This Guideline for Visitors applies to all persons visiting Our Lady’s College not in a volunteer capacity.

Visitors have an integral part to play in providing a safe and enjoyable environment for young people.

- Visitors are expected to follow the principles of:
  - Safety
  - Respect
  - Support
  - Ethical Communication
  - Ethical Conduct.

- Visitors should:
  - Behave honestly and with integrity
  - Act with care and diligence
  - Behave and dress appropriately

- Visitors should think and act safety:
  - Put safety first in all activities.
  - If a direct threat is identified, assist in the evacuation of the area and/or situation as quickly as possible.
  - Contact and report to School Administration when confronted with a situation which you are unable to contend with or is beyond your role and responsibility.

- Visitors should treat students and staff with respect:
  - Respect the rights of individuals and maintain an appropriate level of confidentiality.
  - Treat everyone with courtesy, sensitivity, tact, consideration and humility.
  - Assist in the creation of an environment free of fear, harassment, racism and exploitation.
  - Respect the cultures, beliefs, opinions and decisions of others although you may not always agree.
  - Take instruction from and not obstruct the responsible staff member in any way in regards to the execution of their duties.
  - Report any illegal activity to the School’s Administration or appropriate staff member.
• Visitors should use appropriate communication skills when communicating with members of the community:
  ➢ Acknowledge the needs and concerns of the individual.
  ➢ Practice effective listening (For example ask open questions; be alert to non-verbal communication; stay calm and relaxed).
  ➢ Be aware of a person's physical space.
  ➢ Be aware of your own body language.
  ➢ Avoid making physical contact with young people.
  ➢ Stay calm and relaxed.
  ➢ Be clear and consistent.
  ➢ Use non-discriminatory respectful and non-judgmental language.
  ➢ Seek advice whenever appropriate.
  ➢ As a visitor, you must follow all instructions from the staff and School Administration. You should not engage directly with media representatives, and should refer all enquiries to School Administration.

• Visitors must not:
  ➢ Smoke or use tobacco products while visiting and/or on school property.
  ➢ Use, possess, or be under the influence of alcohol at any time while visiting and/or on school property.
  ➢ Use, possess, or be under the influence of illegal drugs at any time while visiting and/or on school property.
  ➢ Condone the use of or provided any of the above substances to any students, employees or other volunteers
  ➢ Verbally harass or abuse any person or use profanity while visiting and/or on school property.
  ➢ Utilize your position as a visitor to take advantage of any young person.

Any breaches of this Guideline for Visitors will be dealt with by the school principal in the first instance and appropriate authorities will be contacted if necessary.

Should you have any questions with regard to any of the above you should contact the school Principal Mrs Claire McLaren in the first instance on (07) 3848 7462.