

# Visitors and Visiting Procedure

<b>Purpose:</b>	<p>JCC wants to be an open learning community, with strong and meaningful connections to young people's families and communities</p> <p>The purpose of this procedure is to create transparency about the needs of the college in relation to working with visitors and the steps staff take when visitors arrive unexpectedly.</p>	
<b>Scope:</b>	<p>This procedure is for non-professional visitors who are connected to young people.</p> <p>It <b>does not cover</b> youth/support workers who stay onsite with young people, or subcontractors or other parties not connected to young people.</p>	
<b>Status:</b>	Approved	<b>Supersedes:</b> 27/5/2024
<b>Authorised by:</b>	Co-Principals	<b>Date of Authorisation:</b> 02/07/2025
<b>References:</b>	<ul style="list-style-type: none"> <li>• <a href="#">Working with Children (Risk Management and Screening) Act 2000 (Qld)</a></li> <li>• <a href="#">Working with Children (Risk Management and Screening) Regulation 2020 (Qld)</a></li> <li>• <a href="#">Child Protection Act 1999 (Qld)</a></li> <li>• <a href="#">Education (Accreditation of Non-State Schools) Act 2017 (Qld)</a></li> <li>• <a href="#">Education (Accreditation of Non-State Schools) Regulation 2017 (QLD)</a></li> <li>• <a href="#">Education (General Provisions) Act 2006 (Qld)</a></li> <li>• <a href="#">Education (General Provisions) Regulation 2017 (Qld)</a></li> <li>• <a href="#">Education Services for Overseas Students (ESOS) Act 2000 (Cth)</a></li> <li>• <a href="#">Education (Overseas Students) Regulation 2018 (Qld)</a></li> <li>• <a href="#">Education (Queensland College of Teachers) Act 2005 (Qld)</a></li> <li>• <a href="#">Education and Care Services National Law (Queensland)</a></li> <li>• <a href="#">Criminal Code Act 1899 (Qld)</a></li> <li>• <a href="#">Blue Card Services Child and Youth Risk Management Strategy Toolkit</a></li> <li>• <a href="#">Restricted Person Declaration Form</a></li> </ul>	
<b>Review Date:</b>	Every two years	<b>Next Review Date:</b> 02/07/2027
<b>Owner:</b>	Co-Principals	

## Definitions:

Parent/ Carer- refers to any adults in a Young Person's life who care for and support them.

Visit- is when a person stays for longer than 10 minutes.

## Visitors

Jabiru Community College welcomes connections with family and other community supporters, and wants to build strong relationships with the people who support young people at our college. We also need to meet our legal obligations as a school to manage onsite attendance of people who are not staff or enrolled students.

Jabiru Community College is only able to accommodate young people who are formally enrolled as students. Students are not permitted to invite or bring friends, siblings, or cousins to visit or remain

onsite during school hours. This policy is necessary to support the school's core responsibility of providing a safe and focused learning environment for all enrolled young people.

Young People who are not enrolled at the college can only attend the college when accompanied by an Adult for the purpose of enrolment or invitation to community celebration days

### **Parents and carers**

If an adult connected to a young person wishes to visit the school, they are required to arrange a time in advance with the staff member supporting that student. This can be done by contacting the student's Community Group Coordinator, Learning Coordinator, a First Nations Worker, or our Family Connections Worker for assistance.

Staff are expected to maintain regular communication with parents and carers to provide opportunities for conversations, connection, and scheduling onsite meetings.

All visitors are required to report to reception and sign in upon arrival and wear a blue visitor lanyard. The relevant staff member will meet them at reception and remain with them for the duration of their visit. Smoking or vaping is not permitted within five metres of the school boundaries for any person including visitors.

### **Past students**

Past students who wish to visit the school are required to arrange their visit in advance by contacting reception on 3554 1799. They should nominate the staff member they wish to reconnect with when making the appointment. Please note that visits may not be possible immediately and may need to occur outside of school hours.

On the day of the visit, past students must sign in at reception, wear a blue visitor lanyard and be met by the nominated staff member, who will remain with them throughout their time onsite

### **Potential New Students**

Young people cannot invite or bring their friends, siblings or cousins to visit or stay at school. Only young people who are enrolled in the school can stay onsite (unless prior arrangement has been made, the young person is with an adult OR the young person is part of an arranged visit or program).

If a young person arrives expressing interest in enrolling, please escort them to reception and ensure their contact details are recorded. Let them know that Jabiru Community College currently has a waitlist, and we will be in touch as soon as possible to arrange a meeting. They are not able to remain onsite for the day. If they are interested in a school tour, they can inform reception, and a tour will be arranged—though this may take place on a different day

### **Workers**

Young people may arrange for a support worker to visit and meet with them onsite. The young person must inform their Community Group Coordinator in advance so that appropriate

arrangements can be made. The Community Group Coordinator can also book a meeting room if required.

