

OLD GUILDFORD PUBLIC SCHOOL VISITORS POLICY & PROCEDURES



Old Guildford Public School is a place of learning.

Old Guildford Public School seeks to provide an open and friendly learning environment, which values and actively encourages parents/carers and visitors to the school.

At the same time the school recognises its duty of care to ensure a safe environment for students and staff, and accepts responsibility for protecting and preserving our resources against theft, vandalism and misuse. The safety and security of its students, staff and resources remain its highest priority.

Visitors are defined as all people other than OGPS staff members, students and parents/carers delivering or collecting children during school hours.

When students are at school they are under the care of Old Guildford Public School staff. Approaching students during school learning time (9:00am – 3:00pm) is limited to avoid interruptions to teaching and learning; and to meet the school's obligations to DoE regulations e.g. Work, Health and Safety (H&S) and Student Welfare.

AIMS OF THE POLICY

- To provide a safe and orderly school environment focused on quality teaching and learning.
- To minimise interruptions to school organisation and classroom teaching and learning.
- To establish protocols and procedures that effectively monitor and manage parents, volunteers and visitors, while maintaining the open and inviting nature of the school.

PROCEDURES

1. Before & After School Organisation (Before 9:00am & After 3:00pm)

All gates are locked between 9:30am – 2:30pm daily to ensure the safety of students and staff.

Parents and guardians/carers have access to the office and authorised pick up areas in the school before and after 'school learning time' so they may safely:

- Deliver or pick up children
- Have informal contact with staff
- Meet with administrative and office staff

2. During Learning Time (Between 9:00am & 3:00pm)

Parents and guardians/carers are welcome to visit the school's office at any time to:

- Collect a student by obtaining an **early leaver note** from the office staff
- Drop off a student who has arrived late by obtaining a **late note** from the office staff
- Make an appointment to see a member of the teaching staff
- Make an enquiry about school organisation or a school event
- Make a payment
- Make other school related enquiries which require the support of the office staff

Maintenance contractors/DoE personnel and any other visitors are required to present identification at the office, sign the visitors' book and complete necessary paper work, where required, in relation to their work at the school.

Parent helpers/volunteers are required to sign the visitors' book and collect a "Visitor" badge. Volunteers working in any capacity with children will be required to complete a *Prohibited Employment Declaration and have a current Working With Children Check (WWCC)*.

To avoid interruptions to class and playground time, parent/carers should contact the office when they are:

- Attending prearranged meetings
- Helping/volunteering in the classroom/canteen

- Dropping off or collecting their child (late note or early leavers note should be obtained first from the office)
- Approaching students, teachers, classrooms and the playground during learning time is not permitted unless approval has been sought from the principal or if the school is hosting a special event. Depending on the circumstances, the following may occur:
- Parents/carers participating in special school events e.g. Assembly, celebrations, information sessions should make their way to the assembly hall or other location for the event
- The child will be collected for the parent/carer
- A message or items (e.g. lunch, jumper, books) will be delivered to the student on behalf of the parent/carer

3. After School Collection

- All students K-2 are collected by parents/carers from their authorised pick up areas (usually outside their classroom).
- Parents are to phone the office to inform staff of changes to the collection person.
- Students who have not been collected by 3:10pm wait in the office.
- High school students who are collecting siblings and arrive earlier than 3:00pm are to sign in the office and sit in the top playground.

4. Clubs & After School Collection

- School gates will be locked after 3:15pm for safety and security.
- Students attending after school clubs will be collected at the main gate when the club finishes.

5. Preschool Visitor Procedures

- All OGPS staff visiting the preschool for duty or other reasons are required to sign on and off, indicating the time they arrive and leave the preschool.
- The OGPS staff sign on and off register is kept on top of the grey cupboard to the left of the safety gate in the preschool classroom.
- All other visitors are required to sign in and out of the visitors' book.

