

Visitors Policy

Quick reference: visitor entry | sign-in procedures | visitor identification | supervised access | professional visitors | working with children/vulnerable people checks | parent authorisation | emergency visitors | device use | photography

PURPOSE AND BACKGROUND

- (1) To set out how we manage visitors to our service to ensure the safety and security of children and staff

SCOPE

- (2) This policy applies to:
- 'Staff': the approved provider, persons with management or control, nominated supervisor, paid workers, volunteers, work placement students, and third parties who work at our service (e.g., contractors, subcontractors, self-employed persons, employees of a labour hire company)
 - Children in our care, their parents, families and care providers
 - Visitors to our service
- (3) All visitors to our service are expected to comply with relevant service policies and procedures, including our Child Safe Code of Conduct and Families and Visitors Code of Conduct

DEFINITIONS

- (4) The following definitions apply to this policy and related procedures:
- 'Visitor' is any individual entering the service who is not an enrolled child or a staff member at the service. **Parents and authorised nominees (those who have prior written permission to collect children) are not considered visitors when they are routinely collecting or delivering children to the service**
 - 'Parents' includes guardians and persons who have parental responsibilities for the child under a decision or order of court

- 'Staff', unless otherwise indicated, refers to the approved provider, persons with management or control, nominated supervisors, paid employees, volunteers, students, and third parties who are covered in the scope of this policy

POLICY STATEMENT

Visitor identification

- (5) Visitors must report to our reception upon arrival
- (6) Visitors must present a valid form of identification (e.g., a driver's license/passport) unless they are known to staff and their identity can be verified
- (7) We also require tradespeople, officials and professionals (e.g., business representatives, allied health specialists, government officials, entertainers, photographers, trainers, and support workers) to show us their business card/credentials, unless they are known to staff

Working with children/vulnerable people clearances

- (8) Visitors who are required to have working with children/vulnerable people check for the purpose of their visit must present us with proof of their valid, not prohibited status before their scheduled visit
- (9) We must verify the validity of all clearances before granting access to these visitors
- (10) Staff must follow our Recruitment, Induction and Training Policy, which includes our procedure for working with children/vulnerable people checks

Specialist and professional visitors

- (11) Specialists and professionals engaged to support a child (e.g., therapists, social workers, medical practitioners) must have written authorisation from the child's parents to access our service and engage with the child
- (12) Unless we have verified their working with children/vulnerable people checks, specialists and professional visitors will not be allowed entry to our service
- (13) Authorisation must be documented in the child's records (e.g., in their education or support plan)

Sign-in and sign-out process

- (14) All visitors must sign in at arrival and sign out at departure. The log must include the visitor's:
- Full name and signature
 - Contact information
 - Purpose of visit
 - Date and time of entry and exit
- (15) The visitor log is securely maintained and reviewed regularly by the nominated supervisor for record keeping and safety compliance
- (16) Staff must instruct visitors on any relevant service policies or procedures, including our Child Safe Environment Policy and Child Safe Code of Conduct and Families and Visitors Code of Conduct

Supervision of visitors

- (17) Visitors must always be directly supervised by a regular staff member (not a volunteer, student or short-term third-party contractor) who is over 18 years old, unless they are otherwise authorised by the nominated supervisor and the child's parents to be unsupervised with a child (e.g., in the case of allied health professional conducting a private session with a child who has a valid and not prohibited working with children/vulnerable people check)
- (18) Family members should not be left alone with a child who is not their own

Personal device use and photography

- (19) Visitors must follow our Photography and Video Policy and Technology and Device Use Policy, which covers our rules for visitors using devices and taking photos and videos of children at our service
- (20) Visitors must not have personal devices capable of taking, storing, or transmitting images in their possession or control if they are working directly with children as part of our service
- (21) Visitors must not take, store or transmit photographs or videos of children or adults at our service on any device unless they have been authorised to do so by the nominated supervisor or approved provider and have the appropriate relevant consent
- (22) Visitors may not connect their electronic devices to our Wi-Fi or network
- (23) Specialist or professionals who need devices for their work must ensure their devices are secure and authorised for use by the nominated supervisor or approved provider. Only

devices issued by a person's business or institution are allowed to be used – not personal devices

- (24) Staff should be vigilant in supervising visitor's use of devices to ensure their use is in keeping with our policies and the *National Law*

