



Visitors Policy

Level: 3

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1. **Preamble**

- 1.1. The school's mission is to "provide excellence in Christ-centred education in partnership with families within a caring Christian community", and the school's vision is to see Christ's redemptive impact in the world through the capability, character and commitment of our students.
- 1.2. Chairo has a duty of care for the safety and wellbeing of all students, staff members and visitors on school premises, and to protect physical assets. Such duty of care includes a responsibility to take all reasonable steps to regulate, restrict and record who enters school premises and for what purposes.
- 1.3. It is the school's desire that each visitor to the school, regardless of the purpose of their visit, is treated with dignity, respect and care, and in a manner that reflects positively upon individual personnel, the school, and Jesus Christ. Likewise, all visitors are expected to treat staff and students with dignity, respect and care.

2. **Definitions**

- 2.1. *Visitors* refers to any persons, whether members of the school community (including parents and guardians) or the wider community, entering school premises other than current students; staff members; and other approved workers (volunteers, contractors, and authorised government workers) and such definition applies regardless of the duration, timing or purpose of such visits.
- 2.2. *Volunteers* refer to those workers approved by the school to assist with the school program without remuneration and include those referred to as parent helpers. Note: people visiting the school on a "once off" basis to speak to classes or in other ways contribute to the school program are regarded as visitors rather than volunteers.

3. **Details**

- 3.1. The school welcomes and shall be welcoming to visitors, while at the same time exercising its duty of care to students and staff members by ensuring that visits are for legitimate reasons and that the conduct of visitors is appropriate.
- 3.2. Visitors are expected to abide by all relevant legislation and regulations, including all child safety requirements as outlined in the Chairo Child Safety Policy; follow directions and instructions given by staff members; and conduct themselves in a manner appropriate within a Christian school.
- 3.3. The school shall have procedures in place to regulate, restrict and record who enters school premises (and for what purposes) as far as is reasonably practicable. While this is particularly important during normal school hours and/or when students are present at school, reasonable steps should be taken at other times to regulate, restrict and record who is present.
- 3.4. Further to item 3.3 above, it is acknowledged that difficulties exist in relation to implementing procedures in some circumstances (e.g., special events during school hours, activities outside



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school/office hours). Nevertheless, steps should still be taken, as far as reasonably practicable, to comply with the expectations detailed within this policy (see 3.11,3.12).

- 3.5. It is acknowledged that on occasions it may be difficult to determine whether a person is technically a visitor or a volunteer, and a visitor may even be on school premises in both capacities depending upon different activities being undertaken whilst in attendance. In such cases, reference should also be made to the *Volunteers Policy* and care taken to apply the principles expressed in both policy documents. In such cases, a visitor's involvement must be occasional and incidental to child-related work or else they need to be considered as volunteers.
- 3.6. While the school may regard someone entering school premises as a visitor for the purposes of this policy, such classification shall not in any way remove the school's obligations under relevant government legislation (e.g., Occupational Health & Safety). Accordingly, visitors are required to follow related school policy and procedures as may be directed.
- 3.7. All visitors to school premises during normal school/office hours, with the exception of those simply accessing the school car park for a brief period of time (for example, to deliver and/or collect students at the start and/or end of the school day) shall report to the appropriate reception area.
- 3.8. Where visitors to school premises need to go beyond the reception area, they must sign in using the appropriate sign in procedures and receive a visitor's pass, to be worn for the duration of the visit and then returned upon signing out via the same procedures at the time of departure. On issuing the badge, the receptionist will point out the Child Safety information on the badge and ask the visitor to familiarise themselves with the information.
- 3.9. Where visitors to school premises need to remain in the reception area for a period of time, they must sign in using the appropriate sign in procedures but will not generally need to receive a visitor's pass.
- 3.10. The requirement for visitors during normal school/office hours to sign in applies whether visiting for an individual purpose (e.g. for a meeting with a teacher) or as part of a wider school activity (e.g. sports day, assembly, chapel service).
- 3.11. Notwithstanding the requirements outlined in 3.10, in situations where it is clearly unreasonable for visitors to school premises during normal school/office hours to sign in individually at reception (e.g. a large number of visitors attending for a special event), staff members with responsibility for the relevant meeting/event/activity shall take all reasonable steps to record and supervise those present. Where practicable, a list of such visitors present should be provided to reception.
- 3.12. In situations where visitors are present on school premises outside normal school/office hours (e.g. for parent teacher interviews, meetings, information evenings), staff members with responsibility for the relevant meeting/event/activity shall take all reasonable steps to record and supervise those present.
- 3.13. Visitors who are authorised to enter the school premises for a specific purpose (e.g. Worksafe or Environmental Health officers) shall have their identity checked and authorisation given by the Principal, Business Manager, Compliance Officer or other authorised person, who will also facilitate the purpose of their visit to the school and provide the necessary level of direct supervision and oversight. Contractors (including visiting professionals) and volunteers should follow the authorisation procedures and attendance requirements specific to these categories of workers.
- 3.14. Visitors who will be working directly with students, and/or have access to students, must be always under the direct physical supervision of a staff member. Where necessary, the proposed activities



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of the visitor must be modified to meet these criteria or appropriate procedures as per the *Volunteers Policy* must be followed.

- 3.15. Where a visitor is to contribute to a school program, it is important that the person responsible for their participation briefs them regarding Chairo's Christian foundations and the impact of this on the nature of the school and its community in order to ensure that their contribution is consistent with the school's mission and vision.
- 3.16. Past students may visit the school providing that prior arrangement has been made with the Head of School (or Executive Principal or Principal) and that at least one day's notice has been given for visits to see any current students. Regardless of prior arrangement, all Visitor procedures must be followed upon attendance.
- 3.17. Class visits may only be made where prior permission has been received from the appropriate class teacher. While in most instances teachers welcome visits to classrooms, even where the appropriate request has been made and procedures followed, visitors (including parents and past students) shall not have automatic right of entry to classrooms, or to directly contact all students.
- 3.18. All staff members shall be vigilant at all times in relation to visitors to school premises and shall have the right to: (1) question a visitor in relation to the purpose of his/her visit; (2) check that appropriate procedures have been followed upon the arrival of a visitor; (3) demand that a visitor return to reception to follow correct procedures; (4) instruct a visitor in relation to matters of conduct and appearance; (5) limit the activities of a visitor; and (6) restrict access by a volunteer to specific areas of the school premises.
- 3.19. Schools are not public places. The presence of a visitor to school premises is approved at the school's discretion. Where the purpose of a visit or the behaviour of a visitor is deemed to be inappropriate, the Executive Principal, Principals and Heads of Schools shall have the right to ask a visitor to leave school premises (or to authorise another staff member to do so) and to escort the visitor from the premises where necessary.
- 3.20. No members of the school community shall be expected to place themselves at risk of harm. As such, the involvement of external authorities (e.g. police) may be required to assist in the resolution of a difficult or dangerous situation.
- 3.21. Examples of inappropriate behaviour by visitors shall include, but not be limited to: (1) abuse, violence, threats or displays of significant anger; (2) offensive or bad language; (3) physical contact with a student; (4) actions related to personal grievances with members of the school community; and (5) interference with the proper function of a class or the operations of the school.
- 3.22. Further to item 3.21 (4) above, where a visitor is the parent of a current Chairo student and has a grievance that is school-related rather than personal, reference should be made to the *Dispute Resolution (Parents) Policy*.