



CHILDREN'S SERVICES

Visitors to the Service Policy

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1. Introduction

Coast Services Group Limited - Children's Services will ensure the safe and proper care of the children by having clear guidelines for any person who enters the premises of the service or is involved with the children in any way.

Children's Services are required to keep a record of visitors attending the service. In accordance with the Education and Care Services National Regulations and the Education and Care Services National Law.

2. Definition

Adequate supervision means that an Educator can respond immediately, including when a child is distressed or in a hazardous situation"

Professionals include union representatives, State and Australian Government Departmental Officers, Workplace Health and Safety Inspectors, Building Inspectors and Police Officers

3. Scope

This Policy applies to all Children's Services operated by Coast Services Group Limited (a wholly owned subsidiary of Coast Community Connections LTD) and our employees. This applies to Early Childhood Programs, Occasional Care, Out Of School Hours Care and Vacation Care programs and services.

4. Policy

- 4.1 Visitors will be invited to the service to stimulate the children's program. Visitors may include parents, other teachers or Educators, local business people, or emergency service personnel.
- 4.2 Visitors will not detract or distract from an Educator's purpose which is to provide education and care to children.
- 4.3 Educators should provide quality supervision including active involvement with children, even when visitors are at their service.
- 4.4 Educators will uphold the rights of young children and support their privacy during times such as toileting and nappy changing. Visitors will not be permitted to intrude on children during such activities.
- 4.5 Visitors to children's services will never be given direct responsibility of the children in care.

- 4.6 Children's services will allow professional access to the service at the discretion of the Educator or Management or when required to do so by Law.
- 4.7 Educators will organise any visits by trades people for a time when children are not in care.

5. Implementation and Procedure

- 5.1 Coast Community Connection LTD, Children's Services employees will:
 - 5.1.1 Ensure all visitors are supervised at all times whilst on premises. Visitors will not be left alone with children under any circumstance.
 - 5.1.2 Ensure all visitors sign the visitor's book upon arrival and departure from the service. The visitor's book will be collected for emergency evacuations and drills.
 - 5.1.3 Ensure that students on TAFE or University placements are properly inducted into the service and provided with relevant service information.
 - 5.1.4 Complete a risk assessment on performers for incursions by sighting a prohibited person declaration or a Working with Children Check clearance.
 - 5.1.5 Ensure performers provide a copy of their Public Liability Insurance to the Nominated Supervisor prior to the incursion.
- 5.2 In the event that an unwelcome visitor is present on a Children's Services site Educators will follow these steps:
 - Ask them to leave the service in a calm manner.
 - Supervisor upon refusal, may need to call the police to support the removal.
 - Ensure the safety of the children at all times.
 - No staff member/Educator is to try to physically remove the unwelcome person
 - Educators will remain calm at all times. (refer to lockdown procedure)

Other related policies and procedures

- Tobacco, Drugs and Alcohol Policy
- Child Protection Policy and Procedure
- Supervision Policy
- Child Safety Policy
- Emergency Evacuation Policy