

VISITORS TO A FAMILY DAY CARE RESIDENCE AND VENUE

Quality Area 2: Children's Health & Safety

Standard 2.2: Each child is protected

Quality area 7: Governance and Leadership

Standard 7.3: Administrative systems enable the effective management of a quality service

Education and Care Services National Regulations

149 Volunteers and students

153 Register of Family Day Care educators, coordinators, and educator assistants

154 Record of staff, family day care coordinators and family day care assistants

165 Record of visitors

166 Children not to be alone with visitors

PURPOSE

The Family Day Care service aims to ensure the safety and wellbeing of children enrolled at the service by having a process in place to accurately and securely record information about visitors to the Family Day Care Residence or venue. Adequate supervision of children must be maintained at all times children are being cared for in a service. The FDC Educator and / or educator assistant must ensure a child or children are NEVER left alone with a visitor

POLICY

Educators/ household members and visitors are aware of their roles and responsibilities and rights in relation to Child Protection in relation to service policies and the '*Child Safe Standards*'

EXPLANATION

A VISITOR TO A Family Day Care residence to venue is;

- A friend or family member over the age of 12 years who does not live at the residence
- A family who is looking to enrol in your service
- A person who is not authorised to deliver or a collect a child from care
- Service staff
- Students and volunteers
- A person representing a regulatory body in relation to an education and care service

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A Visitor to the service office is;

- A person who is not employed by the service

PROCEDURE

Records are kept at the Family Day Care residence or venue of every visitor to the residence or venue which occurs while children are being provided with education and care.

This is made available to ALL visitors

Educators can use the 'Visitors form' provided by the service or anything that covers the required information;

- Clearly identifies the address of the FDC Residence or venue and the Educator and/or Educator assistant for which the information is being collected
- Date of the visit
- The time the person arrived
- Name of the person
- Signature of the person
- Details of the visit (purpose ie. FDC home visit or tradesperson doing home repairs)
- Time the person is leaving
- Signature of the person

Visitors to the Office will complete a sign in form which includes;

- The address of the service office and organisation name
- The date the visitor attended the office
- Their full name and signature
- The time they arrived
- The purpose of their visit
- Their contact phone number (This is used for any required COVID tracing)
- Their signature and the time they leave

The approved provider of the Family Day Care Service will;

- Ensure FDC Educators are advised of their responsibility regarding the requirement to keep a record of all visitors to a FDC Residence or approved venue whilst children are

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being provided with Education and Care.

- Ensure all FDC Educators are aware of their legal responsibility to notify the Service Provider of any change in circumstances relating to a person whom resides at the FDC Residence and was previously considered to be a 'fit or proper person' to be in the company of children
- Ensure that FDC Educators are aware of their obligations to notify the Approved provider if any new person aged 18 or over intends to reside at the FDC Residence or a member of the FDC Educator's family turns 18 years
- Ensure any person who resides in the FDC residence who is aged 18 years and over has a current WWCC (Working with Children Check)
- Take reasonable steps to ensure that all FDC Educators and Educator Assistants, Staff and Visitors are aware of this policy

Family Day Care Educators and Educator Assistants will ensure;

- All visitors complete the 'Visitors sign in register'
- Ensure the record is accurate and is made available to a child's parent when requested
- The visitors record is kept in a safe and accessible location
- Visitors are under the direct supervision of the educator / assistant whilst they are at the FDC residence or venue
- Visitors are NEVER left alone with a child whilst at the service.
- Maintenance, repairs and visits by Tradespeople are planned for outside hours of the service whenever possible
- The Approved Provider is notified immediately of any change in circumstances relating to a person who resides at the FDC residence who was previously seen as a 'fit and proper person' to be in the company of children
- Social visits by friends and relatives of educators are kept to as minimum during hours that children attend the service
- All children using care are accounted for when a visitor leaves the premises

Visitors, students and Volunteers to the FDC Residence or venue will;

- Complete the *Visitor Register* upon arrival and departure for the FDC Residence or venue
- Provide identification where required
- Always remain under the direct supervision of the Educator or educator assistant

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- Adhere to instructions and guidance provided by the educator, approved provider, supervisor, or coordinator
- Always maintain confidentiality in regard to children, families and educator
- Always adhere to the Service's *Code of Conduct Policy* and *Child Protection Policy*
- Students and Volunteers will be approved by the service before entering a FDC residence or venue, having completed all the required documentation including their WWCC clearance
- Students will provide and display a poster and or; letter to families introducing themselves and outlining the reason for their placement

SOURCE

Australian Children's Education & Care Quality Authority. (2014).

ACECQA. (2021). Policy and Procedure Guidelines. *Visitors to FDC residences and venues while education and care is being provided to children.*

ACECQA. (2017). *Family Day Care Compliance Guide*. <https://www.acecqa.gov.au/sites/default/files/2019-06/FDC-ComplianceGuide-ApprovedProvider.pdf>

ACECQA. (2017). *Family Day Care Compliance Guide. Educator.*

<https://www.acecqa.gov.au/sites/default/files/2019-06/FDC-ComplianceGuide-Educator.pdf>

Education and Care Services National Law Act 2010. (Amended 2018).

Education and Care Services National Regulations. (2011).

Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2017).

Guide to the National Quality Framework. (2018). (Amended 2020).

National Quality Standard. (2018)

Associated Forms/information:

- Visitors Attendance Form
- Child Protection Policy
- Service code of conduct and policy
- Child Safe Standards 2022

Failure to comply with this policy may result in disciplinary action or termination of employment or registration as an educator