



Visitors to a Registered Residence or Approved Venue Policy

Covers

- Regular Visitors to a Registered Residence or Approved Venue Procedure
- Non-Regular Visitors to a Registered Residence or Approved Venue Procedure
- Relief or Assistant Educators Visiting a Registered Residence or Approved Venue Procedure
- Student or Volunteer Placement at a Registered Residence or Approved Venue Procedure
- Authorised Officers Procedure

Intention

Nurturing Family Day Care Scheme endeavours to ensure that the registered residence or approved venue is one that is consistently safe and protected, and as such all individuals who visit the environment during the educating and care hours are documented for the security of all.

Overview

This policy, and all policies and procedures that are associated with the Visitors to a Registered Residence or Approved Venue Policy, are implemented at all registered residences and venues by educators, staff and visitors who are allied with the scheme.

This comprises of -

- Recording all regular visitors and their Blue Card information to ensure they are fit and proper to be near children.



- Ensuring that any visitor, besides educators enrolled with Nurturing Family Day Care Scheme, are not to be alone with an enrolled child who is being educated and cared for.
- Notifying the approved provider when a family day care educator (not directly associated with a registered residence or venue) or assistant educator is at a registered residence or approved venue by having them sign in on one of the electronic forms.
- Notifying the approved provider when a student or volunteer is at a registered residence or approved venue.

The approved provider of the service will ensure -

- That all documentation is secured and stored according to the Collection and Storage of Confidential Documents Policy.
- That visitors sign in and out on the electronic form, entering all required fields, and this is reviewed by Nurturing Family Day Care Scheme and discussed during coordination visits.
- The electronic form will be reviewed during orientation ensuring that all educators are aware and comprehend the details stipulated in Regulation 165 and 166.
- That Nurturing Family Day Care Scheme will be advised when a family day care educator (not directly associated with a registered residence or venue) or assistant educator is working at the registered residence or venue for the first time in order for the approved provide to confirm that the appropriate scheme enrolment and parent or guardian permission has been obtained according to the Assessment, Enrolment and Continued Coordination of Educators Policy.
- That all children are safe and protected while being educated and cared for and the approved provider has the right to request the temporary closure of a registered residence or venue if the visitors there are deemed to be inappropriate (not fit and proper) or they jeopardise the environment (isn't free from tobacco, drugs and alcohol).
- That visitors are fit to be in the presence of the children and any visitor does not negatively impact the educational program.

Regular Visitors to a Registered Residence or Approved Venue Procedure

The approved provider emphasises the legal responsibility of all educators to document a regular visitor's Blue Card information and date of birth (through driver's license or similar documentation); regular being more than seven visits in a calendar year. The requirements of this policy are communicated during induction and reviewed regularly during the year, calling attention to the fact that no visitor, unless enrolled as an educator with Nurturing Family Day Care Scheme, is to be left alone with any enrolled child that is being educated and cared for. A regular visitor is not classified as an individual who is arriving or departing with a child who is attending that day for education and care.

To facilitate the protection of all enrolled children who are being educated and cared for, the educator in charge will -

- Prepare children and families for a visitor that will be a regular occurrence.



- Require a visitor upon entering the registered residence area or venue during educating and care operating hours to complete the electronic form, documenting their name, date visiting, time arrived, Blue Card number and renewal date (Blue Card to be sighted by the educator in charge).
- Ensure any current health directions or mandates are followed.
- Ensure that all enrolled children being educated and cared for are in sight at all times.
- Require a visitor to sign and record the time when departing.
- If visiting more than 7 times in a calendar year their Blue Card and date of birth documentation (usually driver's license) will be forwarded to the Approved Providers, and the individual linked to Nurturing Family Day Care Scheme through the Organisational Portal Register.

If a regular visitor is to be staying through the closure and opening of the registered residence or at the approved venue, they are required to sign out at the end of the working day and to complete a new form again at the start of the next day that education and care is provided. All stays that are more than 2 consecutive nights at a registered residence or approved venue are to be notified to the approved provider.

Non-Regular Visitors to a Registered Residence or Approved Venue Procedure

The approved provider understands that infrequently there are times when non-regular visitors are required to be at the registered residence area or approved venue during education and care operating hours and that these individuals may not have a Blue Card, requiring an extra level of vigilance on behalf of the educator in charge. A non-regular visitor is a person not enrolled with Nurturing Family Day Care Scheme as an educator or not falling under the definition of a regular visitor.

To facilitate the protection of all enrolled children who are being educated and cared for, the educator in charge will -

- Require a visitor upon entering the registered residence area or venue during educating and care operating hours to complete the electronic form, documenting their name, date visiting, time arrived and commenting that they are a non-regular visitor.
- Ensure any current health directions or mandates are followed.
- Remain vigilant and ensure that all enrolled children being educated and cared for are in sight at all times.
- Require a visitor to sign and record the time when departing.

If a non-regular visitor is to be staying through the closure and opening of the registered residence or at the approved venue, they are required to sign out at the end of the working day and to document again at the start of the next day the education and care is provided. All stays that are more than 2 consecutive nights, and no longer than 7 nights per year, at a registered residence or approved venue are to be notified to the approved provider.



