



VISITORS TO FDC
SERVICES WHILE
EDUCATION AND CARE
IS BEING PROVIDED
POLICY
P4.0338.1

VISITORS TO FDC SERVICES WHILE EDUCATION AND CARE IS BEING PROVIDED POLICY

DIVISION: Sport, Community and Activation

BRANCH: Community Outcomes - Family Day Care

CATEGORY: 3

PART 1 - INTRODUCTION

1. BACKGROUND

- 1.1 The *Education and Care Services National Regulations* require Approved Providers to ensure their services have policies and procedures in place in relation to visitors to Family Day Care (FDC) residences and approved venues.
- 1.2 To ensure the health, safety and wellbeing of the children, visitors must not be left alone with the children while at the service, and a record of their details and the time of their visit will be kept.
- 1.3 Having visitors in a FDC service can offer opportunities and potential benefits for children and educators, for example:
 - Families looking to enrol their children are afforded an opportunity to meet the educator, learn about the educational program and view the premises.
 - Community members can contribute to the educational program, such as through story or music.
 - Other educators and children provide opportunities for children to socialise in a larger group and build relationships with their peers and for educators to meet with colleagues and learn from and support each other.
 - Co-ordinator's support the educator in continuous improvement.

2. OBJECTIVE

- 2.1 We value the opportunities that visitors bring to our FDC services and have procedures in place to ensure the health, safety and wellbeing of the children is a priority.

3. SCOPE

- 3.1 This policy applies to:
 - Camden Council FDC Service
 - Staff
 - Educators
 - Children enrolled in an FDC Service and their families.

- Residents
- Visitors.

4. DEFINITIONS

- 4.1 **Approved Provider** means a person who holds a provider approval (*Education and Care Services National Law*). A provider approval authorises a person to apply for one or more education and care service approvals and is valid in all jurisdictions. The Approved Provider for the purposes of this policy is Camden Council.
- 4.2 **Co-ordination Unit** means the Camden Council FDC principal office and main faculty for running the Service from which staff work.
- 4.3 **Co-ordinator** means a member of the Co-ordination Unit employed by the Approved Provider to monitor and support the FDC educators registered with the service.
- 4.4 **Educational program** means a program that is delivered in accordance with the National Quality Framework, is based on the individual ages, developmental needs and interests of each child and engages and supports them to achieve the outcomes of the National Approved Learning Frameworks.
- 4.5 **Educator** means an individual suitably qualified and registered by Camden Council FDC to provide education and care and refers to the educator as the business owner, educator assistant or relief educator.
- 4.6 **Family Day Care (FDC)** means a type of education and care service that is run from the educator's own residence or an approved venue for the purpose of educating and caring for small groups of children aged 0-12 years.
- 4.7 **FDC Residence** means a residence at which an educator educates and cares for children as part of a FDC service.
- 4.8 **FDC Service** means the FDC education and care business of each individual educator or refers to Camden Council FDC Service.
- 4.9 **Nominated Supervisor** means a person appointed by the Approved Provider and who has given consent to be appointed to be in day to day charge of a service and must be contactable during the hours educators are providing education and care.
- 4.10 **Resident** means any person aged 18 years or over who resides, or intends to reside, at the educator's FDC residence.
- 4.11 **Visitor** means all persons who do not normally reside in a FDC residence or approved venue but does not include families that are signing the children in and out on the timesheet. Examples of visitors include co-ordinator's, gardeners, friends of the educator or residents, inclusion support workers, new families that are at the residence for a family interview whilst children are in care, families whose children are enrolled but not in attendance at the time of the visit, and friends that drop in during the FDC operating hours including other educators.

- 4.12 **Working with Children Check (WWCC)** means a notice, certificate or other document granted to, or with respect to, a person under a working with children law to the effect that: (a) the person has been assessed as suitable to work with children; or (b) there has been no information that if the person worked with children the person would pose a risk to the children; or (c) the person is not prohibited from attempting to obtain, undertake or remain in child-related employment.

