

ST. THERESE'S PRIMARY SCHOOL

Albion Street, Kennington 3550



Visitor Management

Visitor

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

Typical visitors to the St Therese's School include members of the wider St Therese's 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 Violent Intruder on Grounds Policy.

St. Therese's School Policy

St. Therese's 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 St Therese's School grounds;
- Implement procedures for management of visitors on St Therese's School premises;
- Ensure all staff who are arranging meetings with visitors request that they report to the main St Therese's 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 St Therese's School grounds;
- Implement adequate security procedures within the St Therese's School. Refer to our Security (Building & Grounds) Policy;
- Implement procedures for dealing with violent intruders. Refer to our Violent Intruder on Grounds Policy; and
- Train staff with respect to dealing with visitors.

Visitor Procedures

When visiting St Therese's 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; and
- Sign the Visitors' Book when they leave the St Therese's School premises, recording their time of departure.

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

Visitors Attending School Events

Where the St Therese's 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.

In the event that the St Therese's School holds an event, clear signage will be displayed at the entrances to the St Therese's 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 or the St Therese's School fair) refer to our Events Management Policy.

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; and
- 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

In the event that a staff member identifies an unknown individual on St Therese's 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 St Therese's School grounds.

Step 2 – Direct the Visitor to Reception

If satisfied that the visitor has legitimate grounds for being on the St Therese's 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 St Therese's School 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 procedures set out in our Violent Intruder on Grounds Policy including notifying the Principal, the most senior member of the Emergency Management Team and/or the police should be followed.

Workers' Responsibility

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

Signage

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

Temporary signage is used to direct visitors attending organised St Therese's School events.

Implementation

This policy is implemented through a combination of:

- Staff training;
- Effective notification procedures;
- Critical incident response procedures; and
- Initiation of corrective actions where necessary.

Discipline for Breach of Policy

Where a staff member breaches this policy St. Therese's School will take disciplinary action.

Related Policies

Child Protection - Working with Children Checks Policy

Emergency Response Policy

Emergency Management Team & Response Procedures

Event Management Policy

Security (Building & Grounds) Policy

Violent Intruder on Grounds Policy