Bacchus Marsh Grammar

ELC POLICY

Early Learning Centre
Visitors Policy

Approved by the School Principal 11 December 2024

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Visitors Policy

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1 Purpose and Background

1.1.1 To set out how we manage visitors to our service to ensure the safety and security of children and staff

2 Scope

2.1.1 This policy applies to:

- 'Staff': the approved provider, paid workers, volunteers, work placement students, and third parties who work at our service (e.g., contractors, subcontractors, self-employed persons, employees of a labour hire company)
- Children in our care, their parents, families and care providers
- Visitors to our service

2.1.2 All visitors to our service are expected to comply with relevant service policies and procedures, including our Child Safe Code of Conduct

3 Definitions

3.1.1 The following definitions apply to this policy and related procedures:

- 'Visitor' is any individual entering the service who is not an enrolled child or a staff member at the service. Parents and authorised nominees (those who have prior written permission to collect children) are not considered visitors when they are routinely collecting or delivering children to the service
- 'Parents' includes guardians and persons who have parental responsibilities for the child under a decision or order of court
- 'Staff' refers to paid employees, volunteers, students, and third parties who are covered in the scope of this policy

4 Policy Statement

4.1 Identification and Authorisation

Visitor Identification

4.1.1 Visitors must report to our reception upon arrival

4.1.2 Visitors must present a valid form of identification (e.g., a driver's license/passport) unless they are known to staff and their identity can be verified

4.1.3 We also require tradespeople, officials and professionals (e.g., business representatives, allied health specialists, government officials, entertainers, photographers, trainers, and support workers) to show us their business card/credentials, unless they are known to staff

4.1.4 Visitors will be asked to wear a name badge that identifies them as a visitor

Working with Children / Vulnerable People Clearances

4.1.5 Visitors who are required to have working with children/vulnerable people check for the purpose of their visit must present us with proof of their valid, not prohibited status before their scheduled visit

4.1.6 We must verify the validity of all clearances before granting access to these visitors

4.1.7 Staff must follow our Recruitment, Induction and Training Policy, which includes our procedure for working with children/vulnerable people checks

Specialist and Professional Visitors

4.1.8 Specialists and professionals engaged to support a child (e.g., therapists, social workers, medical practitioners) must have written authorisation from the child's parents to access our service and engage with the child

4.1.9 Unless we have verified their working with children/vulnerable people checks, specialists and professional visitors will not be allowed entry to our service

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4.1.10 Authorisation must be documented in the child's records (e.g., in their education or support plan)

4.2 Sign In and Out Process

4.2.1 All visitors must sign in at arrival and sign out at departure. The log must include the visitor's:

- Full name and signature
- Contact information
- Purpose of visit
- Date and time of entry and exit

4.2.2 The visitor log is securely maintained and reviewed regularly by the nominated supervisor /Admin support for record keeping and safety compliance

4.2.3 Staff must instruct visitors on any relevant service policies or procedures, including our Child Safe Environment Policy and Child Safe Code of Conduct

4.3 Supervision of Visitors

4.3.1 Visitors must always be directly supervised by a regular staff member (not a volunteer, student or short-term third-party contractor) who is over 18 years old, unless they are otherwise authorised by the nominated supervisor and the child's parents to be unsupervised with a child (e.g., in the case of allied health professional conducting a private session with a child who has a valid and not prohibited working with children/vulnerable people check)

4.3.2 Family members should not be left alone with a child who is not their own

4.4 Electronic Device Use

4.4.1 Visitors must follow our Photography and Video Policy, which includes guidelines for parents and families taking photos and videos of children at our service

4.4.2 Visitors must not photograph, record or film any child, staff member or activity without the relevant consent

4.4.3 Visitors may not connect their electronic devices to our Wi-Fi or network

4.4.4 Specialist or professionals who need electronic devices for their work must ensure their devices are secure and authorised for use by the nominated supervisor or approved provider