PART 2 - POLICY STATEMENT

5. PRINCIPLES

- 5.1 We welcome visitors within our FDC Services and acknowledge the benefits and possibilities that arise from this inclusion to the educational program and the social value it can bring for educators and children.
- 5.2 The health, safety and wellbeing of the children is our priority. We ensure that a record is kept of any visitors and that they are not left alone with children.
- 5.3 Educators will always prioritise supervision of children and strategies will be considered to manage this when there is a visitor at the service.
- 5.4 We value the important role played by our co-ordinator's, educators and staff. They are provided with the necessary training and support in relation to the requirements regarding visitors.
- 5.5 All visitors are required to comply with the educator's risk management strategies that may include public health order or safety precautions such as mask wearing. During periods of high community transmission of infectious diseases (such as COVID-19), all non-essential visits will not proceed.
- 5.6 A record of visitors is to be kept by the educator at the residence or approved venue and stored securely for three years from the date the record is made. This record is to be provided to the Approved Provider when the educator leaves the service.

6. CONSIDERATIONS

- 6.1 Considerations for preparing for a visitor:
- 6.1.1 Educators must have a COVID safe plan and when required, adhere to directives from the government and Camden Council FDC in relation to visitors.
- 6.1.2 Educators will consider and plan for visitors whenever possible, ensuring that children and families are aware of any changes and that routines and operations will continue to prioritise children's health, safety and wellbeing.
- 6.2 Considerations for when a visitor arrives:
- 6.2.1 Each residence/approved venue will have a visitor record which is maintained by the educator and will be completed for each visitor.
- 6.2.2 Educators will only permit visitors whom they believe will not pose a risk to the health, safety and wellbeing of children.

6.2.3 Visitors that attend regularly or whom are visiting to be involved in the educational program will be required to provide a voluntary working with children check.

6.3 Considerations while the visitor is at the residence:

6.3.1 No visitor will be left alone with children or included in the ratio as a replacement for the educator.

6.3.2 The health, safety and wellbeing of children will always be a priority and visitors will be managed so as to not impede on the educator's direct supervision of children.

7. ROLES AND RESPONSIBILITIES

7.1 Approved Provider

- Ensure that obligations under the National Quality Framework are met.
- Ensure the Nominated Supervisor and Co-ordination Unit have access to appropriate resources for the development, implementation, training and ongoing management of this policy and its related procedures.
- Ensure that a record is kept of all visitors to a FDC residence or approved venue, including their signature and time of arrival and departure.
- Ensure records are kept for three years from the date the record was made.
- Ensure that children at the residence or approved venue are not left alone with a visitor and that educators understand their responsibility to ensure visitors are fit to be around children.
- Take reasonable steps to ensure that the Nominated Supervisor, co-ordinators, educators, staff and students follow this policy and procedures.
- Ensure that copies of the policy and procedures are readily accessible to Nominated Supervisors, co-ordinators, educators, staff, families and students, and are available for inspection.
- Notify families at least 14 days before changing the policy or procedures if the changes will affect the fees and charges and/or significantly impact the service's education and care of children or the family's ability to utilise the service.

7.2 Nominated Supervisor

- Complete responsibilities as delegated by the Approved Provider.
- Ensure that regulatory obligations are met in relation to visitors to FDC residences and approved venues.
- Ensure that each educator is maintaining a Visitor Record and that these are being kept by the educator and submitted to the Co-ordination Unit when they leave the service.

- Ensure educators are aware of this policy and have considered how they will manage supervision at all times whilst a visitor is present so that children are not left alone with visitors, for example, when changing a nappy, attending to a toileting child or monitoring sleeping children.
- Ensure educators follow public health orders and directives from the Regulatory Authority and Camden Council FDC for allowing visitors to the service.
- Ensure educators have an up to date, written COVID safe plan. Where directives are replaced with recommendations it may be appropriate for educators to make individual business decisions about how they proceed with visitors and this should be managed in their COVID safe plan.
- Encourage educators to plan visitors wherever possible and limit the frequency of drop in visits.
- Ensure educators are asking frequent visitors and visitors participating in the educational program to provide a volunteer WWCC.
- Ensure Co-ordinators, as a part of their support visits, monitor the frequency of visitors to residences/venues, discuss considerations for having visitors whilst the service is operating with educators and monitor visitor records.

