

Note that this document is a **template only** and needs to be customised for your school setting. It is important to work with school council and relevant school staff when developing or updating this policy to ensure the content reflects the circumstances of your school community. If you are concerned that you may be making changes to aspects of the template that are a DET or legal requirement, please contact the Operational Policy, School Engagement and Compliance (OPSEC) Division for assistance on:

- 03 7022 1888 or
- pal.support@education.vic.gov.au

Reminder: The Department's Policy and Advisory Library (PAL) was launched in June 2020. When you are reviewing and updating your own local version of this template policy make sure you update the links to Department policy at the same time. All Department policy for schools is now on PAL.

VISITORS POLICY

The text in this template policy should be amended where indicated in yellow. Please ensure that you insert information relevant to your school where prompted in yellow, and amend references to "Example School" so that they are replaced with your school name. You are encouraged to amend the font and text styles used in this template to reflect your school colours/style, and include your school logo.

All information highlighted in green is for instructional purposes only and should be removed from the final document.

[NOTE: The Department covers the costs of a range of interpreting and translation services to support schools to communicate key information to parents with limited or no English language skills about their child's education. Schools must follow the Department's policy and guidance on using these services: [Interpreting and Translation Services](#). Translation of school policies are not covered by the Department funded service because they fall outside of the categories of work which are supported, as set out in the guidance chapter [Translation assignments](#). However, schools can consider the Department funded service for support in interpreting the information in this policy in a meeting or telephone call between the parent/carer and school. While it is not mandatory to include the below section on 'Help for non-English speakers' in this policy, it is important to ensure all families are aware of interpreting and translation services available to them through the school.]



Help for non-English speakers

If you need help to understand the information in this policy please contact [insert school contact details].

PURPOSE

To provide a safe and secure learning and teaching environment for students and staff by establishing processes to monitor and manage visitors to **Example School**.

SCOPE

This policy outlines our school's arrangements for visitors who attend school grounds when the school is open for instruction between the hours of [insert hours where children are likely to be present at your school, including before and after school eg 8:30am to 4:00pm, and when the office is staffed to monitor/receive visitors at reception], including parents, contractors, [insert any other visitors that are common visitors at your school]. Outside of these times, our front office is not staffed and this policy does not apply.

DEFINITIONS

Child-related work: As defined by the *Worker Screening Act 2020* (Vic), child-related work is work that usually involves direct contact (including in person, over the phone, written and online communication) with a child that is a central part of that person's duties. It does not include work that involves occasional direct contact with children that is incidental to the work.

POLICY

Example School strives to create an open and inclusive school community, and encourages parents and carers to be actively involved in their child's development and education. We also strive to foster strong partnerships with local community services, schools and other organisations.

Example School is not a public place. The principal has the authority to permit or deny entry to school grounds, and encourages all visitors to familiarise themselves with our school's *Statement of Values and School Philosophy*, *Child Safety [and Wellbeing] Policy*, *Child Safety Code of Conduct*, *Volunteers Policy* [insert any relevant local school policy here].

From time to time, different members of the public may visit our school. Visitors may include, but are not limited to: [please add or amend to suit your school community]

- Parents
- Volunteers – see our school's *Volunteers Policy* for more information
- Prospective parents, students and employees
- Invited speakers, sessional instructors and others addressing learning and development
- Public officials (e.g. Members of Parliament, local councillors)
- Persons conducting business e.g.: uniform suppliers, booksellers, official school photographers, commercial salespeople
- Instructors providing Special Religious Instruction (SRI) [delete if you do not have SRI]
- Tradespeople
- Children's services agencies
- Talent scouts
- Department of Families, Fairness and Housing workers
- Victoria Police
- Persons authorised to enter school premises (e.g. Worksafe inspectors, health officers etc)
- Other Department of Education and Training staff (including allied health staff) or contractors
- NDIS therapists or other allied health or health practitioners

Sign in procedure

[This section should be amended to meet the specific requirements of your school. Department policy requires that all schools, at a minimum, maintain a register of visitors who enter and exit school grounds. The text below is included as a **sample only**. For schools that have more than one campus, please ensure you include procedures for all campuses, or if they differ, you can choose to have a separate policy or procedure for each campus.]

All visitors to Example School are required to report to the school office on arrival (see exceptions below in relation to parents/carers). Visitors must [choose which apply to your school, excluding the first point which is required in all schools]:

- Record their name, signature, date and time of visit and purpose of visit in [include details, i.e. visitors book, computer system, etc]
- Provide proof of identification to office staff upon request
- Produce evidence of their valid Working with Children Clearance where required by this policy (see below)
- Wear a visitor's [lanyard/name tag] at all times [delete if not applicable]
- Follow instruction from school staff and abide by all relevant school policies relating to appropriate conduct on school grounds including [insert relevant policies eg: Child Safety Code of Conduct, Respect for School Staff, Statement of Values and School Philosophy etc] as well as Department policies such as the [Sexual Harassment Policy](#) and [Workplace Bullying Policy](#)
- Return to the office upon departure, sign out and return visitor's [lanyard/name tag] [delete if not applicable].

Example School will ensure that our school's Child Safety Code of Conduct is available and visible to visitors when they sign in.

COVID-19 vaccination information

Our school follows Department of Education and Training policy with respect to the requirements relating to attendance on school sites and COVID-19 vaccinations.

For further information, refer to:

- [COVID-19 Vaccinations – Visitors and Volunteers on School Sites](#)

Working with Children Clearance and other suitability checks

For Working with Children (WWC) Check and other suitability check requirements relating to parents/carers and other volunteers working with students please see our Volunteers Policy [see [Volunteers Policy template](#)].

