



Visitor Management

Visitor	<p>Visitors are all persons on College grounds, other than current students and employees of the College who have a good cause to be there.</p> <p>Typical visitors to the College include members of the wider College community, prospective parents, prospective employees, volunteers, contractors, invited speakers and representatives of community, business and service groups.</p> <p>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 <u>Critical Incident Response Procedures</u>.</p>
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<p>St John's College's Policy</p>	<p>St John's College is committed to providing a safe working environment for all our workers, students, visitors and guests.</p> <p>It is our policy to:</p> <ul style="list-style-type: none">• ensure the safety and welfare of all persons on College grounds• implement procedures for management of visitors on College premises• ensure all staff who are arranging meetings with visitors request that they report to the main College 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 College grounds• implement adequate security procedures within the College (refer to our <u>Security of Buildings and Grounds</u> policy)• train staff with respect to dealing with visitors.
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Visitor Procedures	<p>When visiting College grounds all visitors must:</p> <ul style="list-style-type: none">• 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 College premises, recording their time of departure. <p>If visitors are carrying out child-related work, the College requires visitors to have applied for or hold a valid Working with Children Check.</p>
Visitors Attending College Events	<p>Where the College 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.</p> <p>If the College holds an event, clear signage will be displayed at the entrances to the College and staff and/or student representatives shall be deployed to assist in directing visitors to and from the event venue.</p>

<p>Visitors Meeting with a Staff Member at a Pre-Arranged Location</p>	<p>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.</p> <p>In this circumstance the staff member must:</p> <ul style="list-style-type: none">• 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.
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Responding to Visitors Without a Badge/Sticker or Visitors who Become Disruptive	<p>If a staff member identifies an unknown individual on College grounds without a badge/sticker they should follow the procedure below:</p> <p><u>Step 1 – Ask for Name</u></p> <p>Ask the person to state their name and their reason for being on the College grounds.</p> <p><u>Step 2 – Direct the Visitor to Reception</u></p> <p>If satisfied that the visitor has legitimate grounds for being on the College 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 College’s policy, designed for the protection of students.</p> <p><u>Step 3 – Where the Visitor Refuses to Comply with a Reasonable Direction</u></p> <p>If the visitor fails to comply with the direction and/or acts suspiciously, the visitor should be treated as an intruder and the Principal, Deputy, and/or the Police should be notified.</p>
Workers’ Responsibilities	All workers must follow the procedures as set out in this Policy.
Signage	<p>Permanent signage is displayed at the main College entrance and at other likely points of entry, directing visitors to report to the College reception.</p> <p>Temporary signage is used to direct visitors attending organised College events.</p>

Implementation	This Policy is implemented through a combination of: <ul style="list-style-type: none">• staff training• effective notification procedures• critical incident response procedures• initiation of corrective actions where necessary.
Discipline for Breach of Policy	Where a staff member breaches this Policy St John's College may take disciplinary action.