

VISITORS TO FAMILY DAY CARE RESIDENCE POLICY

Under the National Law and Regulations, an approved provider of a Family Day Care service must take all reasonable steps to ensure a record is kept of all visitors to a family day care residence or approved venue while children are being educated and cared for by an educator. This record assists services to clarify who is in attendance at a residence at any given time and ensures the continued safety of children who are being educated and cared for at the service. Although visitors are welcomed and encouraged into the service, it is imperative that supervision strategies are implemented to ensure children's safety at all times.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 7: LEADERSHIP AND MANAGEMENT	
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 educator assistants
164	Requirement for notice of new persons at residence
165	Record of visitors
166	Children not to be alone with visitors
168	Policies and procedures
169	Additional policies and procedures – family day care service
Sec 170	Offence relating to unauthorised persons on education and care service premises
Sec 175	Offence relating to requirement to keep enrolment and other documents
170	Policies and procedures to be followed
171	Policies and procedures to be kept available

172	Notification of change to policies and procedures
178	Prescribed enrolment and other documents to be kept by family day care educator

Victorian Child Safe Standards	
Standard 1	Organisations establish a culturally safe environment in which the diverse and unique identities and experiences of Aboriginal children and young people are respected and valued
Standard 2	Child safety and wellbeing is embedded in organisational leadership, governance and culture
Standard 3	Children and young people are empowered about their rights, participate in decisions affecting them and are taken seriously
Standard 4	Families and communities are informed, and involved in promoting child safety and wellbeing
Standard 5	Equity is upheld and diverse needs respected in policy and practice
Standard 6	People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice
Standard 7	Processes for complaints and concerns are child focused
Standard 8	Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training
Standard 9	Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed
Standard 10	Implementation of the Child Safe Standards is regularly reviewed and improved
Standard 11	Implementation of the Child Safe Standards is regularly reviewed and improved

RELATED POLICIES

Assessment Approval and Re-assessment of Approved FDC Residences and Venue Policy
 Curriculum Pedagogy and Education Policy
 Engagement and Registrations of FDC Educators Policy
 Engagement or Registration of FDC Educator Assistants Policy
 Keeping a Register of Family Day Care Educators Policy
 Monitoring Support and Supervision of FDC Educators and Assistants Policy
 Provision of Information Assistance Training to Family Day Care Educators Policy
 Student and Volunteer Policy

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 service. Adequate supervision of children must be maintained at all times children are being educated and cared for in a service. The educator and/or educator assistant must ensure a child or children are never left alone with a visitor.

SCOPE

This policy applies to the Approved Provider, Coordinator, Educators and Educator Assistants, children, families and visitors of the Family Day Care Service.

IMPLEMENTATION

The Family Day Care Service will develop and maintain a register of all visitors to a residence or approved venue whilst children are being educated and cared for. A visitor includes all persons who do not normally reside in an educator's residence. This includes, but is not limited to:

- Family Day Care Coordinators or person with management or control of the service
- Inclusion support workers
- Trades person (plumber, carpenter, electrician)
- Department of Education authorised personal
- House guest (staying in educator's residence)
- Children over the age of 13 years visiting the residence
- Authorised Office (Regulatory authority, SafeWork)

Visits by **students and volunteers** are to be registered in the Staff Record. (Reg 149).

The staff record must include the full name, address, date of birth of each student or volunteer. Each day the student or volunteer visits the service, the date and hours of participation must be included.

The Visitor's register must contain the following information as outlined in the National Regulations:

- Date
- Full name
- Time in and Time out
- Signature

A Visitor Register may also include:

- Reason for visit
- Company (if applicable)

The approved provider of a Family Day Care Service will:

- Ensure educators are advised of their responsibilities regarding the requirement to keep a record of all visitors to a Family Day Care residence or venue whilst children are educated and cared for at the service
- Monitor the Visitor Register regularly- including time of arrival and departure from the service
- Ensure educators are aware of their obligation to inform the Provider of any change in circumstance relating to a person who resides at the family day care residence and was previously considered to be a 'fit and proper person' to be in the company of children
- Ensure educators are aware of their obligation to inform the Provider if any new person aged 18 or over who resides, or intends to reside at the educator's family day care residence
- Ensure any person aged 18 or over who resides at the family day care residence holds a current Working with Children Check (WWCC) [or applicable in each state/territory]
- Ensure regular visitors to the service are aware of the need to complete a Working with Children Check (this includes volunteers and students over the age of 18)

Family Day Care educators and educator assistants will ensure:

- all visitors complete and sign the Visitors Register
- the Visitor Register is kept in a safe and secure location
- visitors are under the direct supervision of the educator or educator assistant whilst at the family day care residence or approved venue
- visitors (including students and/or volunteers) are never left alone with a child whilst at the service under any circumstance
- visitors, students and volunteers are dressed appropriately and behave in accordance with service policies
- the Provider is notified of any pending visits to the service by a trade's person
- any maintenance or repairs to the FDC residence is completed outside of normal operating hours as far as possible
- the Provider is notified of any change in circumstance relating to a person who resides at the family day care residence and was previously considered to be a 'fit and proper person' to be in the company of children
- the Provider is notified of any person aged 18 or over who resides, or intends to reside at the family day care residence
- social visits by friends and relatives of educators are kept to a minimum during hours that children attend the service

- all children registered each day are accounted for when a visitor leaves the premise

Visitors, students and volunteers to the Family Day Care Residence will:

- complete the Visitor Register upon arrival and departure of the FDC residence including times, dates and signature
- provide current identification- badge, photo ID
- provide a current Working with Children Check (WWCC) to educator
- provide a poster/letter to families to introduce themselves and outline the reason for their placement (students)
- remain under the direct supervision of the educator or educator assistant at all times
- adhere to the instructions and guidance provided by the educator/supervisor/coordinator
- maintain confidentiality at all times in regard to children, families and educator
- adhere to the service's Code of Conduct Policy and Child Protection Policy at all times
- participate in an orientation/induction to the service residence/venue (students)

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>

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)

Victoria State Government Health and Human Services. Creating child safe organisations:

<https://providers.dhhs.vic.gov.au/creating-child-safe-organisations>

[Western Australian Education and Care Services National Regulations](#)

REVIEW

POLICY REVIEWED BY	[NAME]	[POSITION]	[DATE]
POLICY REVIEWED	SEPTEMBER 2022	NEXT REVIEW DATE	SEPTEMBER 2023
MODIFICATIONS	- regular policy maintenance - removal of QR code for check in - link to Western Australian Education and Care Services National Regulations added in 'Sources' - minor formatting edits within text - hyperlinks checked and repaired as required		
POLICY REVIEWED	PREVIOUS MODIFICATIONS		NEXT REVIEW DATE
SEPTEMBER 2021	- Related Legislation added to align to ACECQA Policy and procedure guidelines (August 2021) - Policy name change to include 'venues' - Additional related policies added - Inclusion of why families would visit FDC residence/venue - Review of sources - mandatory COVID-19 vaccination information added for state/territories		SEPTEMBER 2022
SEPTEMBER 2020	- Additional regulations added - Section for visitors, students added - sources checked and new sources added		SEPTEMBER 2021
SEPTEMBER 2019	Inclusions to comply with Education and Care Services National Regulations Wording edits		SEPTEMBER 2020
MARCH 2017	Policy developed to adhere to Family Day Care Services		MARCH 2018