

9.10 Visitors Policy

The service seeks to provide an open and friendly environment, which values and actively encourages visitors. At the same time we recognise our Duty of Care to ensure a safe environment for children, families and staff, and we recognise our responsibility to protect and preserve our resources.

Visitors are defined as all people other than:

- Educators , staff members and the Approved Provider
- Children enrolled and attending the service; and
- Parents/carers involved in the task of delivering or collecting children from the service.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Child Protection Act 1999 and Regulations 2000*
- *Privacy Act 1988 and Regulations 2013*
- *Work Health and Safety Act 2011 and Regulations 2011*
- *Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011*
- *National Quality Standard, Quality Area 6 – Collaborative partnerships with families and communities*
- *Policies: 2.2 - Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm, 2.3 - Educator Ratios, 2.4 - Arrivals and Departures of Children, 2.11 - Including Children with Special/Additional Needs, 2.13 - Use of Photographic and Video Images of Children, 2.20 - Supervision of Children Policy, 3.1 - Educational Program Planning, 6.3 - Workplace Health and Safety, 7.2 - Drills and Evacuations, 7.3 - Harassment and Lockdown, 8.5 – Volunteers, 9.6 – Parent and Community Participation, 10.23 - Provision of Information, 10.24 - Privacy Policy*



Procedures

The service shall establish protocols and procedures that effectively monitor and manage visitors, whilst attending the service.

All visitors must report to the Currumbin Kids Club office on arrival at the service and sign the Visitors Register and/ or using the school's QR code (COVID safe Plan)

Visitors will be advised of any safety policies and procedures that may be relevant to the purpose and/or time of their visit.

Visitors to the service must comply with all relevant work, health and safety requirements.

All visitors will be accompanied or supervised by a staff member during their time in the service.

Any persons found unescorted on the premises will be asked by any staff member who observes them if they require assistance and then will direct the person back to the office. If the unescorted person becomes hostile, procedures as per the service's Harassment and Lockdown Policy (see policy 7.3) may be enacted.

All non-public access areas shall be marked by clear signage and/or entry shall be restricted by locked doors.

The service's emergency management procedures will ensure that any visitors in the service at the time of any emergency or practice drill are recognised and appropriately catered for.

Visitors to the service will not be privy to information of a confidential nature unless they have authority by law or written permission has been previously obtained from the family or staff member.

DATE DEVELOPED	DATE RATIFIED	DATE REVIEWED	DATE RATIFIED
May 2021	May 2021	July 2021	October 2021
		August 2024	August 2024