



## Visitors, Casual Staff and Students Policy

**Policy Number:** 35  
**Date Updated:** 22/11/16

### **Rationale and Policy Considerations**

The education and care service appreciates that the inclusion of volunteers and students is a necessary part of industry development and provides opportunities to be involved in this process. It recognises that these times require extra vigilance in order to meet duty of care expectations.

The Education and Care National Law (WA) Act 2012 requires that Approved Providers/Nominated Supervisor take reasonable care to protect children from foreseeable risk of harm, injury and infection. Employees have a responsibility to reduce the risks to children.

### **Legislation and Government Requirements**

- Education and Care Services National Law (WA) Act 2012.
- Education and Care Services National Regulations 2012.

### **Needs**

#### **Children's**

Opportunities to be involved in experience that are safe and developmentally appropriate; protected from visitors who are unknown to them.

#### **Families'**

Confidence that their children are safe in their absence; notification of expected changes to routines and staffing.

#### **Educators**

Opportunity to assist and direct inexperienced students without adding undue pressure or distraction; time to invest into students.

#### **Management**

Contribution to future educators; understanding and patience from families; staff with skills to pass on.

### **Scope**

This policy is written for children, families, staff and visitors of Lifestreamers Childcare

### **Policy Statement**

Lifestreamers Childcare operates on an open door system whereby parents are welcome to come at any time to see their children. We encourage families to be involved in the program and to make suggestions and value any contributions you may have.

Students are a regular occurrence at the centre and are supervised at all times. Providing opportunities for students, volunteers and people seeking work experience in education and care services is seen as a community service, and a means of promoting quality education and care within the community.

### **Policy Principles**

#### **Visitors**

- Ensuring children's safety and wellbeing will always be the prime factor in any decision to invite visitors to the service.
- Visitors may be invited into the service as part of the children's learning and leisure program i.e. members of the Fire Brigade, Police Department, medical or nursing profession may be invited to share aspects of their work that are of interest to children, community people with a skill, art or experience from which the children will gain experience or enjoyment.

- Lifestreams Christian Church staff will regularly contribute to the program at Lifestreamers Childcare. A list of regular visitors will be displayed in the sign-in area. Lifestreams Christian Church staff will be involved in childcare experiences but will not be responsible for enrolled children.
- Permanent staff will be always be responsible for maintaining the routines of the service.
- Visitors are asked to respect the centres policies and procedures as they have been formulated in response to family and staff feedback.
- Visitors to the centre will introduce themselves to staff and families stating who they are and why they are at the service.
- For security reasons, people unfamiliar to the staff at Lifestreamers Childcare will be greeted by a staff member at the door before being invited into the centre.
- All visitors to the centre are required to fill in the visitors log located in the sign-in area.
- Any person visiting or working with the children will require a Working with Children Card.
- Visitors, students, resource people and workmen will never be left alone with children.

### **Dealing with Aggressive or Intoxicated Visitors**

In the event of a visitor to the centre becoming aggressive or abusive, the staff should follow the following procedures;

- At all times, the safety of the children and staff are first priority.
- Staff will look through the window before opening the door if someone knocks.
- Visitors should not be allowed past the foyer until their manner has been assessed.
- Staff should remain calm and politely ask the visitor to leave.
- The children should be moved out of view, into a safe environment and usual practices and routines will be followed. Children should not be alarmed of incident and staff should remain calm.
- An available staff member should be present to support the staff dealing with the visitor, without putting themselves at risk.
- Staff should try and ascertain what the problem is and see if there is a chance for a solution to be met.
- If the visitor is unable to be calmed down, they should be asked to leave again. If necessary, a staff member will discretely go and get a male from the office hub for extra support and safety.
- If the visitor will not leave, they should be advised that the police will now be called.
- A staff member will call the police on 131 444.
- A staff member should stay with the visitor unless they feel they are at risk of their own safety. At no time will an educator/staff member try to physically remove an unwelcome visitor/intruder.
- Keep the children away from the incident and try to drown out any yelling with music.
- When police arrive, document what has happened and pass a copy on to the owners to pursue legal options for prevention in the future.

If the incident involves a non-enrolling parent seeking access to their child, educators at the centre will:

- Explain that the service can only release the child to persons authorised by the enrolling parent/guardian, and calmly ask the person to wait while the enrolling parent/guardian is contacted to obtain their authorisation to release the child.
- One educator to remain with the non-enrolling parent, while another educator/staff member contacts the enrolling parent for their advice on how to proceed.
- If the non-enrolling parent becomes aggressive or violent towards the staff, follow the steps listed above.

In the event of a visitor arriving under the influence of drugs or alcohol,

- Do not let them on the premises and suggest that they leave
- If it is a parent, contact someone else from the child's enrolment form and ask them to come and collect the child.
- Explain to the visitor that we cannot let them take the child while they are under the influence and that we will arrange for someone else to collect the child.
- If they become aggressive, follow the above procedures.

## **Students**

- Practical experience is vital for successful training in childcare and therefore we encourage students to complete their practicums at our centre.
- The service will offer student placements to:
  - high school students who wish to gain work experience as part of their school program provided that the school has initiated the placement and the students are studying early childhood or family studies.
  - students attending early childhood or education and care training at college or university.
- All placements will be negotiated through the nominated supervisor/approved provider who will ensure that there are no more than one student placement in each age group/room at any one time. Students will be provided with clear guidelines in relation to their responsibilities and code of conduct whilst at the service and will be closely supervised by educators at all times.
- While at the centre, students are given the opportunity to practice skills and the theory they have learnt during the course of their studies.
- Students are not staff members and will not be left alone to supervise the children.
- Students will have opportunity to be involved in all areas of the program.
- Students will not be given the responsibility of making decisions or changing routines and policies.

## **Casual Staff and Resource People**

- From time to time, it is necessary to employ other people to meet the staffing requirements of the centre. These people are required to read our policies and abide by them.
- Casual staff are employed to support the regular staff and will not make policy or routine decisions.
- The responsibility for the running of the program will always remain with the regular staff.
- Resource workers to our centre are expected to follow the directions of our staff regarding procedures as they are based on the needs of the families we serve.
- We encourage casual staff and resource people to ask many questions in order to learn the routines of our centre.
- All visitors to the centre will introduce themselves to the families and explain why they are here.
- Not all casual staff will have relevant childcare qualifications. We employ them on a casual basis to give them an opportunity to explore if childcare is the right career choice for them. They will be support staff only.

## **Orientation**

- All new relief staff and volunteers will go through an orientation process before they start. Wherever possible, this will happen before the day they are needed to help.
- The orientation process will include;
  - Tour of the centre
  - Discussion of roles and responsibilities
  - Presentation of relevant qualifications, WWC, First Aid etc.
  - Reading of the following policies
    - Emergency and Evacuation
    - Visitors, Casual Staff and Students
    - Philosophy
    - Code of Conduct
    - Guiding and Supporting Children's Behaviour
    - Supervision

## **Links to other policies**

- Educator, staff and volunteer orientation
- Programming
- Supervision

## Document History

Version	Date updated
Visitors, Casual Staff and Students Policy	29/12/2014