

## Introduction

C&K is committed to providing a safe environment for children, staff, and centre visitors.

For the purposes of this procedure a **visitor** is any person that spends an extended period time at a centre/site. For the purposes of this procedure, the following persons are **not visitors**:

- A person entering a centre/site to deliver mail, resources or materials.
- A person who is a contractor, student or volunteer.
- A person attending an event outside hours of operation.
- A parent/guardian or authorised person 'settling in' a child, dropping off and collecting a child.

## Visitor responsibilities and obligations

- Follow instructions given by staff.
- Seek assistance from staff when needed.
- Know the emergency procedures, evacuation route and assembly point for the centre/site.
- Treat everyone with courtesy, respect, and dignity.
- Maintain appropriate physical, emotional, and behavioural boundaries when interacting with children.
- Take reasonable care for the safety and welfare of yourself, children, and others.
- Not bring unsafe items into the centre/site e.g., button batteries.
- Immediately let staff know of any safety concerns.
- Except for your own child/ren, you are not permitted to:
  - be in charge of children for any length of time
  - support a child's toileting
  - change a child's nappy
  - administer first aid and/or medication
  - record images, audio, and/or video of children, staff, and other visitors.
- Respect the privacy and confidentiality of others by not disclosing, discussing, using, or sharing private, personal, or confidential information.
- Sign in upon arrival and sign out upon your departure via Checkin
- Confirm they are NOT a restricted person under the Queensland Blue Card system.

## Centre Director/Responsible Person In Charge responsibilities

- Branch centres: Visitor responsibilities and obligations are added to ICheckin by the C&K Service Support team on behalf of centres.
- Affiliate centres: In Kidsoft click Service > Settings > iCheck-In > Visitor Sign In/Out Terms and Conditions > enter text (refer to appendix one of this procedure for text) > click save.
- Ensure all visitors sign in/out and acknowledge visitor responsibilities (as detailed above) via ICheckin.
- Inform 'first-time' visitors the location of emergency exits and assembly point(s), adult toilets and relevant facilities and their responsibilities during an emergency evacuation/lockdown.
- When ICheckin is unavailable, instruct visitors to complete the Visitor Register and refer to Visitor Responsibilities Poster.

## Please note:

- If a visitor (excluding parents/guardians) attends a centre more than 7 days within calendar year, they may require a current Blue Card. Complete regular audits of ICheckin Visitor Report to determine visitor frequency.
- Branch centres: When a visitor attends a centre more than 7 days within calendar year, please notify and seek advice from the WHS team ([whs@candk.asn.au](mailto:whs@candk.asn.au)).

## Teacher/educator responsibilities

- Supervise visitors are all times. Never place visitors in sole charge of children for any length of time.
- Provide visitors with appropriate direction, support and respond to any questions regarding their responsibilities and obligations (as listed above).

## Appendix 1 – Affiliate Centre Visitor ICheckin Responsibilities and Obligations

Thank-you for visiting our centre.

As a centre visitor, I acknowledge I will:

- Follow instructions given by centre staff.
- Seek assistance from centre staff when needed.
- Know the emergency procedures, evacuation route and assembly point for this centre.
- Treat everyone with courtesy, respect, and dignity.
- Maintain appropriate physical, emotional, and behavioural boundaries when interacting with children.
- Take reasonable care for the safety and welfare of yourself, children, and others.
- Not bring unsafe items into this centre e.g. button batteries.
- Immediately let centre staff know of any safety concerns.
- Except for my own child/ren, I will not:
  - be in charge of children for any length of time
  - support a child's toileting
  - change a child's nappy
  - administer first aid and/or medication
  - record images, audio, and/or video of children, staff, and other visitors.
- Respect the privacy and confidentiality of others by not disclosing, discussing, using, or sharing private, personal, or confidential information.
- Sign out when you leave.

I confirm I am NOT a restricted person under Queensland's Blue Card System.