

POLICY: 2.2 Child Protection

Procedure: 2.4 Visitors to the Educators Residence and Service Office

Visitors to the Educator's residence and the Service office are a normal and important part of the operations of the Service. This procedure guides staff and Educators to consider children's safety when visitors are present.

2.4.1 Linking to Policy

This procedural guidance should be read in conjunction with the Service's **2.2. Child Protection Policy** and will assist the Approved Provider, management, staff (Nominated Supervisors, Coordinators and administrative staff members), Educators (where appropriate Educator Assistants) and parents to implement this policy. The procedure covers:

[2.4.2 Children not to be Alone with Visitors](#)

[2.4.3 Record of Visitors](#)

[2.4.4 Risk Management](#)

[2.4.5 Record Keeping and Confidentiality](#)

2.4.2 Children not to be Alone with Visitors [R.166(2)]

Despite what children are taught about "stranger danger," most child victims are abused by someone they know and trust. This means Educators and Educator Assistants must be vigilant when visitors are present and in particular with those children who have the opportunity to build a strong attachment with the visitor.

Educators will:

- Ensure they **never leave any child in the care of a visitor**
- Ensure the visitor is aware that they **must not under any circumstances undertake any care related activities** with or for a child who is educated and cared for by the Educator/Educator Assistant as part of the Family Day Care Service. This includes but is not limited to bathing, nappy changing, toileting, assisting to put children to sleep or be left alone in a room without the supervision of the Educator [R.166(2)]
- Where maintenance on the residence or approved venue is being undertaken by a tradesperson, the children are located in a different area away from the visitor or the visitor will be supervised by the Educator at all times while in the presence of children
- Ensure at no time they leave a child in the presence of a visitor even for a short period. *Refer to 2.5 Supervision of Children Procedure* for some additional strategies

- If overnight child care is required, a risk management plan (see 4.4 Risk Management) will be completed.

2.4.3 Record of Visitors [R.165]

A visitor: Is a person visiting someone or somewhere, especially socially or as a tourist (Oxford English Dictionary).

For the purposes of this procedure, a visitor becomes **a resident after 30 continuous days of residing at the Educator's residence.**

- Visitors include:
 - o Coordination Unit staff
 - o Tradespeople
 - o Other people that may come into the Educator's residence with their family
 - o Friends that drop in during the day, including other Educators
 - o Educator's family members who do not reside at the Educator's residence
 - o Families that are at the Educator's residence for a family interview while children are in care
 - o People that are staying with at the Educator's residence short-term – not permanently residing.
- Visitors do not include:
 - o Families that are signing the children in and out on the attendance record
 - o Educators own family members or adults, who reside with them, and any permanent residents.

The Service staff will ensure:

- Educators and Educator Assistants are aware of their obligation to keep a record of visitors through training delivered as part of their induction to the Service
- Records are kept of all visitors to each Family Day Care residence or approved venue while children are being educated and cared for at the residence or venue as part of the Service [R.165(1)]
- Records are kept of all visitors at the Service office for at least 3 years
- Educators are provided with a Record of Visitors Form and trained on what information will need to be included on the record
- Educators know they must inform the Service of visitors who are staying overnight with them before their arrival and the estimated period of time they will be staying at the Educator's residence or approved venue
- Any visitor intending to stay overnight at the Educator's residence, details are added to the Service 'Register of Visitors Staying Overnight' record

- Educators are supported in completing a risk assessment for visitors to their Family Day Care residence if the visitor is staying less than 30 continuous days
- If it is likely that the visitor will exceed 30 continuous days, the Educator will be asked to provide the visitor's Working with Children Blue Card or the visitor will be asked to leave the Educator's residence until they hold and have supplied the Service with a positive notice (Working with Children Check and Blue Card)

- If the visitor is required to have a Blue Card, the individual will be added to the Educator register; and
- linked to the Service via Blue Card Services
- The Service staff will sign the Record of Visitors Form at each Educator's residence on visits and take the time to review the visitor's log to ensure all visitors have signed in and to ascertain the frequency of visitors who may require a Working with Children Check to be undertaken due to frequency
- Monitor the record book at each home support visit, and when required, arrange for another sheet to be given to the educator, should be sheet be nearing completion.
- The Record of Visitors Form collected from an Educator is kept on the Educator's file with the date on last entry noted; and
- is kept for 3 years.

