

POLICY NO 47: VISITORS TO FAMILY DAY CARE RESIDENCES AND CARE VENUES

Key Policy Contact Person: Manager, Our Village Family Childcare

POLICY STATEMENT:

During hours of operation, the Educator is responsible for the provision of quality care for children and families. The safety and wellbeing of all children in care must not be compromised, during this time, visitors to the residence should be limited to ensure the high-quality program and effective supervision is always maintained.

CRITICAL INFORMATION:

Educators will:

- Ensure that every visitor to their residence or venue completes the record of visitors as per regulations, this must include:
 - The time the visitor arrived.
 - The time the visitor departed.
 - The name and signature of the visitor
- Provide the Coordination Unit with current information and a Working with Children Check for all regular visitors.
- Not allow regular visitors who do not have a current Working with Children Check to visit their premises or venue while the children are in care.
- Not allow any visitor who is not of good character to visit their residence or venue whilst children are in care.
- Not at any time leave a child or children with a visitor or allow a visitor to assume the Educator's role.
- Ensure that all visitors interact appropriately and respectfully to the children in care.
- Ensure that visitors understand that the children in education and care are a priority.
- Inform parents/guardians of regular visitors who may visit the children in their premises.
- Immediately notify the coordination unit of any issues or concern related to the presence or interaction between a visitor and a child or children in education and care.

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PURPOSE:

To ensure the quality of care provided to children and families has minimal impact from additional persons visiting or residing in the household.

SCOPE/RESPONSIBILITIES:

This document applies to all Educators, Families, Coordination Unit Staff, Volunteers and Students of Our Village Family Childcare Service.

STATEMENT OF DIVERSITY

Sunbury and Cobaw Community Health is committed to improving the health of our community and being accessible to all, including people from culturally and linguistically diverse (CALD) communities, those from Aboriginal and Torres Strait Islander background, people with a disability, Lesbian Gay Bisexual Transgender Intersex and Queer (LGBTIQA+) people and other socially vulnerable groups and supporting their communities across the lifespan from birth to older age.

DEFINITIONS:

Visitor	An individual who does not reside in the Educators Family Day Care Residence.
Regular Visitor	Anyone who has contact fortnightly or more often with the children in care.

PROCEDURES:

Educators may have visitors to their residence or venue whilst providing care. Regular visitors can add to the family environment that is provided by Educators and be an enjoyable experience for adults and children alike.

It is essential that the care and education of children is not compromised by the presence of visitors.

The Coordination Unit will:

- Provide Educators with the Visitor Policy upon registering as an Educator with Our Village Family Childcare

- Provide Educators with Policy 56 Safe Use of Digital Technologies and Online Environments to ensure that all visitors are informed that the use of personal electronic devices to take photos, record audio, or capture video is strictly prohibited
- Discuss with Educators this policy and the requirements to ensure that all interactions between visitors and children are appropriate for their education and care and maintain the best environment.
- Ensure that all regular visitors have a current Working with Children Check and ensure the identification number and expiry date is recorded in the Educator's file.
- The Coordination Unit will check the status of visitor WWC Checks at regular intervals.
- Directly address any concerns about a visitor's behaviour with the Educator
- Have the authority to request that the visitor leave the premises or venue immediately if the behaviour of a visitor is considered a serious risk to the education and wellbeing of children.
- Monitor the record of visitors' log maintained by the Educator.

Educators will:

- Ensure the level of supervision and service operation is not compromised in any way at any time.
- Ensure that all visitors adhere to Our Village Family Childcare Policies and Procedures
- Ensure the Coordination unit is notified of any new person aged eighteen (18) and over who resides, or intends to reside, in the Family Day Care Residence.
- Ensure that every visitor to their residence or venue completes the record of visitors as per regulations, this must include:
 - The time the visitor arrived.
 - The time the visitor departed.
 - Are required to sign in and our Using the "Record of Visitors to Service" register upon arrival and departure. By signing the register, students and volunteers to the statement of declaration regarding the safe and appropriate use of digital technology and the use of personal devices within the care environment.
- Provide the Coordination Unit with current information and a Working with Children Check for all regular visitors.
- Not allow regular visitors who do not have a current Working with Children Check to visit their premises or venue while the children are in care.
- Not allow any visitor who is not of good character to visit their residence or venue whilst children are in care.
- Ensure visitors are aware to take responsibility for any children they have brought with them.
- Not at any time leave a child or children with a visitor or allow a visitor to assume the Educator's role.
- Ensure that all visitors interact appropriately and respectfully to the children in care.
- Ensure that visitors understand that the children in education and care are a priority.
- Inform parents/guardians of regular visitors who may visit the children in their premises.
- Immediately notify the coordination unit of any issues or concern related to the presence or interaction between a visitor and a child or children in education and care.

Short Term Visitors

- All educators must inform the Coordination Unit in writing of all visitors staying in the home during operating hours.
- All short-term visitors must provide a copy of their driver's license or passport which is kept within the educator's file.
- If staying for more than six (6) weeks, the visitors are required to apply for volunteer WWCC.
- All educator's must advise all families when a visitor will be staying in at their residence and provide them details such as – name, relationship to the educator and proposed duration of their stay.

Overseas Visitors

- Overseas visitors are required to provide a copy of their passport to the Coordination Unit
- All educator's must advise all families that there will be an overseas visitor/staying at their residence and provide them details such as – name, relationship to the educator and the proposed duration of their stay.

Friend of the Educator Children

- Where the Educator's own child requests to have a friend over – this can only happen if.
- The Educator can ensure that whenever children are being cared for or educated for by the Educators at their residence during their role as a Family Day Care Educator, the ratio of four (4) preschoolers and three (3) school aged children are maintained.
- The Educator can have more than three (3) school aged children but no more than seven (7) children in total.
- They cannot have more than four (4) pre-schoolers at any time.

A regular Working with Children (WWC) Check is a mandatory minimum requirement across Victoria, for people who are engaged in working with children.

APPENDIX:

- SCCH Client Empowerment Policy and Procedure
- SCCH Code of Conduct Policy and Procedure
- SCCH Child Safety and Reportable Conduct Scheme
- SCCH Code of Conduct Keeping Children Safe

REFERENCES:

- [Education and Care Services National Regulations, \(current version September 1, 2025\) – Regulation 165, 166](#)
- [Justice Department](#)

RELATED POLICIES & PROCEDURES/ WORK INSTRUCTIONS:

- Fit and Proper Assessment of Family Day Care Educators, Assistants and Adults Residing at Family Day Care Residences – 32
- Safe Use of Digital Technologies and Online Environments - 56

- Assessment, Approval and Re-assessment of Approved Family Day Care Residences and Venues – 2
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- Educator Agreement
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- SCCH Client Empowerment Policy and Procedure
- SCCH Code of Conduct Policy and Procedure
- SCCH Child Safety and Reportable Conduct Scheme
- SCCH Code of Conduct Keeping Children Safe
- Orientation of FDC Educators Work Instruction
- Overnight Care Work Instruction
- Recruitment of FDC Educators Work Instruction

VERSION CONTROL AND LEGISLATION:

For office use only (to be completed by the Quality, Safety & Compliance unit)			
Document Owner:	Chief Operating Officer	Version Number:	2.0
Date Approved:	3 July 2024	Review Date:	3 July 2027
Document Type:	Team	Approved By:	Chief Operating Officer
Legislation:	Education and Care Services National Regulations		