4.4.5 Staff should be vigilant in supervising visitor's use of electronic devices, in keeping with the principles of the National Model Code for Taking Images or Videos of Children While Providing Early Childhood Educator and Care

4.5 Access for Parents

4.5.1 By law (National Regulations s 153), we must ensure that a parent of a child at our service can enter our premises at any time, unless allowing the parent's entry:

- Would pose a risk to the safety of the children and staff at our service
- Conflict with any duty of our staff under the Law, or
- Is reasonably believed by the nominated supervisor or approved provider to contravene a court order

4.6 Excluding Inappropriate Persons

4.6.1 Our service will not allow 'inappropriate persons' to enter our service

4.6.2 An inappropriate person is someone:

- Who may pose a risk to the safety, health and wellbeing of any child at our service
- Whose behaviour or state of mind or whose pattern of behaviour or common state of mind is such that it would be inappropriate for them to be on the premises with children

4.6.3 By law (National Law s 171), the regulatory authority may direct us to exclude a person whom they consider to be an 'inappropriate person' for as long as is deemed necessary

4.6.4 Emergency and Unscheduled Visitors

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4.6.5 Emergency personnel are exempt from the standard supervision and sign in requirements during an emergency, but must follow staff instructions to ensure safety and present identification on request if feasible

4.6.6 Unscheduled visitors must seek approval from the responsible person, nominated supervisor or the approved provider before being allowed to access to our premises

5 Principles

5.1.1 The safety and wellbeing of children in our care is our number one priority. We take every reasonable measure to keep them safe from harm in both physical and online environments

5.1.2 We communicate respectfully with families and communities, staff, children and visitors, ensuring that everyone is informed and contributing to a safe environment

5.1.3 All visitors must act according to our Child Safe Code of Conduct and other relevant policies and procedures

5.1.4 Staff are trained and resourced to be able to manage visitors and implement our procedures

5.1.5 We regularly review and update our policies and procedures to make sure they still reflect current best practices and address emerging risks

6 Policy Communication, Training and Monitoring

6.1.1 This policy and related documents can be found in our Policy Folder, Web site and OneDrive Policy folder

6.1.2 The approved provider and nominated supervisor provide information, training and other resources and support regarding the Visitors Policy and related documents

6.1.3 All staff (including volunteers and students) are formally inducted. They are access to, review, understand and formally acknowledge this Visitors Policy and related documents

6.1.4 The nominated supervisor> runs a professional development program for each staff member, which covers this policy

6.1.5 Roles and responsibilities are clearly defined in this policy and in individual position descriptions. They are communicated during staff inductions and in ongoing training

6.1.6 The approved provider and nominated supervisor monitor and audit staff practices and address non-compliance. Breaches to this policy are taken seriously and may result in disciplinary action against a staff member

6.1.7 At enrolment, families are given access to> our Visitor Policy and related documents

6.1.8 Families are notified in line with our obligations under the National Regulations when changes are made to our policies and procedures

7 Legislation (Overview)

7.1 Education and Care Services National Law and Regulations

Law	Description
s 165	Offence to inadequately supervise children
s 167	Offence relating to protection of children from harm and hazards
S170	Access for parents
Regulations	
s 157	Access for parents

7.2 Other Applicable Laws and Regulations

Act / Regulation	Description

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Work Health and Safety Act 2011	Describes the primary duty of care to people in the workplace

7.3 National Quality Standard

Standard	Concept	Description
2.2	Safety	Each child is protected
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazards
6.2.2	Access and participation	Effective partnerships support children's access, inclusion and participation in the program.
6.2.3	Community engagement	The service builds relationships and engages with its community
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

7.4 Early Years Learning Framework (EYLF) V2.0 / Victorian Early Years Learning and Development Framework

Outcome	Key Component
3: CHILDREN HAVE A STRONG SENSE OF WELLBEING	• Children become strong in their social, emotional and mental wellbeing

7.5 National Principles for Child Safe Organisations

Most relevant principles
Child safety and wellbeing is embedded in organisational leadership, governance and culture
People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice
Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed
Policies and procedures document how the organisation is safe for children and young people