Access for parents

- (25) By law (*National Regulations* reg 153), we must ensure that a parent of a child at our service can enter our premises at any time, unless allowing the parent's entry:
- Would pose a risk to the safety of the children and staff at our service
 - Conflict with any duty of our staff under the Law, or
 - Is reasonably believed by the nominated supervisor or approved provider to contravene a court order

Excluding inappropriate persons

- (26) Our service will not allow 'inappropriate persons' to enter our service
- (27) An inappropriate person is someone:
- Who may pose a risk to the safety, health or wellbeing of any child at our service
 - Whose behaviour or state of mind or whose pattern of behaviour or common state of mind is such that it would be inappropriate for them to be on the premises with children
- (28) By law (*National Law* s 171), the regulatory authority may direct us to exclude a person whom they consider to be an 'inappropriate person' for as long as is deemed necessary

Emergency and unscheduled visitors

- (29) Emergency personnel are exempt from the standard supervision and sign in requirements during an emergency, but must follow staff instructions to ensure safety and present identification on request if feasible
- (30) Unscheduled visitors must seek approval from the responsible person, nominated supervisor or the approved provider before being allowed to access to our premises

PRINCIPLES

- (31) The best interests, rights, health, safety and wellbeing of children in our care is our number one priority. We take every reasonable measure to keep them safe from harm in physical, digital and online environments
- (32) We communicate respectfully with families and communities, staff, children and visitors, ensuring that everyone is informed and contributing to a safe environment
- (33) All visitors must act according to our Child Safe Code of Conduct and Families and Visitors Code of Conduct and other relevant policies and procedures, including for child safety, device security
- (34) Staff are trained and resourced to be able to manage visitors and implement our procedures
- (35) We regularly review and update our policies and procedures to make sure they still reflect current best practices and address emerging risks

POLICY COMMUNICATION, TRAINING AND MONITORING

- (36) This policy and related documents can be found in our front office and on our website
- (37) The approved provider and nominated supervisor provide information, training and other resources and support regarding the Visitors Policy and related documents
- (38) All staff (including volunteers and students) are formally inducted. They are given access to, review, understand and formally acknowledge this Visitors Policy and related documents
- (39) The =nominated supervisor runs a professional development program for each staff member, which covers this policy
- (40) Roles and responsibilities are clearly defined in this policy and in individual position descriptions. They are communicated during staff inductions and in ongoing training
- (41) The approved provider and nominated supervisor monitor and audit staff practices and address non-compliance. Breaches to this policy are taken seriously and may result in disciplinary action against a staff member
- (42) At enrolment, families are given access to our Visitor Policy and related documents
- (43) Families are notified in line with our obligations under the *National Regulations* when changes are made to our policies and procedures

LEGISLATION (OVERVIEW)

Education and Care Services National Law and Regulations

Law	Description
s 165	Offence to inadequately supervise children
s 167	Offence relating to protection of children from harm and hazards
s 170	Offence relating to unauthorised persons on premises
s 175	Devices in education and care services
Regulations	
reg 157	Access for parents

Other applicable laws and regulations

Act / Regulation / Standard	Description
<i>Work Health and Safety Act 2011</i>	Describes the primary duty of care to people in the workplace

National Quality Standard

Standard / Element	Concept	Description
2.2	Safety	Each child is protected
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazards
6.2.2	Access and participation	Effective partnerships support children's access, inclusion and participation in the program
6.2.3	Community engagement	The service builds relationships and engages with its community
7.1.2	Management systems	Systems are in place to manage risk and enable the effective management and operation of a quality service that is child safe
7.1.3	Roles and responsibilities	Roles and responsibilities are clearly defined, and understood, and support effective decision-making and operation of the service that is child safe

My Time, Our Place (MTO) V2.0

MTO Outcome	Key component
3: CHILDREN AND YOUNG PEOPLE HAVE A STRONG SENSE OF WELLBEING	<ul style="list-style-type: none"> Children and young people become strong in their social, emotional and mental wellbeing

National Principles for Safe Organisations

Most relevant principles

Child safety and wellbeing is embedded in organisational leadership, governance and culture

People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice

Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed

Policies and procedures document how the organisation is safe for children and young people

