

Introduction

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

For the purposes of this procedure a visitor is any person that spends an extended period time at a centre/site and is not:

- 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.

Responsibilities

Please note: the pop-up Konnect visitor responsibilities and obligations have been prepopulated by the C&K Service Support team on behalf of branch centres.

Visitors will:

- Follow instructions given by employees.
- Seek assistance from employees when needed.
- Follow employee instructions and displayed emergency procedures in the unlikely event of an emergency.
- 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.
- Immediately let employees 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 Konnect and acknowledge/confirm visitor responsibilities.
- NOT bring unsafe items into the centre/site e.g. button batteries.
- NOT enter centre if they are a restricted person under the Queensland Blue Card system.

Centre Director/RPIC will:

- (Affiliate centre directors) Enter visitor responsibilities (as per appendix 1 of this procedure) in Kidsoft by: click Service > Settings > Konnect > Visitor Sign In/Out Terms and Conditions > enter text (appendix 1 of this procedure for text) > click save.
- Ensure all visitors sign in/out and acknowledge visitor responsibilities (as detailed above) via Konnect.
- 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 Konnect is unavailable, instruct visitors to complete the Visitor Register and refer to Visitor Responsibilities Poster.
- Complete regular audits of Konnect Visitor Report to determine visitor frequency. If a visitor (excluding parents/guardians) attends a centre more than 7 days within calendar year, they may require a current Blue Card.
- (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).

Teacher/educator will:

- 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 Konnect 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.