout their year.

**Induction procedure:**

1. Make visitors aware of the policies listed on the induction checklist (attachment 2) and answer any questions in relation to the policies.
2. Provide the visitor with a tour of the service and show them the evacuation procedure.
3. Ensure the visitor signs and returns the Induction checklist and give them a photocopy of the signed checklist.
4. Provide the visitor with a copy of the Visitor Policy Summary (attachment 1).

**Visitors, while at the service, are responsible for:**

- Signing into the service on the visitor/volunteer record recording date, time and reason for visit and if a regular visitor, complete a volunteer data form with details of name, address, date of birth, days and hours of participation and details of the Working with Children (WWC) Check (Regulations 145, 147, 149)
- for regular visitors (“Regular” means a visitor who comes to the service on several planned visits throughout the year): undertaking the induction process and completing an induction checklist (refer to Attachment 2) with the Teacher in charge, prior to commencement at the service.
- presenting a current WWC Check card or other notification, as applicable
- understanding and acknowledging the requirement for confidentiality of all information relating to educators and families within the service (refer to Privacy and Confidentiality Policy)
- complying with the requirements of the Education and Care Services National Regulations 2011 and with all service policies and procedures, including the Code of Conduct Policy, while at the service
- following the directions of Teaching staff at the service at all times to ensure that the health, safety and wellbeing of children is protected.
- any visitor who will be working with a child or children, must undertake all work in an area that is in clear view and under the supervision of at least one of the centre’s educators.
- informing the Teacher at the service of any concerns that may become apparent while working with children at the service.

## 7. EVALUATION

In order to assess whether the values and purposes of the policy have been achieved, the Approved Provider will:

- check visitor records on a regular basis to ensure details of visitors are maintained in line with all legislative requirements as outlined in the policy
- regularly seek feedback from everyone affected by the policy regarding its effectiveness
- monitor the implementation, compliance, complaints and incidents in relation to this policy
- keep the policy up to date with current legislation, research, policy and best practice
- revise the policy and procedures as part of the service's policy review cycle, or as required

## 8. ATTACHMENTS

- Attachment 1: Policy summary for visitors
- Attachment 2: Sample induction checklist for volunteers/students

**AUTHORISATION:** this policy was adopted by the Approved Provider of Eureka Community Kindergarten Association Inc. (ECKA) on 1/2/2017

This policy was reviewed 24/08/2020

REVIEW DATE: 1/082/2022

## ATTACHMENT 1.

### **POLICY SUMMARY FOR VISITORS**

#### **Purpose of this policy**

To ensure Eureka Community Kindergarten Association Inc (ECKA) Early Childhood Education Services effectively manage visitors who provide early intervention and education support to children and parents at an ECKA Early Education and Care Service.

#### **Visitors to early childhood services may include, but are not limited to:**

- those who are addressing a learning or developmental need, such as:
  - parent/guardians and community volunteers
  - invited speakers
  - sessional instructors/educators
  - other professionals including but not limited to Speech Therapists, Early Childhood Field Officers, Physiotherapists and other persons employed to deliver services under the National Disability Insurance Scheme (NDIS)
- children's services agents
- Department of Health and Human Services Child Protection Workers, and Victoria Police, see:
- Persons who are authorised to enter on to the ECEC premises, for a specific purpose (e.g. Worksafe or Environmental Health officers).

#### **Background**

Eureka Community Kindergarten Association Inc. (ECKA) values the participation of parents/guardians, early intervention and education professionals and agencies who support the learning and development of children and provide support and education to parents. "In genuine partnerships families and educators value each other's knowledge and roles, communicate freely and respectfully and engage in shared decision making" (Early Years Learning Framework). Eureka Community Kindergarten Association Inc. (ECKA) aims to provide a range of opportunities for family members, visiting early intervention, education and parent support professionals and agencies to participate in programs and activities while adhering to clear guidelines regarding appropriate interactions and communication with staff, and other adults and children at the service (refer to Code of Conduct Policy available on ECKA website. [www.ecka.org.au](http://www.ecka.org.au)).

