

# BEROWRA PUBLIC SCHOOL

## VISITOR PROCEDURES



Berowra Public School has a long history and prides itself on the positive community culture which is embedded in the school.

Berowra Public School is a place of learning and 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 BPS staff members, students and parents/carers delivering or collecting children during school hours.

When students are at school they are under the care of Berowra Public School staff. Approaching students during school learning time (9:20am – 3:20pm) 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 wellbeing.

### AIMS

- 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 9:20am & After 3:20pm)

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 9:20am & 3:20pm)

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**. **The class teacher will be contacted by the office staff and the student sent to the office for collection**
- 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

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
- Delivering a message or items (e.g. lunch, jumper, books) will be delivered to the student on behalf of the parent/carer

Please note:

- 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.
- 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

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## 3. After School Collection

- All students K-2 are collected by parents/carers from their authorised pick up areas (currently teachers walk students to their allocated stage gate).
- Parents are to phone the office to inform staff of changes to the collection person.
- Students who have not been collected by 3:30pm on a normal school day, or at the nominated time on a school excursion, will be required to wait in the office with staff supervision until they are collected.

## 4. Volunteers/Contractors/DoE Personnel

- Parent helpers/volunteers are required to sign the visitors' log and collect a 'Visitor' sticker.
- **Parent volunteers** are required to show photo identification and complete a Declaration for Volunteers and Non Child related Contractors.
- **Specified volunteers** (Volunteers over the age of 18 who are not parents of close relatives of a child attending the school) must have a current working with children check (WWCC) paid or unpaid, must show photo identification and complete a Declaration for Child Related Work: Specified Volunteers and Contractors. These volunteers must be screened as a Volunteer/Contractor by the office **BEFORE** coming onsite. This process can often take longer than 24 hours.
- **Maintenance contractors/DoE personnel** and any other visitors are required to present identification at the office, sign the visitors' log and complete necessary paper work, where required, in relation to their work at the school.

Please ensure you see the office for any assistance with this process.

## 5. 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.

## 6. Approaching Students Not in the Parent's Care

**Under no circumstances should parents/carers approach children not in their care to discuss matters of concern. These concerns should be raised with the classroom teacher, stage supervisor or 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 9:20am and 3:20pm.
- 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' log is signed and 'Visitor' stickers are issued to volunteers, contractors, DoE and other business personnel where necessary.
- Request visitors, applying to meet with the principal, sign the visitors' log 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 9:20am and 3:20pm. Parents may visit the office between 8:30am-3:45pm.
- Request a visitor without a 'Visitor' sticker or who is not following the visitors' procedures go to the office.

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- 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

PARENT CONCERN ABOUT:	APPROPRIATE ACTION
Academic progress of their child	<ul style="list-style-type: none"> <li>• Directly contact the child's teacher either by note, by phone or in person to arrange a suitable time to discuss any issues.</li> <li>• Contact via the school's email can be made by clearly marking the subject bar with attention to the appropriate staff member.</li> </ul>
Wellbeing of their child	<ul style="list-style-type: none"> <li>• For minor issues contact your child's teacher to clarify information.</li> <li>• For more serious concerns, contact the office. State nature of concern and arrange a suitable time to talk with class teacher or stage supervisor.</li> <li>• To convey information about change of address, telephone number, emergency contact, custody details, health issues etc. contact the office.</li> </ul>
Other students	<ul style="list-style-type: none"> <li>• Contact the class teacher.</li> <li>• Contact the stage supervisor or principal if the problem persists.</li> </ul>
School policy or practice	<ul style="list-style-type: none"> <li>• Contact the office. State nature of concern and make an appointment to meet with the principal and/or appropriate member of staff.</li> </ul>
Staff member	<ul style="list-style-type: none"> <li>• Contact the office and arrange an appointment to meet directly with the principal.</li> </ul>
Another parent	<ul style="list-style-type: none"> <li>• Contact the office and arrange an appointment to meet with the principal.</li> </ul>

**Note:** Parents/carers may contact the school office to arrange an interpreter as required for any school meetings.

### 4. Volunteers/Contractors/DoE Personnel

- Present to the office and sign the visitors' log.
- Wear identification or 'Visitor' sticker while on the school premises.
- Sign out from the visitors' log when leaving the school.
- Report to appropriate school staff e.g. general assistant, school administrative manager, canteen supervisor, class teacher, principal.
- Work under the professional direction of school staff, following school procedures 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.