8 Related Documents

8.1 Key Policies

Child Safe Environment Policy | Child Safe Code of Conduct | Delivery and Collection of Children Policy | Recruitment, Induction and Training Policy | Technology and Device Use Policy | Photography and Video Policy | Excursion Policy

8.2 Procedures

Roles and Responsibilities – Visitors (attached) | Visitors Procedure (attached) | Child Safe Environment Procedures (in Child Safe Environment Policy) | Delivery and Collection of Children Procedure (in Delivery and Collection of Children Policy) | Recruitment, Induction and Training Procedures (in Recruitment, Induction and Training Policy) | Excursion Procedure (in Excursion Policy)

9 Sources

Education and Care Services National Law and Regulations | National Quality Standard | National Model Code for Taking Images or Videos of Children

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10 Authorisation

ELC Document Name	**Visitor's Policy**	
Name of Reviewer: Approved Provider	**Principal Andrew Neal**	**Signature:**
Name of Reviewer: Nominated Supervisor	**Kerry Osborn**	**Signature**:
Date Revised	**December 2024**	

11 History

Date	Amendment
December 2024	1. New policy

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12 Appendix A: Roles and Responsibilities – Visitors

Approved provider responsibilities (not limited to)
Ensure our service meets its obligations under the *Education and Care Services National Law* and *Regulations,* including to: • Take every reasonable precaution to protect children from harm and hazards likely to cause injury, and ensure adequate supervision • Prevent unauthorised persons from remaining on our premises unless they are directly supervised by an educator or other staff member • Ensure parents have access to the service at any time their child is being cared for, unless allowing them to enter will breach the Visitors Policy
Ensure that our service's governance, management, operations, policies, plans, (including risk management/action plans), systems, practices and procedures for visitor management are appropriate in practice, up-to-date, best practice, and comply with all relevant legislation, standards and guidelines
Ensure this Visitors Policy and related procedures are in place and available for inspection
Take reasonable steps to ensure our Visitors Policy and related procedures are followed (e.g. through clear and accessible communication, and systemised inductions, training and monitoring of all staff – including volunteers, students)
Regularly review this Visitors Policy and related procedures in consultation with children, families, communities and staff
Notify families at least 14 days before changing this Visitors Policy if the changes will: affect the fees charged or the way they are collected; or significantly impact the service's education and care of children; or significantly impact the family's ability to utilise the service

Nominated supervisor / persons in day-to-day charge responsibilities (not limited to)
Ensure our service meets its obligations under the *Education and Care Services National Law* and *Regulations,* including to: • Take every reasonable precaution to protect children from harm and hazards likely to cause injury, and ensure adequate supervision • Prevent unauthorised persons from remaining on our premises unless they are directly supervised by an educator or other staff member • Ensure parents have access to the service at any time their child is being cared for, unless allowing them to enter will breach the Visitors Policy
Support the approved provider to ensure that our service's management, operations, policies, plans, (including risk management/action plans), systems, practices and procedures

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for visitor management are appropriate in practice, up-to-date, best practice, and comply with all relevant legislation, standards and guidelines
Implement this Visitors Policy and related procedures
Take reasonable steps to ensure our Visitors Policy and related procedures are followed (e.g. through clear and accessible communication, and systemised inductions, training and monitoring of all staff – including volunteers, students)
Regularly review and monitor visitor sign in log, and ensure it is maintained securely
Oversee visitor clearances, approvals, authorisations, identification, supervision and ensure all necessary working with children/vulnerable people checks are verified and show not prohibited
Contribute to policies and procedure reviews and risk assessments and plans in consultation with children, families, communities and staff. Support the approved provider to notify families of reviews and changes according to legislation and our policies and procedures

