

Visitors

At **LSC&PH**, we're all about creating a welcoming and secure environment for everyone, including of course, our valued visitors. This procedure gives employees, volunteers, and members clear guidance on how visitors are approved and managed.

It also outlines the necessary steps in case we have uninvited visitors joining our programs or activities.

Purpose of Visitors



1

Connect participants with skilled individuals (Guest speakers or workshop leaders).

2

Showcase our work's positive impact to partners, supporters, and benefactors.

3

Let LSC&PH members join programs at special times (like Friday night dinner at MAX Camp).

Visitor Administration pre-camp/program

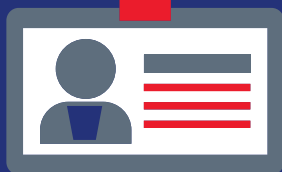
Office staff or assigned member contact approved visitors (after list approval by Program/Camp Leader or President and Camp Chief). Invitations can be in person, over the phone, hard copy, or electronic.

Template invitation letters are available from the LSC&PH office.

Visitor Administration during the camp/program

A chosen LSC&PH member will guide the visitor, sharing:

- Key points of our Code of Conduct
- Child Safety and Client Protection Requirements
- Emergency plans
- Camp/program goals and purposes



Uninvited Visitors



- ! Individuals without permission or valid reason will be politely requested to depart by our staff
- ! If refusal or disruption occurs, involving the Police may be necessary
- ! We may relocate participants if an uninvited individual poses an issue, avoiding escalation
- ! In cases of serious threat, our Critical Incident and Emergency Plan will be enacted



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Procedure Purpose

Lord Somers Camp and Power House (LSC&PH) welcomes community participation and engagement in its programs and activities. LSC&PH recognises the duty that it has to provide a safe environment for employees, members, volunteers, program participants (particularly to children and vulnerable people) as well visitors.

This Procedure is intended to provide employees, volunteers, and members of LSC&PH with:

- Guidance related to the approval of visitors
- Requirements for the administration of visitors
- Actions to take in the event of uninvited visitors attending LSC&PH programs or activities

Procedure Scope

This procedure applies to all LSC&PH employees and volunteers, members, visitors (including family, friends, stakeholders, donors and community leaders) and participants across all programs and activities facilitated at Lord Somers Camp site and offsite associated activities and programs.

This procedure endorses the LSC&PH Code of Conduct as the acceptable standard of ethical behaviour required by all LSC&PH people and visitors alike. Explicit consent to abide by the Code of Practice as part of a visitor's orientation to site is desired and where not possible consent is implied as terms and condition of entry.

Reporting procedures related to the reasonable suspicion of abuse of a child or vulnerable person are defined in the Lord Somers Camp and Power House Child Safety and Client Protection Policy. Such cases should follow the reporting and investigation procedures under the Child Safety Client and Protection Policy rather than using the procedures in this document.

Definitions

Duty of care	The legal obligations owed by individuals (or a company) requiring that they provide to a standard of reasonable care while performing acts that could foreseeably harm other people or property.
Visitor	A person who is invited to the camp or program for a pre-arranged, designated period of time either; as a guest to see the program, or as a guest with specific skills or knowledge (e.g. guest speaker or person facilitating a session or group activity).
Uninvited visitor	A person who presents at a LSC&PH activity or program without the

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	knowledge of or invitation from the Executive Team. This may be a member, a family member or friend of an attendee, an intruder or trespasser.
Part-time staff	A member or volunteer who has registered to participate in a staff/ volunteer capacity at the camp or program with approval from the Leader or Executive Team to attend part time.

Responsibilities

Board	<p>Satisfy their primary duty of care by</p> <ul style="list-style-type: none"> • provision and maintenance of a safe work environment • provision and maintenance of safe systems of work • provision of any instruction, training, information, and supervision
CEO	Ensure that staff are trained in this procedure to ensure their own health and safety and that of others involved in LSC&PH activities.
Executive teams and employees	Ensure that this procedure is applied within their programs and activities.
Volunteers, members, and participants	Follow all reasonable instructions provided by LSC&PH employees and avoid take any actions that could reasonable be viewed as placing themselves or others at risk of injury or harm.

