

Nambucca Valley Family Day Care

VISITORS TO FAMILY DAY CARE RESIDENCE AND VENUES POLICY

Under the *Education and Care Services National Regulations*, an Approved Provider of a Family Day Care (FDC) Service must take all reasonable steps to ensure a record is kept of all visitors to a family day care residence or approved venue while children are being educated and cared for by an educator. This policy assists Nambucca Valley Family Day Care (NVFDC) services to clarify who is in attendance at a residence at any given time and ensures the continued safety of children who are being educated and cared for at the service. Although visitors are welcomed and encouraged into the NVFDC residence or approved venue, it is imperative that supervision strategies are implemented to ensure children's safety at all times.

NATIONAL QUALITY STANDARD (NQS)

| QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY | | |
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| 2.2.1 | Supervision | At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard. |
| QUALITY AREA 7: GOVERNANCE AND LEADERSHIP | | |
| 7.1.2 | Management systems | Systems are in place to manage risk and enable the effective management and operation of a quality service. |

| EDUCATION AND CARE SERVICES NATIONAL LAW AND REGULATIONS | |
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| S.170 | Offence relating to unauthorised persons on education and care service premises |
| S.175 | Offence relating to requirement to keep enrolment and other documents |
| 82 | Environment to be free from tobacco, vaping devices, vaping substances, drugs and alcohol |
| 83 | Staff members and family day care educators not to be affected by alcohol or drugs |
| 84 | Awareness of child protection law |
| 153 | Register of family day care educators, coordinators and educator assistants |
| 154 | Record of staff, family day care coordinators and family day care educator assistants |
| 164 | Requirement for notice in relation to persons at residence |

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| 165 | Record of visitors |
| 166 | Children not to be alone with visitors |
| 168 | Education and care services must have policies and procedures |
| 169 | Additional policies and procedures – family day care service |
| 170 | Policies and procedures to be followed |
| 171 | Policies and procedures to be kept available |
| 172 | Notification of change to policies and procedures |
| 178 | Prescribed enrolment and other documents to be kept by family day care educator |

RELATED POLICIES

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| Assessment Approval and Re-assessment of Approved Family Day Care Residences and /or Venue Policy Child Safe Environment Policy Code of Conduct Policy Early Childhood Intervention Practitioner Management Policy Engagement or Registrations of Family Day Care Educators Policy Engagement or Registration of Family Day Care Educator Assistants Policy | Governance Policy Keeping a Register of Family Day Care Educators, Coordinators, Educator Assistants Policy Monitoring Support and Supervision of Family Day Care Educators and Assistants Policy Photography Policy Privacy and Confidentiality Policy Record Keeping and Retention Policy Safe Use of Digital Technologies and Online Environments Policy Student and Volunteer Policy Tobacco Drug and Alcohol-Free Policy |
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PURPOSE

NVFDC aims to ensure the safety and wellbeing of children enrolled at the service by having a process in place to accurately and securely record information about visitors to the NVFDC residence or approved venue. Adequate supervision of children must be maintained at all times children are being educated and cared for in a service. The NVFDC educator and/or educator assistant must ensure a child or children are never left alone with a visitor.

NVFDC adopts and aligns with the [National Model Code](#) and guidelines for taking images or videos of children for any non-NVFDC staff/educators. Visitors will adhere to strict restrictions which prohibit using personal electronic devices to take photos at any NVFDC Service. (See *Safe Use of Digital Technologies and Online Environments Policy*.) This policy is to be read in conjunction with our *Early Childhood Intervention Practitioner Management Policy*.

SCOPE

This policy applies to the Approved Provider, Nominated Supervisor, Coordinator, students, volunteers, educators and educator assistants of the NVFDC Service.

IMPLEMENTATION

The Education and Care Services National Regulations requires the Approved Provider of the FDC Service to ensure policies and procedures are in place for managing visitors to Family Day Care (FDC) residences and approved venues. The Approved Provider Nominated Supervisor will develop, and NVFDC educators will maintain a register of all visitors to a residence or approved venue whilst children are being educated and cared for.

A visitor includes all persons who do not normally reside in an educator's residence. This includes, but is not limited to:

- Families looking to enrol their child/ren and are provided with an opportunity to view the FDC residence or approved venue
- NVFDC coordinators or person with management or control of the FDC Service
- Inclusion support workers/ Allied Health Workers
- Trades person (plumber, carpenter, electrician)
- Department of Education authorised personal
- Community members contributing to the educational program such as through story or music
- House guest (staying in educator's residence)
- Children over the age of 13 years visiting the residence
- Authorised Officer (Regulatory authority, SafeWork, Police)
- Students or Volunteers
- Educators visiting from another service
- TAFE/Uni/RTO Teachers
- Performers/ Entertainers/ Presenters