7.3 Coordination Unit Staff

- Ensure they follow Camden Council FDC policy and procedures and implement and maintain all requirements under these and as directed by the nominated supervisor.
- Implement this policy and procedures.
- Inform educators of their responsibilities in relation to visitors.
- Monitor, support and supervise educators in relation to visitors.
- Provide educators with a Visitor Record form to use for visitors to sign.
- Complete the Visitor Record at each visit to an educator.

7.4 Educators

- Must be aware of and follow this policy and procedures.
- Ensure that a record of visitors is kept, it includes visitors' signatures and time of arrival and departure, is accurate, and is made available upon request.
- Ensure that children are not left alone with a visitor, with consideration given to how supervision can be effectively managed particularly during routine times such as nappy change, toileting and sleep checks.
- Ensure that visitors do not pose a risk to the health, safety and wellbeing of the children.

- Ensure that visitors do not negatively impact the educational program or the ability to adequately supervise children.
- Prepare children and families for visits where possible.
- Where possible, plan visitors within the educational program and limit the frequency of visitors to maintain a high level of engagement with the children and adequate supervision.
- Require frequent visitors and visitors contributing to the educational program to provide a volunteer WWCC.
- Follow directives from government and Camden Council FDC regarding COVID safe practices in relation to visitors.
- Ensure their service has an up to date, written, COVID safe plan that includes the services individual business decisions where appropriate.

7.5 Visitors

- Where possible, contact the service prior to their visit.
- Complete the Visitor Record.
- Do not impede the educator from being directly engaged and physically present with the children.
- Ensure they are not left alone with the children.
- Provide a volunteer WWCC if requested.

8. INDUCTION AND ONGOING TRAINING

- 8.1 Induction will be implemented prior to an educator being registered with the service, and annually at the time of re-registration, focusing on this policy and related procedures.
- 8.2 Information will be shared with relief educators on induction and as relevant to the environments that they are working in, their shift responsibilities and the children in their care.
- 8.3 Induction and ongoing training will be implemented for all FDC staff, focusing on this policy and related procedures.

9. MONITORING, EVALUATION AND REVIEW

- 9.1 This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this policy every three years.
- 9.2 Families, educators and FDC staff are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

9.3 In accordance with regulation 172 of the *Education and Care Services National Regulations*, the service will ensure that families of children enrolled at the service are notified at least 14 days before making any change to a policy or procedure that may have significant impact on the provision of education and care to any child enrolled at the service; a family's ability to utilise the service; the fees charged or the way in which fees are collected.

10. SOURCES AND RESOURCES

- [ACECQA FDC Approved Provider compliance responsibilities](#)
- [ACECQA FDC Educator compliance responsibilities](#)
- [ACECQA FDC Nominated Supervisor compliance responsibilities](#)
- [ACECQA Guide to the National Quality Framework](#)
- [ACECQA Opening a new service](#)
- [ACECQA Record Keeping in FDC Services](#)

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RELEVANT LEGISLATIVE INSTRUMENTS: *Children (Education and Care Services) National Law (NSW)*
Education and Care Services National Regulations
National Quality Standard | ACECQA

RELATED POLICIES, PLANS AND PROCEDURES: Assessment of FDC educators and residents policy
Governance and management policy
Monitoring, support and supervision of FDC educators policy
Providing a child safe environment policy
Responsibilities in relation to visitors procedure

RESPONSIBLE DIRECTOR: Director Sport, Community and Activation

APPROVAL: General Manager through the Executive Leadership Group.

HISTORY:

Version	Approved by	Changes made	Date	EDMS Number
1	ELG	New	23/06/2022	22/310042