Procedures

Purpose of visitors

The purposes in inviting guests to LSC&PH programs and activities includes:

1. to expose participants to diverse people with skills or experience to contribute to the program (e.g., guest speakers or facilitators of a workshop or activity)
2. to show existing and potential partner organisations, supporters, and benefactors of LSC&PH the positive impact of what we do
3. to allow members of LSC&PH to engage with a program during designated times (e.g., members' lunch at the Lord and Lady Somers Camps or Friday night dinner at MAX Camp)

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Approval of visitors

LSC&PH office staff and selected LSC&PH members are responsible for making recommendations for potential visitors to a LSC&PH camp or program, however the ultimate approval of nominated visitors is at the discretion of the Program/Camp Leader or President and Camp Chief.

Visitor administration pre-camp/program

The LSC&PH office staff or the allocated member are responsible for communicating with nominated visitors (after approval of the list by the Program/Camp Leader or President and Camp Chief).

Invitations can be verbal (in person or over the phone), hard copy or electronic invitations.

The invitation should include the following information and guidance:

- Information about LSC&PH
- Information about the specific camp / program
- Logistics (date, time, meeting point, maps, nominated PR officer on the day with phone number)
- Any special requirements (dietary, accessibility, cultural etc)
- Depending on the specific camp/ program, visitors may be discouraged from bringing their own children due to the length of the visit or the suitability of the program. If this is not possible, the Public Relations Officer, in consultation with the executive team, will be required to make suitable prior arrangements to support the visitor's needs.
- Visitors will be informed of LSC&PH Code of Conduct.
- Information about the LSC&PH Child Safety and Client Protection Policy and the requirement that all visitors will be escorted by a nominated LSC&PH member or volunteer during their visit.

Template invitation letters are available from the LSC&PH office.

Either the nominated PR Officer or the LSC&PH office are responsible for recording and maintaining the visitor registration list prior to commencement of the camp/ program.

Visitor administration during the camp/ program

A nominated LSC&PH member or volunteer (typically in the Public Relations department) will be responsible for escorting the visitor during their visit. Visitors should be briefed on the following:

- Principle points of the LSC&PH Code of Conduct
- Child Safety and Client Protection Policy and Procedure requirements (including no photography and being escorted whilst they are at camp) NB: All LSC&PH staff have current WWCC/compliance check and aren't required to be escorted.
- Evacuation procedures / assembly points
- The purpose and objectives of the specific camp/ program and LSC&PH

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Visitors are required to sign in and out of visitor registration book.

Visitors are encouraged to speak with participants and staff at appropriate times, facilitated by the responsible LSC&PH member / volunteer.

Visitors will be invited to sign up to the external LSC&PH quarterly electronic update to learn more about the organisation and how to get involved.

Uninvited visitors

- If a person enters LSC&PH property without permission, or without good cause, staff will politely but firmly ask them to leave.
- If a person refuses to follow the direction to leave, or remains outside the property creating a disturbance, staff will call the Police to request that they be moved on.
- LSC&PH staff may consider moving children, young people or other participants to another area of the camp or property to isolate the uninvited guest. However, staff must be mindful not to engage in any activity that may further inflame the situation.
- For intruders who present an actual or potential threat, refer to the *Personal Threat* and / or *Armed or dangerous intruder checklist* in the Critical Incident and Emergency Management Plan.

Other relevant policies and procedures

- Child Safe and Client Protection Policy and Procedure (Review Draft May 2023)
- Code of Conduct (Review Draft May 2023)
- Diversity and Social Inclusion Policy (Review Draft May 2023)
- Anti-Discrimination, Bullying and Harassment Policy (Review Draft May 2023)
- Critical Incident and Emergency Management Plan
- Risk Management Policy

Procedure review

This procedure will be reviewed every two years by the PandA Committee, or sooner if warranted by internal or external events or changes.

Changes to the procedure will be recommended by the PandA Committee to the Board for approval and implementation.