A Family Day Care Educator (not directly associated with a registered residence or venue) or Assistant Educators Visiting a Registered Residence or Approved Venue Procedure

The approved provider provides a comprehensive orientation and induction procedure according to the Assessment, Enrolment and Continued Coordination of Educators Policy, to the best of their ability ensure that when an educator is enrolled with Nurturing Family Day Care Scheme they are fit and proper individuals to work with children in a family day care setting and operate within the scheme's policies and procedures at all times.

In the majority of situations, a family day care educator (not directly associated with a registered residence or venue) or assistant educator is a visitor when they provide education and care and as such the family day care educator associated with the registered residence or venue will ensure –

- That the approved provider has been notified when a family day care educator (not directly associated with a registered residence or venue) or assistant educator is going to be working for the first time to ensure that all enrolment documentation is in order and that an approved provider can meet with the individual.
- That any family day care educator (not directly associated with a registered residence or venue) or assistant educator completes the appropriate electronic form.
- That any notifications from the approved provider in regard to the enrolment of the family day care educator (not directly associated with a registered residence or venue) or assistant educator is adhered to, preventing an individual being at the registered residence or venue without current and up to date Blue card status, parent or guardian permissions, first aid certificates, etc.

Student and Volunteer Placement at a Registered Residence or Approved Venue Procedure

The approved provider supports and provides opportunities at Nurturing Family Day Care Scheme for members of the public who are looking to further their professional development through study or volunteer. Alongside the family day care educator of the registered residence or venue, the approved provider will collaborate with an individual's learning institution, to support the best match of student/volunteer to educator possible.

A student who is working towards the completion of placement hours will be –



- Required to forward a current Blue Card (if over the age of 18), evidence documenting their date of birth and proof of enrolment to the approved providers prior to beginning placement.
- Ensure any current health directions or mandates are followed.
- Required upon entering the registered residence or venue during educating and care operating hours to complete the electronic form, documenting their name, date visiting, time arrived, Blue Card Number and renewal date, and commenting that they are a student.
- Learning alongside a Family Day Care Educator only (placement will not occur when a family day care educator (not directly associated with a registered residence or venue) or assistant educator is the educator in charge) and at no time will be left alone with any enrolled children being educated and cared for at the registered residence or venue.
- Required upon exiting to sign the departing electronic form.

Authorised Officers Procedure

The approved provider understands that, and works cooperatively with, authorised officers when they are required to visit a registered residence or approved venue. These officers are here to monitor and enforce compliance in partnership with the approved provider and have the health, safety and well-being of every child at the centre of all that they do.

An authorised officer has the right, and will be accommodated to –

- Enter and inspect a registered residence or approved venue
- Obtain information, documents and evidence
- Inspect and copy documents
- Require a person to provide evidence of their age, name and address.

An authorised officer may exercise these powers in order to -

- Monitor compliance with the National Law
- Conduct a rating assessment or
- Obtain information requested by the regulatory authority.

They will provide upon arrival an identity card to ensure that they are authorised officers, and all educators are able to contact the approved provider for verification and support during these visits. Under the visitors to a registered residence or approved venue policy, authorised officers are under the category of non-regular visitors to a registered residence or approved venue procedure.



Sources

Education and Care Services National Law and Regulations 2011 (Updated October 2023)

- Section 165, Offence to inadequately supervise children
- Section 167, Offence relating to protection of children from harm and hazards.
- Section 170, Offence relating to unauthorised person on education and care services premises
- Section 175, Offence relation to requirement to keep enrolment and other documents
- Section 195, Authorisation of authorised officers.
- Section 196, Identity card.
- Section 197, Powers of entry for assessing and monitoring approved education and care service.
- Section 204, Power to require name and address.
- Section 205, Power to require evidence of age, name and address of a person.
- Section 206, Power of authorised officers to obtain information, documents and evidence.
- Section 207, Offence to obstruct authorised officer.
- Section 208, Offence to fail to assist authorised to officer.
- Reg 82, Tobacco, drug and alcohol-free environments.
- Reg 83, Staff members and family day care educators are not to be affected by alcohol or drugs.
- Reg 84, Awareness of child protection law.
- Reg 144, Family day care assistant.
- Reg 154, Record of staff, family day care co-ordinators and family day care assistants.
- Reg 165, Record of visitors.
- Reg 166, Children not to be alone with visitors.
- Reg 168, Education and Care services must have policies and procedures
- Reg 169, Additional policies and procedures- family day care service.
- Reg 170, Polices and procedures to be followed.
- Reg 171, Policies and Procedures to be kept available
- Reg 172, Notification of change to polices or procedures.
- Reg 178, Prescribed enrolment and other documents to be kept by family day care educator.
- Reg 187, Prescribed form of identity card.

National Quality Standard (Updated February 2018)

- 2.2, Each child is protected.
- 2.2.3, Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.
- 4.1, Staffing arrangements enhance children's learning and development.
- 7.1, Governance supports the operation of a quality service.
- 7.1.2, Systems are in place to manage risk and enable the effective management and operation of a quality service.

Early Years Learning Framework
Blue Card Services – Queensland Government



Review

The policy will be reviewed annually.

The review will be conducted by:

- Approved Provider
- Employees
- Educators
- Families
- Interested Parties

Created: May 2017

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March 2018

January 2018

January 2019

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