

Visitors Procedure

Playtime Policy Reference

Visitors Policy

Policy & Procedure Access and Supporting Documents

- All Playtime Childcare policies and procedures are located:
 - Electronically on OWNA for Staff via → Staff → Policies and Procedures
 - Electronically on OWNA for Families via → Configure → Policies and Resources
 - Management has access electronically via computer documents
 - Hard copies available upon request
- Regulative required policies and procedures will be reviewed annually, all other policies biannually
- Relevant checklists, risk assessments and documents are located via the OWNA platform:
 - External Visitor Digital Technology Contract
 - External Support Services Agreement Form
 - Photography Permission and Agreement Form

Visitor Entry, Supervision and Conduct

- The Nominated Supervisor will follow advice from the Office of the Children's Guardian if the visitor requires a WWCC [General information | Who needs a Check | Office of the Children's Guardian](#)
- The Nominated Supervisor will verify identification and WWCC (if required), copy the original identification, and file it securely via SharePoint.
- The Visitor will provide identification to the Nominated Supervisor upon presenting to the service.
- The visitor will sign in and out each day via the OWNA platform
- The visitor will be informed of emergency and evacuation procedures
- Visitors must remain under the direct supervision of the approved provider, nominated supervisor, responsible person or educator at all times whilst at the service

Policy Name	Visitor Procedure			Policy Version	V.1
Owner	Playtime Childcare Pty Ltd				
Policy published	April 2026	Last review date	April 2026	Next review date	April 2027

- Visitors are expected to remain professional at all times and must comply with Playtime's Child Protection Policy, child safe expectations, and service directions while on site.
- Visitors must not engage in inappropriate behaviour, unauthorised physical contact, or interactions that place children, staff, or families at risk. Any concern regarding the safety, wellbeing, or protection of a child must be reported immediately to the Nominated Supervisor.
- Visitors including allied health professionals, support workers, photographers, tradespersons, guest speakers and external providers must not use personal devices within the Playtime environment while children are present unless the use is directly related to approved professional duties, service delivery, required documentation or authorised learning activities. Any approved use must be discussed with the Nominated Supervisor and comply with Playtime's digital safety expectations. Where required, an External Visitor Digital Technology Contract will be completed and approved by the Approved Provider.
- Regular visitors such as allied health professionals, support workers will complete an *External Support Services Agreement Form* outline the responsibilities and expectations of both parties.
- During professional photography shoots, all parties (service, families and photographer) will sign the *Photography Permission and Agreement Form* prior to the session.
- Smoking, vaping, tobacco products and related devices are prohibited within Playtime Childcare premises at all times. These items must not be used on site, during breaks on service grounds, or while wearing service uniform, identification, or clothing associated with the service.

Monitoring, evaluation and review

The policy will be reviewed annually by: Management – Approved provider, Director, Employees – Educators, Children and Families

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Role	Responsibility
Approved Provider	- Will ensure that obligations under the Education and Care Services National Law and National Regulations are met. - Ensure they take reasonable steps to ensure that the nominated supervisor, educators, staff, and volunteers follow the policy and procedures. - Will ensure they provide the nominated supervisor, educators, staff and volunteers the documentation to perform their role, follow policy, procedure, and document according to regulatory and service requirements. - Will ensure that adequate induction process is provided to all staff to ensure they have time to read and understand policies and procedures and seek further information if unsure. - Will ensure that the nominated supervisor and staff are equipped with ongoing professional development and training they require to comply with this policy. - Will encourage feedback from stakeholders regarding the policy's effectiveness, particularly in relation to identifying and responding to child safety concerns. - Ensure the policy is kept up to date with current legislation, research, and best practice. - Ensure that they meet the requirement under the Education and Care Services National Regulations to implement and keep a record to document the details of all visitors who attend the service. - Ensure all students complete a student study record whilst they are attending the service to monitor progress.
Role	Responsibility
Nominated Supervisor	- Will ensure that, where required, the Working with Children Check WWCC has been sighted and verified prior to the visitor's commencement at the service. - Will ensure that visitors are directly supervised at all times, and that the health, safety, and wellbeing of children at the service is protected. - Will ensure that visitors are not affected by alcohol or drugs.

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Role	Responsibility
	- Will ensure that visitors will comply with the National Regulations and all service policies and procedures, including the code of conduct policy, while attending the service. - Will adhere to and implement the obligations under the Education and Care Services National Law and National Regulations.

Roles and Responsibilities

Role	Responsibility
	- Will ensure they take reasonable steps to ensure that the visitors follow the policy and procedures. - Will ensure that the staff are supported with ongoing professional development and training they require to comply with this policy. - Will encourage feedback from stakeholders and staff regarding the policy's effectiveness, particularly in relation to identifying and responding to child safety concerns. - Will ensure the policy is kept up to date with current legislation, research, and best practice - Will conduct regular staff meetings to address policy compliance with legislation, policy implementation, changes to policy and or collect feedback for annual review of policy.
Educators	- Will adhere to and implement the obligations under the Education and Care Services National Law and National Regulations. - Ensure they take reasonable steps to follow the service policy and procedures and seek advice or further support if unsure. - Will ensure they complete and document any related records regarding the implementation of this policy and practice requirements of the service.

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Role	Responsibility
	- Will attend any ongoing professional development, staff meetings and training they require to comply with this policy and practice requirements of the service. - Will provide feedback to the nominated supervisor or approved provider regarding the policy's effectiveness, particularly in relation to identifying and responding to child safety concerns. - Will provide feedback regarding policy review when required. - Work as a team sharing appropriate skills and knowledge with each visitor that attends our services. - Be aware of visitor expectations - Encourage visitors to seek help and advice as required - Be positive role model, showing appropriate behaviour and conduct themselves in a professional manner - Guide the visitors throughout their time within the services. - Make the visitor feel welcome and a valued member of the environment. - Ensure the visitor is never left alone with a child or children whilst at the service under any circumstance

Role	Responsibility
	Ensure Visitors are under the direct supervision of the approved provider, nominated supervisor, responsible person or educator at all times whilst at the service
Visitors	- Will comply with Playtime Childcare policies, procedures, child safe expectations and service directions while attending the service. - Will sign in and out as required and provide identification where requested. - Will remain under direct supervision unless otherwise approved under service arrangements.

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	• Will immediately report any child safety concern, incident or risk to the Nominated Supervisor. • Will maintain professional conduct and confidentiality while on site.
Families	• Will advise the Nominated Supervisor or educator of any concern relating to visitors attending the service. • Will respect service processes regarding visitor access, supervision and child safety expectations. • Will communicate any relevant information that may support safe visitor engagement within the service environment.

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