[Schools have the discretion to decide which visitors, if any, will be required to have a WWC Clearance above the legal minimum requirements set out in the *Worker Screening Act 2020* (Vic). This Act requires all people engaged in 'child-related' work (see definition on this template), to hold a WWC Clearance. The Department has a useful flowchart to assist schools in relation to making decisions about suitability checks- <https://www.education.vic.gov.au/PAL/working-with-children-check-flowchart.pptx>. The text below is an example that follows the recommendations in the flowchart].

All visitors who are engaged in **child-related work** (see definition above) must have a valid WWC Clearance. Additional suitability checks may also be required such as reference, proof of identity, qualification and work history involving children checks.

[note that the following text is a sample only and is not compulsory. It is **at the discretion of the principal** as to whether to require a WWC Clearance for those not engaged in child-related work, noting that the Department **recommends** that visitors have a WWC Clearance if they will be **regularly present at the school and/or children can reasonably be expected to be present**]:

In some circumstances, visitors to Example School who are **not** engaged in child-related work will also be required to produce a valid WWC Clearance depending on the particular circumstances of their visit. For example, Example School will require a valid WWC Clearance for:

- **visitors who will be working regularly with children** during the time they are visiting, even though direct contact with children is not a central part of their normal duties
- **visitors (e.g. contractors)**, who will regularly be performing unsupervised work at the school during school hours or any other time where children are present. Further background checks, including references, may also be requested at the discretion of the principal.

Visitors who will be working in areas away from students (e.g. a visiting auditor who will be located in the front office with administration staff) or who will be supervised and accompanied by a staff member during their visit (e.g. a Member of Parliament, a journalist, a prospective parent on a school tour) will not be required to have a WWC Clearance.

Sworn Victoria Police officers or sworn Australian Federal Police officers are exempt from requiring a WWC Check, but may be asked to verify that they are sworn officers by providing proof of identification.

Invited speakers and presenters

On occasion, **Example School** may invite external speakers or providers to deliver incursions, presentations, workshops and special programs for our students. Consistent with Department of Education and Training requirements, **Example School** will:

- ensure that the content of presentations and programs by external providers contributes to the educational development of our students and is consistent with curriculum objectives
- ensure that any proposed visit, programs or content delivered by visitors complies with the requirement that education in Victorian government schools is secular **[(apart from the provision of Special Religious Instruction) - delete this if your school does not offer SRI]** and is consistent with the values of public education, Department policies and the *Education and Training Reform Act 2006* (Vic). In particular, programs delivered by visitors are to be delivered in a manner that supports and promotes the principles and practice of Australian democracy including a commitment to:
 - elected government
 - the rule of law
 - equal rights for all before the law
 - freedom of religion, speech and association
 - the values of openness and tolerance
 - respect for the range of views held by students and their families.

Parent visitors

[this section on parent visitors is optional. Principals may want to adopt if disruptive/inappropriate visits by parents are an issue at your school]

We understand that there may occasionally be a reason why a parent or carer may want to speak to or see their child at school, during school hours.

If there is a particular pressing or unavoidable issue that cannot wait until the end of the school day, we ask that parents or carers call the school office to make the request to speak to or see their child during school hours.

We also ask that parents avoid arranging to visit their children at school wherever possible, as this can cause inappropriate disruptions to the school day.

All parents or carers who visit our school during school hours, other than for the purposes of school pick ups and drop offs or for specific school events (eg parent teacher interviews, concerts, assemblies etc), are required to sign in as a visitor at the school office.

Parents or carers who are prohibited from entering the school under a court order or direction of the Principal are not permitted to visit the school. Our school [insert the school's procedures for managing parents/carers restricted from attending the school e.g. maintains and provides office staff with a list of restricted parents/carers which may include identifying photographs and any other information as required depending on the level of risk posed.]

Other visitors

All business operators, tradespeople and other visitors attending the school to conduct work must report to the school office upon arrival for instruction and follow the sign in procedure outlined above.

COMMUNICATION

[This Communication section is not mandatory and can be deleted. However for consistency with your other policies you may wish to retain it and/or include it in a spreadsheet listing all your school's policies and outlining the communication method your school uses next to each policy. You can adapt our consolidated spreadsheet of all policies for this purpose – refer to [Communicating our Policies](#)]

Note: There are no expressly stated requirements relating to how schools must communicate this policy but to ensure student safety and wellbeing it is important to give careful consideration as to the most effective method of ensuring your school community are aware of and understand the requirements under this policy.]

This policy will be communicated to our school community in the following ways [please delete the options below in yellow if you do not intend to use these methods. Note that the first two methods are strongly recommended]:

- Available publicly on our school's website
- Included in induction processes for relevant staff
- Included in our staff handbook/manual
- Discussed in an annual staff briefing/meeting
- Made available in hard copy from school administration upon request

RELATED POLICIES AND RESOURCES

Example school policies:

[Insert links to related local policies, including *Statement of Values and School Philosophy*, *Volunteers Policy*, *Child Safety and Wellbeing policy*, *Child Safety Code of Conduct*]

Department policies:

- [Child Safe Standards](#)
- [Visitors in Schools](#)
- [Contractor OHS Management](#)

POLICY REVIEW AND APPROVAL

Policy last reviewed	[insert date]
Consultation	[Consultation with school council is recommended for this policy – please insert date of school council consultation]
Approved by	Principal
Next scheduled review date	[insert date – noting that the mandatory minimum review cycle for this policy is 2 years]