RELATED DOCUMENTS

Key Policies	Child Safe Environment Policy Child Safe Code of Conduct Delivery and Collection of Children Policy Recruitment, Induction and Training Policy Technology and Device Use Policy Photography and Video Policy Excursion Policy Families and Visitors Code of Conduct
Procedures	Roles and Responsibilities – Visitors (attached) Visitors Procedure (attached) Child Safe Environment Procedures (in Child Safe Environment Policy) Delivery and Collection of Children Procedure (in Delivery and Collection of Children Policy) Recruitment, Induction and Training Procedures (in Recruitment, Induction and Training Policy) Excursion Procedure (in Excursion Policy)

SOURCES

Education and Care Services National Law and Regulations | National Quality Standard | National Model Code for Taking Images or Videos of Children

POLICY INFORMATION

Approval Dina Kahn



Review Reviewed annually and when there are changes that may affect this policy or related procedures. The review will include checks to ensure the document reflects current legislation, continues to be effective, or whether any changes and additional training are required

Last reviewed: 25th March 2026 Date for next review: 25th March 2027

APPENDIX A

ROLES AND RESPONSIBILITIES – Visitors**Approved provider responsibilities (not limited to)**

Ensure our service meets its obligations under the *Education and Care Services National Law and Regulations*, including to:

- Take every reasonable precaution to protect children from harm and hazards likely to cause injury, and ensure adequate supervision
- Prevent unauthorised persons from remaining on our premises unless they are directly supervised by an educator or other staff member
- Ensure parents have access to the service at any time their child is being cared for, unless allowing them to enter will breach the Visitors Policy

Ensure that our service's governance, management, operations, policies, plans, (including risk management/action plans), systems, practices and procedures for visitor management are appropriate in practice, up-to-date, best practice, and comply with all relevant legislation, standards and guidelines

Ensure this Visitors Policy and related procedures are in place and available for inspection

Take reasonable steps to ensure our Visitors Policy and related procedures are followed (e.g. through clear and accessible communication, and systemised inductions, training and monitoring of all staff – including volunteers, students)

Take reasonable steps to ensure that visitors do not have personal devices capable of capturing, storing or transmitting images in their possession or control if they are working directly with children as part of our service

Take reasonable steps to ensure that visitors do not take, store or transmit unauthorised photographs at our service, including on a personal device

Regularly review this Visitors Policy and related procedures in consultation with children, families, communities and staff

Notify families at least 14 days before changing this Visitors Policy if the changes will: affect the fees charged or the way they are collected; or significantly impact the service's education and care of children; or significantly impact the family's ability to utilise the service

Nominated supervisor / persons in day-to-day charge responsibilities (not limited to)

Ensure our service meets its obligations under the *Education and Care Services National Law and Regulations*, including to:

- Take every reasonable precaution to protect children from harm and hazards likely to cause injury, and ensure adequate supervision
- Prevent unauthorised persons from remaining on our premises unless they are directly supervised by an educator or other staff member
- Ensure parents have access to the service at any time their child is being cared for, unless allowing them to enter will breach the Visitors Policy

Support the approved provider to ensure that our service's management, operations, policies, plans, (including risk management/action plans), systems, practices and procedures for visitor management are appropriate in practice, up-to-date, best practice, and comply with all relevant legislation, standards and guidelines

Implement this Visitors Policy and related procedures

Take reasonable steps to ensure our Visitors Policy and related procedures are followed (e.g. through clear and accessible communication, and systemised inductions, training and monitoring of all staff – including volunteers, students)

Regularly review and monitor visitor sign in log, and ensure it is maintained securely

Oversee visitor clearances, approvals, authorisations, identification, supervision and ensure all necessary working with children/vulnerable people checks are verified and show not prohibited

Take reasonable steps to ensure that visitors do not have personal devices capable of capturing, storing or transmitting images in their possession or control if they are working directly with children as part of our service

Take reasonable steps to ensure that visitors do not take, store or transmit unauthorised photographs at our service, including on a personal device

Contribute to policies and procedure reviews and risk assessments and plans in consultation with children, families, communities and staff. Support the approved provider to notify families of reviews and changes according to legislation and our policies and procedures

Educator / other staff responsibilities (not limited to)

Follow this Visitors Policy and related procedures, including for technology and device use and photographing and videoing children

Communicate to visitors about our requirements for signing in and out, showing identification and proof of authorisation, following our relevant policies and procedures, including for devices and

not taking photos or videos without the nominated supervisor or approved provider's permission and the relevant consent

