

Procedure SO.01:23

Visitors



Policy – Workplace Health & Safety

Area – Service Operations

Document Control

Responsible Officer: General Manager Children’s Services	Procedure Number: SO.01:23
Contact Officer: Children’s Services Manager	Policy: Workplace Health and Safety
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Scope

This procedure when read with the relevant policy provides a framework to guide all actions for the C&K Board, C&K staff, C&K Central, C&K branch services, C&K affiliate services, children, parents, volunteers, contractors and any visitors to C&K services.

This procedure excludes C&K Family Day Care educators / visitors and C&K Associate members.

Introduction

C&K is committed to providing a safe and healthy workplace for children, staff, students, volunteers, external contractors and visitors to C&K services / sites. It is important an induction is conducted for all site / service visitors to ensure safety standards are maintained and visitors are aware of their obligations and responsibilities.

C&K values the contributions of visitors who contribute to C&K services and programs. Visitors can enrich the learning programs, improve children’s learning and development, and help build connections with families and communities, as well as strengthen the delivery of quality C&K programs.

Definitions & acronyms

Visitor	<p>A visitor is any guest (not employed by C&K) of C&K at a service / site that does not meet the criteria / definition of an external contractor, student and volunteer (refer to <i>HR: 01.03 Procedure Students, Volunteers and External Contractors</i>). A visitor can be a parent / guardian or family member that spends an extended period of time at a service / site other than attending a service family event or ‘settling in’, dropping off and collecting a child.</p> <p>Visitors to a Family Day Care (FDC) residence do not come under the scope of this procedure. Please refer to <i>SO: 09.23 Procedure Family Day Care Household Members and Visitors</i>.</p>
External contractor	<p>An external contractor is a guest of C&K, is a person working directly with children (e.g. speech therapists, health professionals etc.) and meets or goes beyond the following frequency test:</p> <ul style="list-style-type: none"> • Eight consecutive days or • Once a week, each week, over four weeks or • Once a fortnight, each fortnight, over eight weeks or • Once a month, each month, over six months. <p>An external contractor who does not meet the above criteria is defined as a visitor and comes under the scope of this procedure.</p>

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Student	<p>A student is a person:</p> <ul style="list-style-type: none"> • Associated with a Registered Training Organisation (TRO) and is a guest of C&K / service and will be • Observing or supplying information to ten or more people, and • The activity is for ten days or less on no more than two occasions per year, and • Will not be alone with a child without a C&K employee present. <p>A student who does not meet the above criteria is defined as a visitor and comes under the scope of this procedure.</p>
Volunteer	<p>A volunteer is a person:</p> <ul style="list-style-type: none"> • A guest of C&K / service and will be • Observing or supplying information to ten or more people, and • The activity is for ten days or less on no more than two occasions per year, and • Will not be alone with a child without a C&K employee present. <p>A volunteer who does not meet the above criteria is defined as a visitor and comes under the scope of this procedure.</p>

Procedure

1.0 Responsibilities of staff / service

- Determine if the person is a visitor as per definition above. If the person is not a visitor and is a student, volunteer or external contractor; refer to *HR: 01.03 Procedure Students, Volunteers and External Contractors*.

Please note:

A person who is identified as a visitor may in time become a student, volunteer or external contractor if they meet or go beyond the below criteria.

The Director / site manager is to conduct regular audits of visitor register to determine the visitor frequency / conduct to the service / site.

External contractor	Student	Volunteer
<ul style="list-style-type: none"> • Eight consecutive days or • Once a week, each week, over four weeks or • Once a fortnight, each fortnight, over eight weeks or • Once a month, each month, over six months. 	<ul style="list-style-type: none"> • Associated with a Registered Training Organisation (TRO) and is a guest of C&K / service and will be • Observing or supplying information to ten or more people, and • The activity is for ten days or less on no more than two occasions per year, and • Will not be alone with a child without a C&K employee present. 	<ul style="list-style-type: none"> • A guest of C&K / service and will be • Observing or supplying information to ten or more people, and • The activity is for ten days or less on no more than two occasions per year, and • Will not be alone with a child without a C&K employee present.

- Site manager / service director (or other approved delegate) to complete an **annual induction** (*SO: 01.23.T1 Template Visitor Induction Checklist*) of all service / site visitors. Refer to appendix one for an induction flow chart.

