



Parents & Visitors Policy

***This policy addresses issues in relation to:
Safe and Supportive Environment – Student Welfare 3.6.2***

(See also Policies on Child Protection, Grievance and Privacy)

At Al-Faisal College, all individuals on site must be present with the knowledge and consent of the school administration.

In general, visitors are welcome and must report to the Front Office in the foyer of the College to sign the 'visitors' register/ Sentral Kiosk and be issued with a visitor's badge. All trade persons should be accompanied by a member of staff or should be clearly identified as a member of a company or business undertaking maintenance on behalf of the school.

Staff members are requested to be vigilant about strangers on the premises.

Any visitor on the site without a visitor's badge or clear identification should be asked to report to the Front Office AND their presence should be notified to the Executive Principal or the Deputy Principal.

Any staff member who has a doubt about an individual on the College premises should contact the Executive Principal. If the Executive Principal is unavailable, the Deputy Principal should be notified.

The gate at the Harrow Road entrance and the side gate at the Auburn Road entrance will be closed at 8.40am daily. After this time, all visitors and students arriving late must access the school through the main entrance on Auburn Road and report to the office.

Both gates will reopen at 3.15pm.

Parents who wish to talk with teachers, coordinators or administrators should make an appointment by contacting the Front Office.

Visitors who are invited to help with classes, attend the College to present information, or attend assemblies and performances should be identified by a visitor's badge or should be accompanied by a member of staff for the duration of their visit.

Visitors to the school may not approach or make contact with students without the explicit permission of a member of the teaching or executive staff.

Arrangement must be made with the Executive Principal when organising helpers who have on-going contact with students. In such instances, helpers will need to supply the College with a Working with Children



clearance number as a prerequisite before commencing any role that requires on-going contact with students at the school (refer to Child Protection Policy).

All staff and volunteers are to be informed of their obligations under the *Child Protection (Working With Children) Act 2012* (NSW). This may be carried out by the Deputy Principal, Bursar or organising staff member.

Parents and Visitors Code of Conduct

Al-Faisal College is committed to ensuring a respectful learning environment that is safe, positive and supportive for all students, staff and visitors of the School.

It is the intention of Al-Faisal College to provide clear guidelines to all parents and visitors regarding the conduct expected of them whilst on the School premises, engaging in School related activities or representing the School. Parents and visitors are expected to uphold the School's core values at all times.

The vast majority of parents, carers and others visiting the school are keen to work with us and are supportive of the school. However, a tiny minority of parents may have a negative attitude towards the school and sometimes, this can result in aggression, verbal and/or physical abuse towards school staff.

The school expects its staff to behave professionally in these challenging situations and attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues and executive staff. However, all staff have the right to work without fear of violence and abuse.

The school expects parents and other visitors to behave in a reasonable way towards school staff.

Conduct and Bearing of All Parents & Visitors

It is expected that every parent and visitor will:

- uphold the School's core beliefs and values;
- behave in a manner that does not endanger the health, safety and wellbeing of themselves or others;
- ensure that their actions do not bring the School into disrepute;
- respect the authority of members of staff and observe School rules as required;
- strictly adhere to the School's policies and procedures as required;
- behave with courtesy and consideration for others;
- refrain from all forms of bullying and harassment;

Types of behaviour that are considered serious and unacceptable will not be tolerated:

- Physically intimidating a member of staff, e.g. standing very close to him/her, banging fists on tables •
- The use of aggressive hand gestures e.g. two fingers raised.
- Threatening school staff.
- Writing abusive comments about a member of staff e.g. he/she is an idiot either in electronic or written form.
- Swearing at a member of school staff.



- Physical contact
- Spitting
- Racist or sexist comments.
- Damaging school or staff property
- Inappropriate social media posts
- Breaking the school's security procedures.

Unacceptable behaviour may result in the Police being informed of the incident.

When a parent or member of the public behaves in an unacceptable way towards a member of the school staff, the coordinator or appropriate senior member of staff will seek to resolve the situation through discussion and mediation. If necessary, the school's grievance procedures should be followed.

Where all procedures have been exhausted, and aggression or intimidation continues, or where there is an extreme act of violence, a parent or carer may be banned by the Deputy Principal from the school premises for a period of time, subject to review.

Procedures for Imposing Bans as a result of unacceptable behaviours

Prior to being banned the following steps will be taken:

1. Unacceptable behaviour to be reported to Deputy Principal (Primary) or Head of Welfare (Secondary) as soon as possible.
2. If necessary, Deputy Principal (Primary) or Head of Welfare (Secondary) will request the 'Inappropriate Behaviours from Parents and Visitors Incident Report Form' to be completed by the complainant (see appendix)
3. A risk assessment is to be developed and used before, during and at the conclusion of the investigation process to safeguard all parties.
4. Deputy Principal (Primary) or Head of Welfare (Secondary) will conduct an investigation with relevant parties.
5. Upon the completion of the investigation, if found in breach of this policy, the parent/visitor will be warned, in writing, that any further breaches may result in the parent being issued with a banning notice.
6. Should the parent/visitor be in further breach of this policy, the parent/visitor will be notified, in writing, that s/he is banned from the premises, subject to review, and what will happen if the ban is breached, e.g. that police involvement or an injunction may follow.
7. The Executive Principal will be informed of the ban.
8. Where appropriate, arrangements for students being delivered to, and collected from the school gate will be clarified. Parents and visitors who have been banned from the school may only communicate with members of staff in writing via the Deputy Principal (Primary) or Head of Welfare (Secondary).
9. At the end of the banning notice period, the Deputy Principal (Primary) or Head of Welfare (Secondary) will notify the parent or visitor in writing if permission to enter the school premises has been restored or if inappropriate behaviours persist, extended (see appendix).
10. Parents and visitors are notified in writing of their rights to appeal the decision to the Executive Principal.



11. The Executive Principal may exclude a student either temporarily or permanently at any time for reasons which may include:

- a. serious breach of the Parent and Visitor policy
- b. where the Executive Principal believes that a mutually beneficial relationship of co-operation and trust between the School and the Parents has broken down to the extent that it adversely impacts on that relationship.

If a parent or visitor commits a particularly serious offence, the parent/visitor may be banned from entering the school grounds or their child excluded from school immediately at the discretion of the Executive Principal or the Executive Principal's delegate without going through the above process.

Revision History

Version	Policy Date	Review date of policy	Notes
1.0	January 2024	January 2025	<i>Amendments to this policy will be made based on updated legislative requirements or changes to school needs</i>
2.0	January 2025	January 2027	<i>Amendments to this policy will be made based on updated legislative requirements or changes to school needs</i>