

## Introduction

C&K is committed to providing a safe and healthy workplace for children, staff, students, volunteers, external contractors and visitors to C&K centres. An induction is required for all centre visitors to ensure safety standards are maintained and visitors are aware of their obligations and responsibilities.

## Definitions and acronyms

<b>Visitor</b>	A visitor is any guest of C&K at a centre (not employed by C&K) that does not meet the criteria / definition of an external contractor, student and volunteer (refer to <i>Procedure Students, Volunteers and External Contractors</i> ). A visitor <b>can be</b> a parent / guardian or family member that spends extended time at a centre <b>other than</b> attending a centre family event or 'settling in', dropping off and collecting a child. A person entering a centre to deliver resources or materials is not a visitor.
<b>External contractor</b>	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: <ul style="list-style-type: none"> <li>• Eight consecutive days <b>or</b></li> <li>• Once a week, each week, over four weeks <b>or</b></li> <li>• Once a fortnight, each fortnight, over eight weeks <b>or</b></li> <li>• Once a month, each month, over six months.</li> </ul> An external contractor who does not meet the above criteria is defined as a visitor and comes under the scope of this procedure.
<b>Student</b>	A student is a person associated with a Registered Training Organisation (RTO) or university and is a guest of C&K / centre <b>and will be</b> <ul style="list-style-type: none"> <li>• Observing or supplying information to ten or more people, <b>and</b></li> <li>• The activity is for more than 10 days, <b>and</b></li> <li>• Will not be alone with a child without a C&amp;K employee present.</li> </ul> A student who does not meet the above criteria is defined as a visitor and comes under the scope of this procedure.
<b>Volunteer</b>	A volunteer is a guest of C&K / centre <b>and will be</b> <ul style="list-style-type: none"> <li>• Observing or supplying information to ten or more people, <b>and</b></li> <li>• The activity is for more than 10 days, <b>and</b></li> <li>• Will not be alone with a child without a C&amp;K employee present.</li> </ul> A volunteer who does not meet the above criteria is defined as a visitor and comes under the scope of this procedure.

## Staff / centre responsibilities

- 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 *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 and will require a blue card if they meet or go beyond the listed criteria. Conduct regular audits of visitor register to determine the visitor frequency.
- Induct all visitors annually as per the *Form Visitor Induction*. Outline:
  - The location of emergency exits, emergency assembly point, adult toilets and relevant facilities.

- Their responsibilities during an emergency evacuation.
- Local level centre protocols that could be relevant to them as a visitor (e.g. risk assessments).
- Maintain a 'visitor induction folder'.
- Display *Form Visitor Register* in a prominent location. Ensure all visitors complete on arrival and departure.
- Supervise and never place visitors in sole charge of children for any length of time.
- Provide visitors with appropriate direction and support and respond to any questions regarding their responsibilities and obligations.

### Visitor responsibilities and obligations

- Complete an annual induction as per the *Form Visitor Induction*.
- Complete Visitor Register at each visit.
- Only undertake tasks and interactions with children under the supervision of educators.
- Respect the privacy of others. Refrain from:
  - Sharing personal information with others outside of the centre.
  - Recording observations, photography and voice recordings of other children unless prior written C&K and parent / guardian authorisation has been obtained.
- Do not administer children's medication, first aid or assist with children's toileting / nappy change routines.
- Direct all children's behavioural concerns to educators. Corporal punishment is not tolerated at C&K centres.
- C&K welcomes all families, and therefore requests that you do not discriminate or harass others based on gender, race, ethnicity, sexuality, religion, age, disability, beliefs or background.
- Refrain from smoking at C&K centres and events or visiting if you are adversely affected by alcohol or other substances.
- Raise concerns firstly with the centre director. Complaint options are listed on the Service Profile displayed in the foyer.
- Immediately report any child harm concerns (within or external to the centre) to the centre Director / Early Childhood Education Manager.
- In the event of an emergency, please follow staff directions.
- Exercise due care to prevent accident or injury to yourself and others, and immediately report all safety concerns and hazards to the centre Director.
- Use your best endeavours to protect the interests of C&K by performing all agreed tasks and following the reasonable and lawful directions of staff.
- When needed, seek the support and direction of staff.
- Become familiar with the documents within Visitor Induction folder.