

# Visitors to FDC Residences & Venues while Education & Care is being provided to children

## Policy Statement

This policy acts to ensure that:

- We value the opportunities afforded by visitors to our service
- During visits, safeguards are in place to ensure the health, safety and wellbeing of the children
- Visitors to our Services are a valuable part of the program.

## Explanation

The Education and Care Services National Regulations require approved providers to ensure their services have policies and procedures in place in relation to visitors to FDC residences and approved venues.

There are a range of benefits from having visitors to FDC residences and approved venues:

- Families looking to enrol their children are afforded an opportunity to meet the Educator, learn about the educational program and view the premises
- Community members can contribute to the educational program
- Other FDC Educators and children provide an opportunity for the children at the service to build relationships with their peers and for the FDC Educator to meet with and learn from their colleagues
- Coordinators support the Educator in continuous improvement

## Definitions

A visitor to an Educator's Residence is a person that is not permanently living at the premises. A visitor at any approved venue is a person that is not the Educator.

### Visitors include:

- Service Coordinators
- Trades People
- Other people that may come into the Educator's Residence with the family
- Friends that drop in during the day, including friends of household members and other Educators
- Families that are at the Educators Residence or Approved Venue for a family interview whilst the children are in care
- People staying short term at the Educators Residence – not permanently residing there

**Policy Created**  
February 2016

**Policy Last Updated**  
May 2023

**Policy Review Date**  
May 2025

### **Visitors do not include:**

- Families that are signing children in and out of care
- Educators own family and permanent residents (if care takes place at the Residence)

### **Goals**

- To ensure the safety of children safeguards are in place and records kept of all visitors

### **Roles and Responsibilities**

#### **Approved Provider/Nominated Supervisor/Coordinators**

- Ensure that all Educators have accurate and up-to-date visitor records
- Provide Visitor Record forms for Educators to use
- Ensure Educators are aware of their duty of care in relation to visitors to a residence or venue, and that children are not left unattended with a visitor
- Ensure Educators keep the service informed of visitors to their home or venue and ensure that regular visitors obtain a volunteer Working With Children Check
- Ensure Educators keep the service informed if a visitor resides overnight and ensure that the visitor obtains a volunteer working with children check before visiting for a three week period, and a copy provided to the Service for Verification
- Keep Visitor Records for a minimum of seven years

#### **LINKS TO:**

- **Education & Care Services National Law**  
Section 170, 175
- **Education & Care Services National Regulations**  
165, 166, 168, 169, 170, 171, 172, 178
- **National Quality Standards/Elements:**  
1.1, 1.2, 1.3, 2.2, 4.1, 4.2, 5.1, 5.2, 6.1, 6.2, 7.1, 7.2
- **Child Safe Standards**  
1, 2, 3, 4, 5, 6, 7, 8, 9, 10

### **Educators**

- Keep an accurate record of all visitors to the residence or venue
- Ensure regular visitors to the home of venue obtain a Working With Children Check and provide a copy to the Service
- Notify the Service of any visitors who are to reside overnight at the home or venue
- Ensure all people residing for up to 3 weeks on the property where a Family Day Care Service is provided hold a Working with Children Check clearance. This includes people sleeping on a regular or frequent basis anywhere on the property, including a building, caravan, structure or vehicle

- Ensure all visitors to the residence or venue sign the record for visitors
- The record for visitors must include:
  - Date of the visit
  - Name of the visitor
  - Arrival time
  - Departure time
  - Signature of the visitor
- Be aware of their duty of care and not leave children unattended with a visitor to the residence or venue
- Make Visitor Records available to the Service upon request

### **Continual Monitoring and Improvement**

Continual improvement and monitoring will occur in the following ways:

- Incidental and planned consultation with families
- Approved Provider and Coordinators accessing current relevant information
- Approved Provider, Coordinators and Educators accessing current and relevant training
- Internal evaluation of incidences and the improvement of systems

### **SOURCES**

- Education and Care Services National Regulations - December 2021
- Education and care Services National Law - January 2022
- Guide to the Education and Care Services National Law and the Education and Care Services National Regulations - October 2017
- Guide to the National Quality Standard - January 2020
- Implementing the Child Safe Standards: A Guide for Early Education and Outside School Hours Care Services, NSW Department of Education, 2021
- A Guide to the Child Safe Standards, NSW Office of the Children’s Guardian, 2020
- ACECQA – FDC Approved Provider compliance responsibilities – October 2017
- Be You
- My Time Our Place: Framework for School Age Care in Australia
- The Early Years Learning Framework
- ECA Code of Ethics
- United Nations Convention on the Rights of the Child
- [Working with Children Check](#)

#### **LINKS TO OTHER POLICIES:**

- Assessment, Approval and Reassessment of Residences and Venues
- Child-Safe Environment
- Governance & Management
- Registration and Assessment of Educators
- Registration and Engagement of Educator Assistants