



Work Safe Policies

Visitor Management Policy and Procedures

Introduction

We are committed to complying with our Work Safe requirements.

Purpose and Objectives

Typical visitors to the School include members of the wider School community, prospective parents, prospective employees, volunteers, contractors, invited speakers and representatives of community, business and service groups. If any person (whether or not originally a legitimate visitor) displays behaviour that indicates an intent to use physical force or power, threatened or actual, against a person, that either results in or has a high likelihood of resulting in either physical or psychological harm, that person shall be treated as a violent intruder and will be managed through our Critical Incident Response Procedures.

Scope

This Policy and its Procedures apply to all staff, volunteers and contractors at the school.

Responsibilities

All workers must follow the procedures as set out in this Policy.

Policy

Sunshine Christian School is committed to providing a safe working environment for all our workers, students, visitors and guests.

It is our policy to:

- ensure the safety and welfare of all persons on School grounds
- implement procedures for management of visitors on School premises
- ensure all staff who are arranging meetings with visitors request that they report to the main School reception (unless they are attending an organised event, or a meeting with a staff member has been pre-arranged at a specific location)
- ensure that both students and staff are vigilant to the presence of unknown people on the School grounds
- implement adequate security procedures within the School (refer to our Security of Buildings and Grounds Policy and Procedures)
- train staff with respect to dealing with visitors.

Procedures

Visitor Procedures

When visiting School grounds all visitors must:

- report to reception
- sign the Visitors' Book stating their name, position or company, purpose of visit and time of arrival
- wear a badge or sticker that clearly identifies them as a visitor
- sign the Visitors' Book when they leave the School premises, recording their time of departure.

If visitors are carrying out child-related work, the School requires visitors to have applied for or hold a valid Working with Children Check.

Visitors Attending School Events

Where the School holds an event, which involves multiple visitors (such as parent teacher meetings or social functions), it is not practical or desirable for visitors to report to reception.

If the School holds an event, clear signage will be displayed at the entrances to the School and staff and/or student representatives shall be deployed to assist in directing visitors to and from the event venue.

For procedures to be followed with respect to open invitation events (such as open days) refer to Event Management.

Visitors Meeting with a Staff Member at a Pre-Arranged Location

In certain circumstances it may be appropriate for a staff member to arrange to meet a visitor at a pre-arranged location, away from the main student campus, rather than at reception.

In this circumstance the staff member must:

- ensure that the visitor is given specific directions as to the location of the meeting
- avoid a situation where a visitor may find themselves walking unaccompanied through the main student campus whilst trying to find the meeting place
- ensure that the visitor is accompanied at all times if they are required to visit the main student campus.

Responding to Visitors Without a Badge/Sticker or Visitors who Become Disruptive

If a staff member identifies an unknown individual on School grounds without a badge/sticker they should follow the procedure below:

Step 1 – Ask for Name

Ask the person to state their name and their reason for being on the School grounds.

Step 2 – Direct the Visitor to Reception

If satisfied that the visitor has legitimate grounds for being on the School premise, direct the visitor to reception so that they can sign in following our visitor management protocol. Explain to the visitor

that this is part of the School's policy, designed for the protection of students.

Step 3 – Where the Visitor Refuses to Comply with a Reasonable Direction

If the visitor fails to comply with the direction and/or acts suspiciously, the visitor should be treated as an intruder and the Principal, the most senior member of the Critical Incident Management Team and/or the police should be notified.

Signage

Permanent signage is displayed at the main School entrance and at other likely points of entry, directing visitors to report to the School reception.

Temporary signage is used to direct visitors attending organised School events.

Implementation

This Policy is implemented through a combination of:

- staff training
- effective notification procedures
- critical incident response procedures
- initiation of corrective actions where necessary.

Breach of this Policy and Procedures

Where a staff member breaches this Policy, Sunshine Christian School may take disciplinary action.

Definitions

Term	Definition
Visitors	Visitors are all persons on School grounds, other than current students and employees of the School who have a good cause to be there.

Source of Obligation

This section is not applicable.

Related Policies and Procedures

- [Security of Buildings and Grounds Policy and Procedures](#)

Related Forms and Documents

There are no related documents applicable to this Policy.

References

There are no applicable references for this Policy.

Policy History and Schedule

Insert Policy Control/Administration Information