Occasionally, support workers may 'pop in' to check if they can connect with a young person they are working with. Staff should ask the young person if they are comfortable with this. If the young person is not comfortable with unplanned visits, staff can assist them in addressing their concerns with the worker.

All support workers visiting the school must bring their valid Blue Card and identification showing their employer. They are required to sign in and out at reception and wear a blue visitor lanyard.

### **Community Lunch and Family Day Events**

If a young person wishes to invite a family member or friend (with an adult if the friend is under 18) to these events, they will need to arrange this with their Community Group Coordinator ahead of time. Formal events such as exhibitions will have invitations that young people are to use to invite their guests. to assist with planning and preparation of the catering. All guests are to sign in at event days- there is no need to wear a visitor lanyard on event days.

## **Procedure for Managing Visitors and Enrolment Enquiries**

### **Non-enrolled Young People Onsite**

Staff must clearly and respectfully explain to enrolled students that they are not permitted to bring friends, siblings, or other young people who are not enrolled at Jabiru Community College to the school during regular school hours. Exceptions may be made for designated events such as Exhibition Days, Family Days, or other organised community gatherings.

If an unenrolled young person arrives onsite:

- Kindly and clearly inform them that they are not permitted to remain on the school premises, as the College only accommodates students who are formally enrolled.
- Speak with the enrolled student who brought them and request that the visitor wait offsite.
- Document the outcome of this interaction on Sentral, so the student's Community Group Coordinator can follow up. Contact the carer if the enrolled student has chosen to leave with the visitor.

### **Enrolment Enquiries**

If a young person arrives seeking enrolment:

- Escort them to reception where administrative staff will collect their contact details.

- Once this has been completed, ask the young person to leave the premises, explaining that enrolment is subject to availability and that there may be a waitlist.
- Assure them that the school will contact them as soon as a place becomes available.

### **Visits from Parents and Carers**

We welcome engagement from parents and carers and encourage meaningful relationships between families and staff. Wherever possible, parents and carers should be encouraged to contact the school in advance to schedule a time for their visit.

If a parent or carer arrives without an appointment:

- Make every effort to spend 10–20 minutes with them, offer a refreshment, and find a quiet space for the conversation.
- If time does not permit a meaningful discussion, schedule an appointment at the earliest possible opportunity.
- Focus on building a respectful, collaborative relationship. Our aim is for all parents and carers to feel welcome and confident to visit the school.

At the conclusion of the meeting:

- Explain that scheduling appointments in advance enables staff to prioritise their visit.
- Confirm their contact details and preferred method of communication.
- Reinforce this message consistently to promote understanding of the school's procedures.

### **Past Student Visits**

If a past student arrives onsite without an appointment:

- If possible, a staff member should meet with them briefly (5–10 minutes).
- Explain the current policy regarding past student visits and gather their contact information.
- Identify the staff members they wish to connect with and inform them that a visit will be scheduled in due course.
- Share the past student's details and nominated staff members via SLACK.

### **Request for a Visit from a Past Student**

If you are contacted by a past student requesting a visit:

- Notify staff via the onsite SLACK channel, including the past student's name and their request to visit. This allows colleagues to flag any relevant history or considerations.
- Staff should assess whether any current students need to be informed of the visit due to potential relationship dynamics or wellbeing concerns.
- Where appropriate, and depending on the context, schedule the visit after 3:00 PM to avoid interaction with current students.
- Once risks or concerns have been reviewed, contact the past student to arrange a suitable visit time.
- The staff member coordinating the visit must remain with the past student throughout their time onsite.
- If required, provide notice to relevant students about the scheduled visit.

### **Difficulties Following this Procedure**

In situations where it is challenging to follow the outlined procedure, staff are expected to seek support from colleagues and members of the SLT.

If an unenrolled young person is onsite, staff should make every reasonable effort to encourage them to leave in a calm, respectful, and safe manner. Remain with the individual until they exit the premises, and work collaboratively with other staff to support this process. Staff should clearly and consistently reinforce to enrolled students that bringing friends or other young people to school is not permitted. Acknowledge to students that this boundary may be difficult, especially when they value both their connection to school and to their friends.

In most cases, when this is communicated clearly and kindly, visiting young people leave voluntarily. If someone is refusing to leave, and they have been:

- engaged in a respectful manner,
- offered basic needs (a bite to eat, something to drink)
- listened to, and contact details taken for future contact (if relevant)
- shown the cafe and where they can sit comfortably while waiting for someone,
- Asked politely to leave;

Ask for help from another staff member or a SLT Member.

Then, If they still refuse, let them advise them that the school will need to contact the police.

If they still don't leave, phone 000 and explain you have an unauthorised person on school grounds who is refusing to leave and follow the college's emergency procedures.