

D – VISITOR, VOLUNTEER AND STUDENTS

Effective from: 2 May 2017
Contact officer: Coordinator of Children's Service
Next review date: 18 months – 2 years
File Reference: 1825/29.5
Related Policies/Local Laws/Legislation:

- Children (Education and Care Services National Law Application) Bill 2010
- Education and Care Services National Regulations 2011
 - Volunteers and Students - CI 149, 168 & 177
 - Visitors – CI 165 – 166 ,169
- National Quality Standard: QA 7.3.5
- Children and Young Persons(Care and Protection) Act 1998
- Child Protection (Working with Children) Act 2012
- The Ombudsman's Act 1974 Act 68 of 1974

Related Documents:

- ACECQA (2011) *Guide to National Standards.*
- ACECQA (2011) *Guide to the Education and Care Services National Law and the Education and Care Services National Regulation.*
- Community Child Care Cooperative – Sample Policies - from <http://ccccnsw.org.au/>

PURPOSE

Visitors in education and care settings are a regular occurrence. Family members or potential families want to visit a service when deciding on care for their children. Students attend practicum periods; volunteers may choose to spend time in the service along with maintenance personnel, educators and staff from other services and other authorised volunteers

The presence of ALL visitors at a service must be monitored and documented.

Wingecarribee Shire Councils and children's services are committed to supporting workplace learning and work experience programs where possible. These programs offer an opportunity for job seekers to gain skills, become familiar with employer expectations and work place conditions. It provides the opportunity for participants to realistically assess their own suitability to a particular occupation and work environment.

Wingecarribee Children's Services is committed to:

- Maintaining records of visitors and students at our services.



- Abiding by regulatory protocol when visitors, volunteers and students are in the service

SCOPE

This policy applies to:

Wingecarribee Children's Services Staff employed by Wingecarribee Shire Council

Wingecarribee Family Day Care Educators as Agents of the Approved Provider – Wingecarribee Shire Council and the household members.

All children and families accessing care with Council's Children's Services

All volunteers and students engaged with Wingecarribee Children's Services.

PROCEDURE

1. All Service Types – Family Day Care & Out of School Hours Care

- 1.1 No child is to be left alone with a visitor, volunteer or student while they are being provided with education and care as part of Wingecarribee Children's Services, inclusive of Centre Based, Family Day Care or In Venue Care.

2. Visitor Practices – All Service Types

- 2.1 Family, friends and community members are encouraged to participate in Council's Children's Services and associated programs.

A visitor to an education and care service may include:

- 2.1.1 A Coordination Unit Staff or Council Staff member who does not work directly with the education and care service
- 2.1.2 Trades people
- 2.1.3 Contractors – such as community coaches or persons conducting incursion activities
- 2.1.4 People that drop in during the day, including other Family Day Care Educators
- 2.1.5 Families that are visiting an education and care service for the purpose of an enrolment interview, whilst children are in care.
- 2.1.6 People that come to the Educators premises with other household family members (FDC Only)
- 2.1.7 Short Term and/or overnight visitors – not permanently residing on the premises. For example; adult family members and grandchildren (FDC Only)

- 2.3 Visitors do not include:

- 2.3.1 Families or authorised persons signing children into or out of care.



- 2.3.2 Staff employed and working at the service (OOSH Only)
- 2.3.3 Educators own family, who permanently reside on the premises. (FDC Only)
- 2.4 All visitors (including children) to the home or premises where an education and care service is being provided must sign the visitors register. Details to be included on the register:
- Date
 - Name
 - Address & Contact Number
 - Reason for visit
 - Time In/ Time Out
 - Signature
- Note: For Children under 13years the person responsible for the visiting child's direct supervision is to sign the register.
- 2.5 Family Day Care visitor records are to be forwarded to the coordination unit at the end of each year to be filed in the Educators file and maintained for the timeframe as required by the National Regulations. See point 5
- 2.6 Family Day Care Educators should minimise visitors to their home whilst children are in care. (See 2 Child Protection Procedure and 1 Supervision Procedure)
- 2.7 Exemptions for Working with Children Checks in relation to visitors include:
- 2.7.1 A visiting speaker, adjudicator, performer, assessor or other similar visitor at a school or other place where child-related work is carried out if the work of the person at that place is for a one off occasion and is carried out in the presence of one or more other adults.

3. Students and Volunteers

- 3.1 All student placements at the Coordination Unit or Out of School Hours Service will be organised in consultation with Wingecarribee Shire Councils Human Resource Department.
- 3.2 Student placements in the home of the Family Day Care Educator will be organised in consultation with the Nominated Supervisor.
- 3.3 Students and volunteers are to work alongside experienced and trained Council Staff and/or Family Day Care Educators.
- 3.4 A record of all work experience students and volunteers will be maintained and will include: full name, date of birth, date and hours of attendance at the service.
- 3.5 All students and volunteers over the age of 18 years must have a "clearance" through NSW Working with Children Check prior to commencing with the service and working directly with children in care.

Note: Exemption for parent volunteers. NSW Working With Children Check allows parents to volunteer in activities involving their own children without a Working with



Children Clearance. This encourages parents to be involved in their children's lives and participate with them in activities.

- 3.6 All adult visitors residing on the premises of a family day care service for a period of more than 3 weeks must have a Working With Children Clearance.
- 3.7 Families of children in care will be informed when a student or volunteer is on placement, where applicable.

4. **Responsibilities of Students and Volunteers**

- 4.1 Students and volunteers are required to:
 - 4.1.1 Comply with Councils and Children's Services policies, procedures, relevant legislation and regulations and reasonable instructions by the Nominated or Certified Supervisor.
 - 4.1.2 Comply with Wingecarribee Shire Councils Code of Conduct.
 - 4.1.3 Comply with Councils standards of professional behavior including courtesy and confidentiality.
 - 4.1.4 Comply with all obligations under NSW Child protection legal Framework
 - 4.1.6 Be responsible for completion of own assessment tasks
 - 4.1.7 Sign visitors register whenever entering and leaving the Education and Care Service

5. **Records required to be kept**

Type of Record	Service Type	Responsibility	Timeframe	Ref
Record of volunteers & Students	Centre Based	Approved Provider	Until end of 3 years after the volunteer or student attended the service	Reg 149
Record of visitors to family day care residence or approved family day care venue	FDC	Educator	Until end of 3 years after the record was made	Reg 165

Approved By:



Nick O'Connor
Group Manager Corporate and Community

2 May 2017