Educator / other staff responsibilities (not limited to)
Follow this Visitors Policy and related procedures, including for technology and device use and photographing and videoing children
Communicate to visitors about our requirements for signing in and out, showing identification and proof of authorisation, following our relevant policies and procedures, and not taking photos or videos without consent
Directly supervise visitors at all times, in accordance with this policy. Do not allow visitors to be alone with children unless they have prior approval from the nominated supervisor and the child's parents
Report any concerns about visitor behaviour or device use to the nominated supervisor or approved provider
Contribute to policy and procedure reviews and risk assessments and plans, and participate in training and professional development opportunities on health and infection control

Visitors responsibilities (not limited to)
Sign in and out and show ID, where required
Provide us with a valid, not prohibited working with children/vulnerable people check if required
Provide us with written authorisation from a child's parent if you are required to

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	Do not take photos, videos or recordings of children, families or staff at our service without prior written permission in accordance with our Photography and Video Policy
	Do not remain alone with a child unless you are a family member of the child or have prior approval from the nominated supervisor and the child's parents
	Act according to our Child Safe Code of Conduct and other relevant service policies and procedures

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13 Appendix B: Procedure – Visitors

When to use this procedure

- When a visitor comes or intends to come to our service, including: parents, volunteers, students; prospective employees; training consultants; public officials; tradespeople; business representatives and salespeople; government officers; professional photographers; instructors; entertainers; emergency service officers; allied health professionals etc
- Parents and authorised nominees (those who have prior written permission to collect children) are not considered visitors when they are routinely collecting or delivering children to the service

1. Ask for required documentation **before** the scheduled visit for:
    - Visitors who are required to have a valid working with children/vulnerable people need:
        - A valid and not prohibited clearance, verified by us according to our procedures
        - If the person doesn't have the required clearance, they can only enter if a regular staff member will directly supervise them the entire time
    - Specialists or professionals (e.g., allied health professionals) who will be providing therapy/support to a child need:
        - Written consent from the child's parent. Visits need to be planned and in line with the child's support or education plan, or another written instruction from the child's parent
        - A valid and not prohibited working with children/vulnerable people check, verified by us according to our procedures
        - Approval from a parent and nominated supervisor if the session will be unsupervised
2. Welcome the visitor and ask about the purpose of their visit
3. Except for parents, check if the visitor is pre-approved:
    - Confirm if the responsible person, nominated supervisor, or approved provider approved their visit
    - If they don't have approval, then seek approval from the responsible person
4. If staff don't know the visitor, ask them to show photo identification, such as:
    - A driver's licence / proof of age card / passport
    - A work ID
    - Another official ID
    - Note, if the visitor is a regular and staff know them, you do not need to ask for ID
5. If the visitor is a tradesperson, official or professional that we don't know already, ask them to show their business card or some form of work credential
6. Show the visitor the electronic system and ask them to fill in:
    - Their full name and signature

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- Date and time of arrival
- Reason for the visit
- Their contact information
- Ensure they display their printed badge once sign in is completed so staff and children can easily identify them

7. Let the appropriate staff member know the visitor has arrived
8. Walk the visitor to their destination or ask another staff member to accompany them
9. Make sure the visitor is always with a regular staff member (i.e., not a volunteer, student or short-term contractor) while they are on the premises, unless they have prior approval to be unsupervised
10. Never leave the visitor alone with children, unless they are a parent and they are only alone with their own child, or a professional or specialist who has prior approval
11. Instruct the visitor on any relevant policies and procedures, if necessary. Make sure the visitor is acting in line with our Child Safe Code of Conduct
12. Ask the visitor to sign out when they leave and record the time of departure
13. Ask visitor to remove visitor badge
14. Additional notes:
    - If something unusual happens during the visit (e.g., the visitor doesn't follow rules or acts inappropriately), write down the details and tell the responsible person or nominated supervisor immediately
    - Emergency personnel, such as firefighters or paramedics, don't need to sign in during emergencies but should show ID, if it is feasible
    - Explain to the visitor if they want to take a photo or video of anyone at the service - children and adults - they need to have the relevant consent first (that is, from the adult themselves or a child's parent)

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