A *Visitor Register* must be kept of all visitors, including students and volunteers to a FDC residence or approved venue (Reg.165). The visitor register must be kept for a period of 3 years after the date on which the last record was made. The visitor register must include:

- Date

- Reason for visit
- Full Name
- Time of arrival and departure
- Signature of visitor
- Company (if applicable)
- Working with Children Check (where applicable, best practice)

THE APPROVED PROVIDER/NOMINATED SUPERVISOR/COORDINATOR WILL:

- Ensure obligations under the *Education and Care National Law and Regulations* are met and understood by all NVFDC educators
- Ensure the Nominated Supervisor, Coordinators, NVFDC educators and educator assistants comply with this policy
- Ensure NVFDC educators are advised of their responsibilities regarding the requirement to keep a record of all visitors to a NVFDC residence or approved venue whilst children are educated and cared for
- Monitor the *Visitor Register* regularly - including time of arrival and departure from the NVFDC residence or approved venue
- Ensure the NVFDC educator provides a copy of the visitor register to the FDC coordination unit every 3 months or upon request
- Ensure the NVFDC educator maintains the visitor register for a period of 3 years after the date the last record is made, in the event the NVFDC educator resigns from NVFDC the visitor register is to be provided to the NVFDC Coordination Unit
- Ensure NVFDC educators are aware of their obligation to inform the Approved Provider/Nominated Supervisor if any new person aged 18 or over who resides, or intends to reside at the educator's NVFDC residence
- Ensure NVFDC educators are aware of their obligation to inform the Approved Provider or Nominated Supervisor of any change in circumstance relating to a person who resides at the family day care residence and was previously considered to be a 'fit and proper person' to be in the company of children
- Ensure any person aged 18 or over who resides at the NVFDC residence holds a current Working with Children Check
- Ensure regular visitors to the NVFDC residence or approved venue are aware of the need to complete a Working with Children Check (this includes volunteers and students over the age of 18)

- Verify WWCC for all student, volunteers and visitors where required
- Ensure visitors are aware of the National Model Code and [Guidelines](#) and strictly adhere to these guidelines for taking images or video of children including
 - Adhering to the *Safe Use of Digital Technologies and Online Environments Policy*
 - Only service-issued/approved devices are to be used when taking images or videos of children
 - Personal electronic devices that can take images or videos (such as tablets, phones, digital cameras, smart watches, META glasses) and personal storage and file transfer media (such as SD cards, USB drives, hard drives and cloud storage) are not in the possession of any visitor or volunteer while providing education and care and working directly with children
- Take reasonable steps to ensure the Nominated Supervisor, Coordinators, NVFDC educators, educator assistants, staff and volunteers follow the *Visitors to FDC Residences or Venues Policy*
- Ensure visitors are not to use personal electronic devices to take photographs or record videos of children whilst at the NVFDC residence/venue
- Ensure visitors and educators are aware that no visitor is affected by or under the influence of drugs or alcohol while on the service premises when children are being educated and cared for
- All documentation and records relating to visitors are kept safe and secure for a period of 3 years following the last day of engagement
- A review of practices is conducted following an incident involving a visitor, including an assessment of areas for improvement

NVFDC EDUCATORS AND EDUCATOR ASSISTANTS WILL ENSURE:

- They are aware of the *Visitors to FDC Residences and Venue Policy* and procedures
- All visitors complete and sign the *Visitors Register*
- The *Visitor Register* record is accurate and is made available to the Approved Provider/Coordination Unit, Regulatory Authority or a child's parent if requested
- They provide a copy of the visitor register every 3 months to the NVFDC Coordination Unit
- The *Visitor Register* is kept in a safe and secure location
- Visitors are under the direct supervision of the NVFDC educator or educator assistant whilst at the NVFDC residence or approved venue
- Visitors (including students and/or volunteers) are never left alone with a child whilst at the service under any circumstance

- Visitors who may come into direct contact with children submit their WWCC to be verified by the Approved Provider/Nominated Supervisor
- Visitors do not have access to personal devices that can take images or record video whilst children are being educated and cared for at the NVFDC residence or approved venue
- Visitors, students and volunteers are dressed appropriately and behave in accordance with the NVFDC Service policies
- Ensure visitors are aware of the National Model Code and guidelines and strictly adhere to these guidelines for taking images or video of children including:
 - adhering to the *Safe Use of Digital Technologies and Online Environments Policy*
- The Approved Provider/Nominated Supervisor is notified of any pending visits to the NVFDC residence or venue by a trade's person
- Any maintenance or repairs to the NVFDC residence is completed outside of normal operating hours (whenever possible)
- The Approved Provider/Nominated Supervisor is notified in writing of any person aged 18 or over who resides, or intends to reside at the NVFDC residence
- WWCCs are provided to the Approved Provider/Nominated Supervisor for verification for all persons who reside at the family day care residence or regular visitors of the NVFDC Service
- The Approved Provider is notified of any change in circumstance relating to a person who resides at the NVFDC residence and was previously considered to be a 'fit and proper person' to be in the company of children
- Social visits by friends and relatives of educators are kept to a minimum during hours that children attend the NVFDC residence/venue
- No visitor is affected by or under the influence of drugs or alcohol when visiting the NVFDC residence/approved venue when children are being educated and cared for
- All children registered each day are accounted for when a visitor leaves the premises
- Children are informed in advance of any scheduled visitors and prepared in a developmentally appropriate way where applicable
- If a visitor becomes hostile or aggressive the educator will refer to the NVFDC *Managing an Aggressive Person or Visitor Policy* for guidance
- Visitor Register records are provided to the NVFDC Coordination Unit upon resignation.

