

## 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 via Xplor Hub or paper register.

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.

### **National Early Childhood Worker Register (from 27 February 2026)**

Approved Providers must enter and keep up to date information for everyone working or volunteering in their service. This register also extends to external providers (i.e. incursion activity providers) attending the service. Workers delivering activities or programs at an education and care service must be recorded in the Worker Register if they are working with children on the service premises. Examples include educational program providers, performers, etc.

External providers are required to provide the following information regarding their workers who will be attending Currumbin Kids Club prior to their site visit:

- **Legal Name:** the worker's full name as it appears on official identification (e.g. Blue Card (Working with Children's Check), drivers' licence, or other government-issued ID).
- **Date of birth:** the date of birth as it appears on the worker's official identification.
- **Former names, alternate names or aliases:** this includes any previous legal names (e.g. names prior to marriage, divorce, or legal change), commonly used aliases or alternate spellings and any other names that may appear on qualifications, training certificates or background checks.
- **Personal contact details:** these details must be the worker's own contact information, including their personal email address and at least one phone number (mobile or landline) – shared email accounts, workplace emails or generic service phone numbers must not be used.
- **Blue Card (Working with Children's Check):** a copy of the card is required to be kept in our digital and physical record; record full name, ID number, and expiry date in the Worker Register.

Other optional information includes the worker's qualifications (first aid, CPR, child protection/child safety courses, certificates, diplomas and/or degrees).

The Coordinator (or their delegate) will enter the information provided into the National Early Childhood Worker Register and update the register with the worker's cessation date upon the external provider concluding their visit at Currumbin Kids Club.

<b>DATE DEVELOPED</b>	<b>DATE RATIFIED</b>	<b>DATE REVIEWED</b>	<b>DATE RATIFIED</b>
May 2021	May 2021	July 2021	October 2021
		August 2024	August 2024
		April 2026	April 2026