Directly supervise visitors at all times, in accordance with this policy. Do not allow visitors to be alone with children unless they have prior approval from the nominated supervisor and the child's parents

Report any concerns about visitor behaviour or device use to the nominated supervisor or approved provider

Contribute to policy and procedure reviews and risk assessments and plans, and participate in training and professional development opportunities on health and infection control

Visitors responsibilities (not limited to)

Sign in and out and show ID, where required

Provide us with a valid, not prohibited working with children/vulnerable people check if required

Provide us with written authorisation from a child's parent if you are required to

Do not have a personal device capable to capturing, storing or transmitting images on your person or in your control if you are working directly with children as part of our service

Do not capture, store or transmit images, videos or recordings of children or adults at our service unless you have the appropriate authorisation from the approved provider or nominated supervisor, and the relevant consent. All photography must be in line with our [Photography and Video Policy](#)

Do not remain alone with a child unless you are a family member of the child or have prior approval from the nominated supervisor and the child's parents

Act according to our [Child Safe Code of Conduct](#) and other relevant service policies and procedures

APPENDIX B

PROCEDURE – Visitors

When to use this procedure

- When a visitor comes or intends to come to our service, including: parents, volunteers, students; prospective employees; training consultants; public officials; tradespeople; business representatives and salespeople; government officers; professional photographers; instructors; entertainers; emergency service officers; allied health professionals etc
- Parents and authorised nominees (those who have prior written permission to collect children) are not considered visitors when they are routinely collecting or delivering children to the service

1. Ask for required documentation **before** the scheduled visit for:

- Visitors who are required to have a valid working with children/vulnerable people need:
 - A valid and not prohibited clearance, verified by us according to our procedures
 - If the person doesn't have the required clearance, they can only enter if a regular staff member will directly supervise them the entire time
- Specialists or professionals (e.g., allied health professionals) who will be providing therapy/support to a child need:
 - Written consent from the child's parent. Visits need to be planned and in line with the child's support or education plan, or another written instruction from the child's parent
 - A valid and not prohibited working with children/vulnerable people check, verified by us according to our procedures
 - Approval from a parent and nominated supervisor if the session will be unsupervised

2. Welcome the visitor and ask about the purpose of their visit

3. Except for parents, check if the visitor is pre-approved:

- Confirm if the responsible person, nominated supervisor, or approved provider approved their visit
- If they don't have approval, then seek approval from the responsible person

4. If staff don't know the visitor, ask them to show photo identification, such as:
 - A driver's licence / proof of age card / passport
 - A work ID
 - Another official ID
 - Note, if the visitor is a regular and staff know them, you do not need to ask for ID
5. If the visitor is a tradesperson, official or professional that we don't know already, ask them to show their business card or some form of work credential
6. Show the visitor the sign-in logbook or electronic system and ask them to fill in:
 - Their full name and signature
 - Date and time of arrival
 - Reason for the visit
 - Their contact information
 - **<Give them a visitor badge so staff and children can easily identify them>**
7. Let the appropriate staff member know the visitor has arrived
8. Walk the visitor to their destination or ask another staff member to accompany them
9. Make sure the visitor is always with a regular staff member (i.e., not a volunteer, student or short-term contractor) while they are on the premises, unless they have prior approval to be unsupervised
10. Never leave the visitor alone with children, unless they are a parent and they are only alone with their own child, or a professional or specialist who has prior approval
11. If the visitor will be working directly with children, they must not have any personal devices in their possession or control
12. Instruct the visitor on any relevant policies and procedures, if necessary. Make sure the visitor is acting in line with our Child Safe Code of Conduct **<Families and Visitors Code of Conduct>** and our rules about photography and device use
13. Ask the visitor to sign out when they leave and record the time of departure
14. **<Collect visitor badge>**
15. Additional notes:

- If something unusual happens during the visit (e.g., the visitor doesn't follow rules or acts inappropriately), write down the details and tell the responsible person or nominated supervisor immediately
- Emergency personnel, such as firefighters or paramedics, don't need to sign in during emergencies but should show ID, if it is feasible
- Explain to the visitor if they want to take a photo or video of anyone at the service - children and adults - they need to have the nominated supervisor or approved provider's authorisation and relevant consent first (that is, from the adult themselves or a child's parent)