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- During the induction the site manager / service director (or other approved delegate) will:
 - Physically show the visitor the location of emergency exits, evacuation meeting point, adult toilets and relevant facilities.
 - Outline the visitor's responsibilities during an emergency evacuation.
 - If relevant outline specific service / site protocols (i.e. risk assessments, medical management plans).
 - Respond to any questions of the visitor regarding their responsibilities and obligations.
- Site manager / service director (or other approved delegate) to sign / date the *SO: 01.23.T1 Template Visitor Induction Checklist* to confirm the visitor has been:
 - Provided the opportunity to read the visitor responsibilities and obligations.
 - Informed of service emergency evacuation procedures including their role in an emergency evacuation and the location of emergency exits and meeting point.
 - Informed of relevant service specific protocols.
- Site manager / service director (or other approved delegate) to maintain a 'visitor folder' which includes:
 - Archived *SO: 01.23.T2 Template Visitor Register* records
 - *SO: 01.23.T1 Template Induction Checklist* records
 - If relevant, service specific protocols a visitor (e.g. risk assessments) must sight / implement during the induction
 - *C&K Work Health and Safety Statement*
 - *C&K Child Protection Commitment Statement*
- Display *SO: 01.23.T2 Template Visitor Register* in a prominent location and ensure visitors **complete daily**.
- Never place a visitor in the sole charge of a child / ren for any length of time.
- Supervise visitors at all times. It is responsibility of the relevant group leader / certified supervisor / service and / or site manager / service director to supervise visitors.
- When required provide the visitor with appropriate direction and support.
- Promptly report visitor concerns to the site manager / service Director / Children's Services Manager (CSM) or member of the Volunteer Management Committee (VMC).
- When required seek the advice and support of the CSM regarding this procedure.

2.0 Responsibilities of visitors

- Complete an induction (*SO: 01.23.T1 Template Visitor Induction Checklist*).
- Sign (and date) the *SO: 01.23.T1 Template Visitor Induction Checklist* to confirm:
 - Understanding of and compliance with visitor responsibilities and obligations.
 - Understanding of and compliance with specific site / service protocols including the emergency procedure.
 - The site manager / service director (or other approved delegate) has physically shown the location of emergency exits, evacuation meeting point, adult toilets and relevant facilities.
- Complete the *SO: 01.23.T2 Template Visitor Register* **daily**.
- Not administer children's medication, first aid or undertake children's toileting and nappy change routines.
- Maintain confidentiality and privacy. Do not share any personal child, family and staff information with others outside the site / service or take images of children or make sound

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recordings of children’s voices unless prior written C&K and parent / guardian authorisation has been obtained. Breaches of confidentiality are treated seriously by C&K, and action may be taken if any suspected breaches have occurred.

- At all times demonstrate ethical behaviour in accordance with C&K values. Be respectful of cultural diversity and refrain from harassing, discriminating against or vilifying any person at the site / service on the basis of gender, race, ethnicity, sexuality, religion, age, disability, beliefs or opinions, or background.
- Comply with C&K’s values when interacting with children and their families, staff members and community partners. Aggressive, bullying or intimidating behaviour will not be accepted.
- At no time or occasion implement any form of corporal punishment.
- Immediately report any disclosures of child harm or suspicions of child harm occurring external to the service to the site manager / service Director / member of the Volunteer Management Committee (VMC).
- Immediately report any allegations of or observations of child harm occurring within the service to the site manager / service Director / member of the VMC. All reports are treated seriously and will be formally investigated by C&K.
- In the event of an emergency, follow site / service procedure and the instructions of C&K staff.
- Not be adversely affected by alcohol or other substances (with the exception of medically prescribed drugs).
- Refrain from smoking at C&K services, sites and events.
- Use C&K’s facilities and property and services in an appropriate manner.
- Raise any concerns in accordance with C&K’s Grievance Procedure.
- Perform all agreed tasks or activities to the best of your ability at all times.
- Use your best endeavours to promote and protect the interests of C&K.
- Complete all actions, tasks and interactions with children under the supervision of a C&K employee. Do not place yourself in sole charge of children for any length of time.
- Exercise due care in the performance of duties to prevent accident or injury.
- Report all incidents and hazards immediately to the site manager / service director and comply with their obligations under the *C&K Work Health and Safety Statement*.
- Follow all reasonable and lawful directions given to you.
- Seek the support and direction of the site manager / service director and / or C&K employees.

Links to associated documents

HR: 01.03	<i>Procedure - Students, Volunteers and External Contractors</i>
SO: 09.23	<i>Procedure - Family Day Care Household Members and Visitors</i>
SO: 01.23.T1	<i>Template – Visitor Induction Checklist</i>
SO: 01.23.T2	<i>Template - Visitor Register</i>
Statement	<i>C&K Work Health and Safety Statement</i>
Statement	<i>C&K Child Protection Commitment Statement</i>

Revision record

Version	Approval Date	Authorised by	Effective Date	Review Cycle	Next review date
1.0	24 Feb 2016	Kathryn Woods	24 Feb 2016	Biannual	Feb 2018

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Appendix One - Visitor induction flow chart