VISITORS TO THE FAMILY DAY CARE RESIDENCE WILL:

- Complete the *Visitor Register* upon arrival and departure of the NVFDC residence or approved venue, including times, dates and signature

- Provide current identification - badge, photo ID
- Provide a current Working with Children Check (WWCC) to educator
- Remain under the direct supervision of the educator or educator assistant at all times
- Not use personal electronic devices that can take images or record video whilst visiting the NVFDC residence/approved venue when children are provided education and care
- Adhere to the instructions and guidance provided by the educator/supervisor/coordinator
- Maintain confidentiality at all times in regard to children, families and educator
- Adhere to the NVFDC Child Safe policies including *Child Safe Environment Policy*, *Code of Conduct Policy* and *Child Protection Policy* at all times
- Not be affected by or under the influence of drugs or alcohol while at the residence or approved venue when children are being educated and cared for
- Participate in an orientation/induction to the NVFDC Service residence/venue where appropriate
- Adhere to the *Safe Use of Digital Technologies and Online Environments Policy*
- Ensure personal electronic devices that can take images or videos (such as tablets, phones, digital cameras, smart watches, META glasses) and personal storage and file transfer media (such as SD cards, USB drives, hard drives and cloud storage) are not in the possession of any visitor or volunteer while providing education and care and working directly with children

CONTINUOUS IMPROVEMENT

Our *Visitors to FDC Residences and Venues Policy* will be updated and reviewed annually or earlier if there are changes to legislation, ACECQA guidance or any incident related to our policy. Feedback will be requested from children, families, staff, educators and management and notification of any change to policies will be made to families within 14 days.

CHILDCARE CENTRE DESKTOP - RELATED RESOURCES

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| Visitor Register | Visitor Induction Procedure [optional] |
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SOURCES

Australian Children’s Education & Care Quality Authority. (2025). [Guide to the National Quality Framework](#)

Australian Children’s Education & Care Quality Authority. (2024). [Taking Images or Videos of Children While Providing Early Childhood Education and Care. Guidelines for the National Model Code.](#)

Australian Children’s Education & Care Quality Authority. (2021). Policy and Procedure Guidelines. [Visitors to FDC residences and venues while education and care is being provided to children.](#)

Australian Children’s Education & Care Quality Authority. (2023). [Family Day Care Compliance Guide- Approved Provider.](#)

Australian Children’s Education & Care Quality Authority. (2023). [Family Day Care Compliance Guide. Family Day Care Educator.](#)

Education and Care Services National Law Act 2010. (Amended 2023).

Education and Care Services National Regulations 2011. (Amended 2023).

REVIEW

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| POLICY REVIEWED BY | Tella Markham | Nominated Supervisor | 27/11/2025 |
| POLICY REVIEWED | NOVEMBER 2025 | NEXT REVIEW DATE | NOVEMBER 2026 |
| VERSION NUMBER | V25.1 | | |
| MODIFICATIONS | <ul style="list-style-type: none"> • annual policy maintenance • updated policy to align with legislation changes for child safety - National Model Code (NMC) for visitors to FDC residence/venue • added reference to new mandatory policy- <i>Safe Use of Digital Technologies and Online Environments Policy</i> • added requirement for visitors to sign visitor record • minor edits within policy • sources checked for currency and updated as required | | |
| POLICY REVIEWED | PREVIOUS MODIFICATIONS | NEXT REVIEW DATE | |
| SEPTEMBER 2024 | <ul style="list-style-type: none"> • regular policy maintenance • minor formatting edits within text • hyperlinks checked and repaired as required • Compliance guides for FDC updated to October 2023 • Childcare Centre Desktop Resources section added • Removal of mandatory COVID-19 vaccination information | SEPTEMBER 2025 | |
| September 2024 | <ul style="list-style-type: none"> • regular policy maintenance • minor formatting edits within text • hyperlinks checked and repaired as • Compliance guides for FDC updated to October 2023 • CCD Resources section added • Removal of mandatory COVID-19 vaccination information | SEPTEMBER 2024 | |