

VISITORS TO THE SERVICE GUIDELINE



Kindergarten Programs

1. Purpose and Intent

The City of Casey is committed to ensuring all children attending a City of Casey managed Kindergarten Programs are provided with a safe and secure environment that supports their health and wellbeing and adheres to National Regulations. This guideline outlines the responsibilities of the service when welcoming visitors into the service.

2. Scope

This guideline will apply to the Approved Provider, Nominated Supervisor, Certified Supervisor, educators, staff, students on placement, volunteers, parents, children and others attending the programs, activities and services managed by the City of Casey.

3. Definitions

Key Term	Definition
Approved Provider	An individual or organisation, such as City of Casey, that has completed an application form and been approved by the Regulatory Authority as fit and proper (in accordance with Sections 12, 13 and 14 of the National Law) to operate one or more education and care services.
Child-related work	Child-related work is work in either a voluntary or paid capacity, in any of the occupational fields listed in the Act where contact with a child is direct and part of a person's duties.
Contractor	A person or organisation engaged to perform specific work or services at the site (e.g. maintenance, building works).
Nominated Supervisor	A person who is the Responsible Person in Day-to-Day Charge, and has been nominated by the Approved Provider (City of Casey) of the service under Part 3 of the Act to be the Nominated Supervisor of that service, and who has consented to that nomination. The Nominated Supervisor has day-to-day responsibility for the service in accordance with the National Regulations. All services must have a Nominated Supervisor.
Person with Management and Control	Individuals responsible for managing the delivery of a service or those who have significant influence over its activities. PMCs have specific legal obligations for ensuring compliance within early childhood education and care providers.

Visitor	Any person attending the service who is not engaged in the direct education and care of children.
Volunteer	A person who willingly provides their time and services without payment to support the program.
Working With Children Check (WWCC)	A check issued by the Department of Justice and Regulation in accordance with the Working with Children Act (2005).

4. Background

The City of Casey considers all persons who are not engaged specifically to work with the children from the service premises as visitors. Visitors to a Casey managed kindergarten include, and are not limited to:

- The approved provider or a person with management or control.
- All City of Casey staff (excluding educators working directly with children).
- Parents or guardians who choose to visit beyond normal arrival and collection times.
- Contractors, architects, and building inspectors.
- People providing specialist services, e.g. allied health.
- External visitors providing service events.
- Other early childhood professionals viewing the service for professional development.

Maternal and Child Health Co-located with Kindergartens

Maternal and Child Health Nurses (MCHNs) who are located at the same site as the kindergarten service may be required to enter the kindergarten room to access a shared office space. In these centres, the MCHN is not considered a visitor to the service and is not required to follow the processes outlined in this document. MCHNs should always wear their City of Casey staff ID and should ring the doorbell and wait for an educator to open the door. MCHNs should avoid taking any personal device into the kindergarten room in line with the *Digital Technology guidelines*.

5. Responsibilities for this guideline

Child Youth and Family Management, Person with Management or Control or the Approved Provider	• Ensure guidelines and procedures are in place for recording visitors to children's services and take all reasonable steps to ensure staff compliance.
Educators and staff	• Ensure all visitors within the scope of these guidelines complete the Visitors Attendance Record. • For visitors who are engaged in child-related work (unless exempt under the Worker Screening Act 2020), verify their Working With Children's Check (WWCC) using the Visitor WWCC Verification Record: • On the visitor's first visit to the service. • On a termly basis should they return for subsequent visits. • Maintain adequate supervision of children, ensuring children are not left alone with a visitor (Regulation 166) (Section 165). • Support families to visit the service and engage with their child and/or the educational program, in particular during the child's orientation period.

	• Ensure experiences that involve visitors to the service will provide identifiable benefits for the children attending the service. • Ensure a risk assessment is completed by educators where appropriate and deemed necessary. • Ensure kindergarten service tours are conducted outside of program hours and persons attending tours complete the Visitor Attendance Record. • Ensure no more than four visitors (unless by agreement with educators) visit the service at any one time to minimise disruption to the program. • Ensure visitors remain respectful of the service environment. • Ensure visitors do not take photos or videos of children at the service. • Allow MCHNs who are co-located to enter the room without signing in, ensuring they are wearing their Casey ID and are compliant with the <i>Digital Technology guidelines</i>.
Parents/Families and service users	• Complete the Visitor Attendance Record if attending the kindergarten program outside of regular drop off and/or pick up times or for an activity with their child. • Inform educators if they wish to volunteer at the service on a regular basis.

6. Associated documents and attachments

This guideline should be read in conjunction with guidelines for:

- Digital Technology Guidelines
- Volunteer Guidelines
- Criminal History Record Check Guidelines
- Attachment 1: Visitor WWCC Verification Record
- Child Protection Guidelines
- Supervision Guidelines
- Enrolment and Orientation Guidelines
- Excursions, Regular Outings, Service Events and Transportation Guidelines
- Attachment 1: Visitor Attendance Record
- City of Casey's Child Safe Policy
- City of Casey's Working with Children Check Policy

7. Relevant legislation

Relevant legislation and standards include but are not limited to:

- Education and Care Services National Regulations 2012 Regulation 358
- Education and Care Services National Regulations 2012 Regulations 165. 166
- Worker Screening Act 2020 (Chapter 5.1 – Exemptions from a WWCC Check)
- [WWCC for Early Childhood Services](#)
- [Exemption from WWCC](#)

8. Statement of Commitment to Child Safety

All children or young people who attend services, programs, and events delivered by, and spaces owned or managed by the City of Casey, have the right to feel and be safe. The wellbeing and safety of children and young people in our care will always be our priority.

Council has zero-tolerance of child abuse and is committed to creating and maintaining a child safe and child-friendly organisation where all children and young people are valued and protected from abuse, harm and neglect.

The City of Casey is committed to creating and maintaining a child safe organisation where protecting children and young people from abuse, harm and neglect is embedded in the everyday thinking and practice of Council, its employees, contractors and volunteers.

9. Monitoring, evaluation and review

The City of Casey will ensure:

- Regular monitoring of the implementation of this guideline and its associated documents including training and compliance.
- This guideline and its associated documents are kept up to date with current legislation, policy and best practice.
- Review and evaluation of this guideline and its associated documents as part of the service's review cycle, or as required.

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10. Document History

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