6. Arranging Parent / Teacher Meetings

Parents/Carers who wish to arrange a meeting with their child's teacher/s or provide feedback to the school need to make an appointment with the staff concerned so that adequate time and privacy can be arranged to fit in with the teacher's other responsibilities. Appointments can be made through the office or by contacting the teacher before or after school.

If the matter is urgent please contact the principal.

7. Approaching Students Not in the Parent's Care

Under no circumstances should parents and carers approach children not in their care to discuss matters of concern. These concerns should be raised with the principal.

RESPONSIBILITIES

1. Office Staff

- Establish the validity of all school visitors, including parents/carers when they present at the office.
- Request proof of identification to be provided where a person asserts he or she is the parent of a child at the school unless the parent is already known to the school.
- Seek approval from the principal if the parent/carer requests to access their child between 9:00am and 3:00pm.
- Seek approval from the principal and/or provide early leavers note if parent/carer requests to withdraw their child from the classroom or the playground.
- Ensure the visitors' book is signed and visitor badges are issued to volunteers, contractors, DoE and other business personnel where necessary.

- Request visitors, applying to meet with the principal, sign the visitors' book and wait in the foyer. Office staff will advise the principal.

2. Teaching Staff and Principal

- Request parents/carers report to office (unless given approval) if they present at the classroom between 9:00am and 3:00pm. Parents may visit the office between 8:30am-3:00pm.
- Request a visitor without a "visitor badge" or who is not following the visitors' procedures go to the office.
- Notify the principal if a visitor refuses to follow teacher's direction to the office. The principal will invite the visitor to either move to the office to discuss their needs or immediately leave the school grounds.
- The principal will inform a visitor, refusing to follow a request to leave the school grounds, that their actions constitute trespassing and the school has the right to call the police.

3. Parents/Carers

- Contact the child's teacher either by note, by phone or in person to arrange a suitable time to discuss any matters related to your child's academic progress, behaviour or class organisation.
- Contact the class teacher about issues related to another child. Contact the assistant principal (supervising your child's grade) if the problem persists.
- Contact the office about serious concerns related to your own child. State nature of concern and arrange a suitable time to talk with class teacher or appropriate staff member.
- Contact the office to provide information about change of address, telephone number, emergency contact, custody details, health issues, student absence, etc
- Contact the office about matters related to school policy or practice. State nature of concern and make an appointment to see the principal and/or appropriate member of staff.
- Contact the office to arrange an appointment to meet with the principal to discuss matters related to a staff member or another parent.

4. Volunteers/Contractors/DoE Personnel

- Present to the office and sign the visitors' book.
- Wear identification or visitor badge while on the school premises.
- Sign out from the visitors' book when leaving the school and return their visitor badge.
- Report to appropriate school staff e.g. general assistant, school administrative manager, kitchen supervisor, canteen supervisor, class teacher, principal.
- Work under the professional direction of school staff, following school policies e.g. evacuation, H&S
- Keep a safe and professional distance from all students.

THE INCLOSED LANDS PROTECTION ACT (1901)

Failure to act in an acceptable manner may lead to exclusion from the school grounds and/or school events both on and off site, under the *Inclosed Lands Protection Act (1901) and its Amendments* following procedures established by the Department of Education for:

- Physical assaults or intimidating behaviour towards students, staff, parents or community members at the school or during the course of school activities;
- Behaviour in a manner in the presence of students, staff, parents or other visitors to the school that causes alarm or concern to the students, staff, parents or other visitors;
- Use of offensive language or gestures (eg swearing) in the presence of students, staff, parents or community;
- Persistent interruptions to the learning environment of the school such as entering classrooms without permission;
- Persistent entry to the school site without permission or legitimate reason.

If all avenues have been exhausted and a satisfactory outcome has not been reached then visitors may consider lodging a suggestion, complaint or allegation in writing. In such cases the Complaints Handling Policy <https://education.nsw.gov.au/policy-library/policies/complaints-handling-policy> will be followed.