



Tanglin Gippsland Visitors Policy

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1 Overview

- 1.1 Tanglin has a duty of care for the safety and wellbeing of all students, staff members and visitors on the campus, and to protect physical assets. Such duty of care includes a responsibility to take all reasonable steps to regulate, restrict and record who enters the campus and for what purposes.
- 1.2 It is Tanglin’s desire that each visitor to the campus, regardless of their visit’s purpose, is treated with dignity, respect and care, and in a way that reflects positively on individual personnel and Tanglin. 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 Tanglin community (including parents and guardians) or the wider community, entering the campus 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 Tanglin to assist with programs without remuneration.
- 2.3 Note: people visiting the campus on a “once off” basis to speak to classes or in other ways contribute to Tanglin programs are regarded as visitors rather than volunteers.

3 Details

- 3.1 Tanglin Gippsland 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 Tanglin Child Safety and Wellbeing Policy; follow directions and instructions given by staff members; and conduct themselves in a manner appropriate.
- 3.3 Tanglin shall have procedures in place to regulate, restrict and record who enters the campus (and for what purposes) as far as is reasonably practicable. While this is particularly important when students are present on the campus, 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 normal 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 the 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

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occasional and incidental to child-related work or else they need to be considered as volunteers.

- 3.6 While Tanglin may regard someone entering the campus as a visitor for the purposes of this policy, such classification shall not in any way remove Tanglin’s obligations under relevant government legislation (e.g., Occupational Health & Safety). Accordingly, visitors are required to follow related policies and procedures as may be directed.
- 3.7 All visitors to the campus during normal office hours shall report to the reception area.
- 3.8 Where visitors 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 the campus 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 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 campus activity (e.g. sports day, assembly).
- 3.11 Notwithstanding the requirements outlined in 3.10, in situations where it is clearly unreasonable for visitors during normal 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 campus outside normal office hours (e.g. for 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 premises for a specific purpose (e.g. Worksafe or Environmental Health officers) shall have their identity checked and authorisation given by the Head of Campus or other authorised person, who will also facilitate the purpose of their visit to the campus 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 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 campus program, it is important that the person responsible for their participation briefs them regarding Tanglin’s foundations and the impact of this on the nature of the community to ensure that their contribution is consistent with Tanglin’s mission and vision.
- 3.16 Class visits may only be made where the appropriate teacher has received prior permission. While in most instances teachers welcome visitors, even where the appropriate request has

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been made and procedures followed, visitors (including parents and past students) shall not have automatic right of entry to the campus, or to directly contact all students.

- 3.17 All staff members shall always be vigilant in relation to visitors to the premises and shall have the right to:
- 3.18 question a visitor in relation to the purpose of his/her visit;
- 3.19 check that appropriate procedures have been followed upon the arrival of a visitor;
- 3.20 demand that a visitor return to reception to follow correct procedures;
- 3.21 instruct a visitor in relation to matters of conduct and appearance;
- 3.22 limit the activities of a visitor; and
- 3.23 restrict access by a volunteer to specific areas of the premises.
- 3.24 Tanglin is not a public place. The presence of a visitor to the premises is approved at Tanglin's discretion. Where the purpose of a visit or the behaviour of a visitor is deemed to be inappropriate, the Head of Campus shall have the right to ask a visitor to leave the campus (or to authorise another staff member to do so) and to escort the visitor from the campus where necessary.
- 3.25 No members of the Tanglin 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.
- 3.26 Examples of inappropriate behaviour by visitors shall include, but not be limited to:
- 3.27 abuse, violence, threats or displays of significant anger;
- 3.28 offensive or bad language;
- 3.29 physical contact with a student;
- 3.30 actions related to personal grievances with members of the Tanglin community;
- 3.31 interference with the proper function of a class or campus operations.

4 Related Tanglin Gippsland Policies

- Child Safety and Wellbeing Policy
- Safer Recruitment Policy
- Volunteers Policy

5 Policy Review

- 5.1 This policy is approved by the Board of Tanglin Australia and will be reviewed at least every two years by Tanglin's Leadership Team. *Leadership Team* consists of the Tanglin Gippsland Head of Campus, Head of Learning and Head of Pastoral Care.
- 5.2 Any significant changes to this policy must be approved by the Board.

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