



Visitors, Casual Educators and Students Policy

Policy Number: 35
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Rationale and Policy Considerations

The education and care service appreciates that the inclusion of volunteers and students is a necessary part of industry development and provides opportunities to be involved in this process. It recognises that these times require extra vigilance in order to meet duty of care expectations.

The Education and Care National Law (WA) Act 2012 requires that the Approved Providers/Nominated Supervisor take reasonable care to protect children from foreseeable risk of harm, injury and infection. Employees have a responsibility to reduce the risks to children.

Most relevant policies and procedures

- Educator and volunteer orientation
- Programming
- Supervision
- Delivery and collection
- Community involvement
- Emergency and evacuation
- Incursions

Scope

This policy is written for children, families, educators and visitors of Lifestreamers Early Learning.

Policy Statement

Lifestreamers Early Learning operates on an open door system whereby potential new families are welcome to come at a scheduled time to view the centre. We encourage families to be involved in the program and to make suggestions and value any contributions and ideas made.

Students are a regular occurrence at the centre and are supervised at all times. Providing opportunities for students, volunteers and people seeking work experience in education and care services is seen as a community service, and a means of promoting quality education and care within the community.

Policy Principles

Visitors

- Ensuring children's safety and wellbeing will always be the determining factor in any decision to invite visitors to the service.
- Visitors may be invited into the service as part of the children's learning and leisure program. Members of the Fire Brigade, Police Department, medical or nursing profession may be invited to share aspects of their work that are of interest to children, community people with a skill, art or experience from which the children will gain experience or enjoyment.
- Lifestreamers Christian Church staff will occasionally contribute to the program at Lifestreamers Early Learning, but will not be responsible for enrolled children.
- Regular educators will always be responsible for maintaining the routines of the service.
- Visitors are asked to respect the centre's policies and procedures as they have been formulated in response to family and educators' feedback.
- Visitors to the centre will introduce themselves to educators, stating who they are and why they are at the service.

- For security reasons, people unfamiliar to the educators at Lifestreamers Early Learning will be greeted by an educator at the door before being invited into the centre.
- All visitors to the centre are required to fill in the visitors log on the sign-in iPad.
- Any person visiting or working with the children will require a Working with Children Card.
- Visitors, students, resource people and workmen will never be left alone with children.

Dealing with Aggressive or Intoxicated Visitors

In the event of a visitor to the centre becoming aggressive or abusive, the staff should follow the subsequent procedures;

- At all times, the safety of the children and educators are first priority.
- Educators will look through the glass door to ascertain manner of visitor before opening the door. The security door will not be opened until their manner or reason for attending has been assessed.
- Educator should remain calm and politely ask the visitor to leave.
- The children should be moved out of view, into a safe environment and lockdown practices and routines will be followed. Children should not be alarmed of incident and educators should remain calm.
- An available educator should be present to support the educator dealing with the visitor, without putting themselves at risk.
- Educator should try and ascertain what the problem is and see if there is a chance for a solution to be met.
- If the visitor is unable to be calmed down, they should be asked to leave again. If necessary and possible, an educator will direct the visitor to the office hub to meet with the centre manager and the educator could get a male from the office hub for extra support and safety. Alternatively, a team member will attempt to discreetly phone the hub for assistance.
- If the visitor will not leave, they should be advised that the police will now be called.
- An educator will call the police on 131 444.
- An educator should stay with the visitor unless they feel they are at risk of their own safety. At no time will an educator try to physically remove an unwelcome visitor/intruder.
- Keep the children away from the incident and try to drown out any yelling with music.
- When police arrive, document what has happened.

If the incident involves a non-enrolling parent seeking access to their child, educators at the centre will;

Explain that the service can only release the child to persons authorised by the enrolling parent/guardian, and calmly ask the person to wait while the enrolling parent/guardian is contacted to obtain their authorisation to release the child.

- One educator to remain with the non-enrolling parent, while another educator contacts the enrolling parent for their advice on how to proceed.
- If the non-enrolling parent becomes aggressive or violent towards the educator, follow the steps listed above.

In the event of a visitor arriving under the influence of drugs or alcohol;

- Do not let them on the premises and suggest that they leave
- If it is a parent, contact someone else from the child's enrolment form and ask them to come and collect the child.
- Explain to the visitor that we cannot let them take the child while they are under the influence and that we will arrange for someone else to collect the child.
- If they become aggressive, follow the above procedures.

Students

- Practical experience is vital for successful training in early learning and therefore we encourage students to complete their practicals at our centre.
- The service will offer student placements to:
 - High school students who wish to gain work experience as part of their school program, provided that the school has initiated the placement and the students are studying early childhood or family studies.

- students attending early childhood or education and care training at college or university.
- All placements will be negotiated through the management team who will ensure that there are no more than one student placement in each age group/room at any one time. Students will be provided with clear guidelines in relation to their responsibilities and code of conduct whilst at the service and will be closely supervised by educators at all times.
- While at the centre, students are given the opportunity to practice skills and the theory they have learnt during the course of their studies.
- Students are not educators and will not be left alone to supervise the children.
- Students will have opportunity to be involved in all areas of the program.
- Students will not be given the responsibility of making decisions or changing routines and policies.
- Students are not permitted to take photos of children for the purpose of their placement. Alternate forms of evidence will need to be utilised.

Casual Educators and Resource People

- From time to time, it is necessary to employ other people to meet the educator requirements of the centre. These people are required to read our policies and abide by them.
- Casual educators are employed to support the regular educators and will not make policy or routine decisions.
- The responsibility for the running of the program will always remain with the regular educators.
- Resource workers to our centre are expected to follow the directions of our educators regarding procedures as they are based on the needs of the families we serve.
- We encourage casual educators and resource people to ask many questions in order to learn the routines of our centre.
- Not all casual educators will have relevant childcare qualifications. We employ them on a casual basis to give them an opportunity to explore if childcare is the right career choice for them. They will be support educators only.
- Personal electronic devices that can take photos or record images will not be carried or worn while providing education and care to children. Lockers are provided for personal items during shift hours.

Orientation

- All new relief educators (not Agency) and volunteers will go through an orientation process before they start. Wherever possible, this will happen before the day they are needed to help, or within the first week.
- The orientation process will include;
 - Tour of the centre
 - Discussion of roles and responsibilities
 - Presentation of relevant qualifications, WWC, First Aid etc.
 - Reading of the following policies
 - Code of Conduct
 - Emergency and Evacuation
 - Incident, Injury, Illness and First Aid
 - Supervision
 - Visitors, Casual Staff and Students

Related Legislation and Documents

- Education and Care Services National Law (WA) Act 2012.
- Education and Care Services National Regulations 2012.

Document History

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| Visitors, Casual Staff and Students Policy | 23/6/2022 |
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