#### **Legislation and standards relevant legislation and standards include but are not limited to:**

- Education and Care Services National Law Act 2010: Section 169
- Education and Care Services National Regulations 2011: Regulations 123, 145, 149, 157, 355, 358, 360
- Equal Opportunity Act 2010 (Vic)
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- National Early Years Learning Framework: <http://education.gov.au/early-years-learning-framework>
- Working with Children Check Unit, Department of Justice, Victoria: [www.justice.vic.gov.au/workingwithchildren/ Service policies](http://www.justice.vic.gov.au/workingwithchildren/Service_policies)
- Child Safe Environment Policy
- ~~Child Safe Policy~~
- Code of Conduct Policy
- Complaints and Grievances Policy
- Delivery and Collection of Children Policy
- Determining Responsible Person Policy
- Inclusion and Equity Policy
- Interactions with Children Policy
- Occupational Health and Safety Policy
- Privacy and Confidentiality Policy
- Staffing Policy
- Supervision of Children Policy

## **Visitors, while at the service, are responsible for:**

- Signing into the service on the visitor/volunteer record recording date, time and reason for visit and if a regular visitor, complete a volunteer data form detailing name, address, date of birth, days and hours of participation and details of the Working with Children (WWC) Check (Regulations 145, 147, 149)
- for regular visitors who make several planned visits per year: undertaking the induction process and completing an induction checklist with the Teacher in charge (refer to Attachment 2) prior to commencement at the service.
- presenting a current WWC Check card or other notification, as applicable
- understanding and acknowledging the requirement for confidentiality of all information relating to educators and families within the service (refer to Privacy and Confidentiality Policy)
- complying with the requirements of the Education and Care Services National Regulations 2011 and with all service policies and procedures, including the Code of Conduct Policy, while at the service
- following the directions of Teaching staff at the service at all times to ensure that the health, safety and wellbeing of children is protected.
- any visitor who will be working with a child or children, must undertake all work in an area that is in clear view and under the supervision of at least one of the centre’s educators.
- informing the Teacher at the service of any concerns that may become apparent while working with children at the service.

**ATTACHMENT 2.**

Induction checklist for volunteers/students/visitors

Name: \_\_\_\_\_ Date: \_\_\_\_\_

To be completed by all volunteers/students/visitors participating at Eureka Community Kindergarten Association Inc. (ECKA) and returned to the Nominated Supervisor prior to commencing at the service.

I understand the service is bound by policies and procedures in accordance with the National Education and Care Regulations and Laws and copies of the policies are available on the ECKA website. [www.ecka.org.au](http://www.ecka.org.au)

While I am at the service I will comply with:

- Code of Conduct Policy
- emergency, evacuation, fire and safety procedures and will note locations of fire extinguishers and emergency exits (Emergency and Evacuation Policy)
- Incident, Injury, Trauma and Illness Policy
- Dealing with Medical Conditions Policy, Asthma Policy, Anaphylaxis Policy, Diabetes Policy, Epilepsy Policy and Administration of Medication Policy
- Maintaining good hygiene practices (Hygiene Policy)
- Following daily routines
- following safe work practices (Occupational Health and Safety Policy)
- interacting appropriately with children (Interactions with Children Policy)
- reporting serious incidents and notifiable incidents to the Teacher in charge at the service (Incident, Injury, Trauma and Illness Policy, Complaints and Grievances Policy)
- reporting hazards in the workplace (Occupational Health and Safety Policy)
- child protection (Child Safe & Child Safe Environment Policy)
- privacy and confidentiality of information (Privacy and Confidentiality Policy)

I am aware of the non-smoking policy of the service and I have received and read a copy of the Visitors Policy Summary, outlining my responsibilities as a visitor.

The Nominated Supervisor, or delegated staff member at the service has given me a tour of the service and advised me of the evacuation procedure.

Volunteer/student/Visitor name:

\_\_\_\_\_  
Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Nominated \_\_\_\_\_ Supervisor's \_\_\_\_\_ name:

\_\_\_\_\_  
Signature: \_\_\_\_\_ Date: \_\_\_\_\_