

Woden Valley Child Care Centre Association Incorporated

Visitors to the service policy

Date Reviewed:

June 2, 2021

Regulation:

Family Assistance Law

Standards:

7

Aim

The aim of this policy is to set expectations and provide clear guidelines on appropriate behavior for visitors to the Woden Valley Early Learning Centre (WVELC).

Policy

Visitors to WVELC are expected to:

- Sign in on arrival and sign out on departure;
- If providing deliveries, entertainment or other services to WVELC, provide their full name, phone number, and details on the organisation they work for or/and a reason for a visit;
- Where relevant, visitors holding a current Working with Vulnerable People card are required to provide their card details, unless the visits are regular and the copy is stored on file;
- Respect and comply with WVELC philosophy;
- Follow the rules of WVELC, including those specified in the constitution and policy and procedure documents;
- Adhere to WVELC accountability requirements;
- Present themselves in neat, clean and respectful clothing, appropriate to be seen by young children (e.g. offensive language or scary pictures on clothing may not be considered respectful, and a visitor may be refused entry to WVELC);
- Act in respectful, positive and honest way;
- Not smoke, take illegal drugs or consume alcohol when present on WVELC grounds, or enter WVELC under the influence of alcohol or illegal drugs (if WVELC staff are not convinced that the person is fit for entry, entry may be refused);
- Not bring dangerous materials into the centre. Heavy machinery, equipment or any toxic products necessary to maintain WVELC should be supervised at all times and be placed out of reach of the children – it is good practice to inform staff of any possible dangerous items brought into premises;
- Avoid consuming or bringing food to the service, noting WVELC has a strict **no nut policy and some children may have other forms of food based allergies**;

- Not harass, threaten or abuse in any way (physical, verbal, mental or sexual) any WVELC staff, visitors or users of the centre;
- Follow the appropriate **Grievances policy** to resolve conflicts;
- Respect the privacy of WVELC and any of its users (children, parents/guardians/families, staff, other visitors and community members). Any documents, set-ups or displays are considered WVELC's intellectual property. If you wish to obtain a copy of any property and/or take a photo, prior permission must be obtained (please note that small charges may apply as WVELC is community based non-profit organisation); and
- Not take any photos of child/ren (or have child/ren in the background), staff, parents/guardians/family members, other visitors or community members, displays, equipment or/and set-ups without obtaining prior permission.

WVELC tours

Tours of WVELC are not be held during routine times or sleep/rest time and must be booked in advance. The WVELC leadership team will guide prospective families or visitors through the premises and will accompany them at all times. The most convenient time for the tours are between **9am – 11am** and between **2:30pm – 3:30pm**.

Parking

Parking at the front of the premises is only intended for parents/guardians/families, visitors or WVELC deliveries. It is short-term parking (up to 15 minutes) intended primarily for drop-offs and pick-ups of child/ren enrolled in the service. Any visitors (including orientating families) who require a longer period of parking should seek written permission and will be provided with an exemption note to display in their car, otherwise parking fines may apply. WVELC does not take any responsibility for any fines, car damage or/and thefts.

Belongings

WVELC takes no responsibility for any goods brought into or left at WVELC. Please keep an eye on your belongings.