The Educator will:

- Keep a record of all visitors to their Family Day Care residence or approved venue while children are being educated and cared as part of a Family Day Care Service [R.165(2)]
- Ensure where a visitor is staying overnight and is present while children are being educated and cared for, have signed the Record of Visitor Form
- Use the Record of Visitors Form supplied by the Service and ensure all required information is supplied. This record must include the following information:
 - o date;
 - o name and company details (if applicable);
 - o time in/out;
 - o signature.
- Send the completed Record of Visitors Form to the Service Coordination Unit to ensure that written records are kept for three years after the last record was made
- Make visitors aware of appropriate dress standards and behaviour when around children in care (*Refer to 1.5 Code of Conduct*)
- Inform the Service of any visitors who are staying overnight with them before their arrival and the estimated period of time they will be staying at their residence; and
- Collaborate with the Service Coordinator to complete a risk assessment for any visitor to their residence if the visitor is staying overnight and less than 30 continuous days. (*See 2.4.4 Risk Management*)

If it is likely that the visitor will exceed 30 continuous days, the visitor will be regarded as an adult residing at the residence and as such, must hold a Working with Children Blue Card or the visitor will be asked to leave and cannot return until they hold and have supplied the Service with a positive notice (Working with Children Check and Blue Card).

PLEASE NOTE: in the event a child is using overnight care, the Educator will refer to 2.5 Supervision Procedure for guidance.

2.4.4 Risk Management

The Service staff will:

- Through the induction process, discuss what adequate supervision (*2.5 – Supervision of Children Procedure*) looks like and highlight that a child being educated and cared for is not ever left alone with a visitor [R.166(1)]
- Ensure Educators are aware of the procedures for having visitors staying overnight concerning notification to the Service **before** this occurs; and
- Work with Educators to develop a risk management plan in the event of a visitor staying at the Educator's residence or approved venue overnight and where the visitor has direct contact with the children being provided with education and care by the Service.

Educators will:

Collaborate with the Coordinators or Nominated Supervisor to develop a risk management plan where visitors are present at their residence overnight.

This will include the following six steps:

1. Hazards are identified
2. Consideration to the risk to children in having visitors present
3. Identify the likelihood and consequences (Risk Matrix) *refer to 6.11 Risk Assessment and Management Procedure* **NEED TO ADD MATRIX**
4. Controls – what can be put in place – use hierarchy of control *refer to 6.11 Risk Assessment and Management Procedure*
5. Apply and reconsider – have the controls reduced the risk – consequences and likelihood
6. If this reduces the risk – implement and evaluate regularly to determine if any aspect of the plan has changed or when other hazards are identified.

2.4.5 Record Keeping & Confidentiality

The Educator and Coordinators will ensure:

- The visitor record being kept is accurate [R.178(2)] and Coordinators, through regular monitoring at home visits, will check accuracy
- All written visitor records are kept for three years after the record was made [R.183(2)(f)] at the Service office
- If the Educator ceases registration with the Service, the Educator must provide all documents to the Service office [R.178 (f) & R.179]. On cessation, the staff will be in touch with the Educator to arrange for drop off / pick up of records
- Information kept in a record required under the National Regulations is not divulged or communicated to another person other than in the circumstances outlined at Regulation 178 (4), 181 & 182.

Review

	Date	Details
Revision 00	07/2015	Original Policy Issued
Revision 01	12/2016	Reviewed
Revision 02	08/2017	Reviewed
Revision 03	11/2020	Reviewed and separated from Policy

Related Documents

Policies

2.2 Interactions with Children Policy

Procedures

2.5 Supervision of Children Procedure

10.7 Record Management and Storage Procedure

Forms

Record of Visitors

Register of Visitors Staying Overnight

Over Night Sleeping Risk Assessment Plan

References

Refer to 2.2 Interactions with Children Policy