



**GEORGES
RIVER
COUNCIL**

VISITOR ACCESS POLICY

Insert year approved/active 20xx

POLICY ADMINISTRATION

Dates	Policy approved xx/xx/xxxx This policy is effective upon its approval. Policy is due for review (up to 4 years) xx/xxxx
Approved by	Executive on xx/xx/xxxx (Delete below if Council approval is not required) Council Meeting xx/xx/xxxx Council Resolution xxx
Exhibition Period	N/A
Policy Owner	Manager Governance and Risk Management, Office of the Chief Operating Officer
Related Documents	Georges River Council's Contractor Safety Management Policy, 2016 Georges River Council's Code of Conduct Georges River Council's Councillor and Staff Interaction Policy
References & Legislation	Work, Health and Safety Act 2011 Fair Work Act 2009
Document Identifier	Policy #: Allocated by Governance once policy is approved (includes the version number) Doc #: D17/92864
Breaches of Policy	Breaches of any policy will be dealt with and responded to in accordance with adopted codes and/or relevant legislation.
Record Keeping	All documents and information obtained in relation to the implementation of this policy will be kept in accordance with the NSW State Records Act 1998, Georges River Council's Corporate Records Policy and adopted internal procedures.

PURPOSE

Council will maintain the safety of staff and visitors to our facilities and the security of Council's assets by ensuring a consistent approach to visitor access.

SCOPE

This policy applies to the management of all visitors to Council, including the Mayor and Councillors, who are accessing Council's secure areas.

This policy is not applicable to public areas of Council facilities such as public areas in libraries, customer service centres and Council Chambers (during Council Meetings).

DEFINITION OF TERMS

Term	Meaning
<i>Secure Area</i>	Those areas that are restricted to staff only. Generally these areas are controlled by electronic security cards.
<i>Main Entry Point</i>	<p>The main entry point is the location where a visitor must present themselves for the check in / check out process.</p> <p>The following areas are the main entry points at each facility;</p> <ul style="list-style-type: none">• Georges River Civic Centre – the customer counter• Libraries – the main reception desk• Child Care Centres – the main reception desk• Depots – main Administration office• For Councillors – an additional main entry point is the Office of the Executive Assistant to the Mayor.
<i>Host</i>	The employee who is responsible for accompanying the visitor throughout the secure areas of Council.
<i>Visitor</i>	<p>An invited guest of Council staff, who has been granted authorisation from the appropriate Council employee and admitted access to Council's secure area(s) via this policy.</p> <p>A visitor may include, but not limited to those people meeting with Council staff as part of the business function of Council, Mayor and Councillors, tradespersons, consultants, contractors, volunteers, service providers, union delegates, inspectors and regulatory authorities etc.</p>
<i>Accompanied Visitor</i>	<p>A visitor to Council who is accompanied by a host employee at all times.</p> <p>This includes those visitors who are here for a short term visit or part of a day. These visitors are most likely attending for a specific meeting or event and must be accompanied by a Council staff member e.g. people meeting with Council staff as part of the business function of Council, tradespersons, consultants, contractors, volunteers, service providers, union officials, inspectors and regulatory authorities.</p>

	<p>These visitors are provided with a visitor sticker, which clearly identifies them as a visitor. The visitor does not receive a swipe pass as they will be accompanied by a staff member.</p>
<i>Unaccompanied Visitor</i>	<p>A visitor to Council who is not required to be accompanied by a host employee at all times.</p> <p>These visitors may include longer term contractors or those visitors to Council, who by the nature of their business at Council need to move freely within secured areas, such as cleaners and plant maintenance service providers.</p> <p>Such visitors are usually provided with a Council pass which allows access to the secure areas of Council.</p> <p>Such visitors may also be covered by Council's Contractor Management Policy.</p>

POLICY STATEMENT

1. General Principles

- 1.1. All visitors that require access to the secure areas of Council buildings and facilities must be signed in and out and accompanied by a host employee at all times.
- 1.2. Visitors must present themselves to the main entry point upon arrival and departure.
- 1.3. The visitor is required to complete the prescribed visitor register upon arrival and departure and collect / return any pass issued.
- 1.4. Visitors who are visiting over multiple days must also follow the check in / check out procedures on each day of their visit.
- 1.5. Any site specific procedures to be followed are highlighted at the main entry point.
- 1.6. All Work Health and Safety (WHS) requirements must be fulfilled.
- 1.7. The host employee must collect their visitor from the main entry point and accompany any short term visitors throughout the secure areas of council and to the main entry point upon completion of their visit for signing out of the visitor register.

2. Exemptions will be issued in the following circumstances:

- 2.1. Unaccompanied visitors (as outlined in the definitions table above), such as longer term contractors will be issued with a 'contractor pass' which allows entry to the secure areas of Council, without the need to be accompanied. Such unaccompanied visitors may also need to adhere to the Contractor Management Policy.
- 2.2. Regular service vendors (for example, Australia Post) and regular couriers / delivery personnel must always present to main entry point, however are not required to complete the register.
 - 2.2.1. Customer Service staff will ensure appropriate identification is sighted.

2.2.2. Where these visitors are required to enter the secure areas of Council, they must be accompanied by a staff member, for example Armaguard.

2.3. Georges River Council employees visiting from other Georges River Council facilities will not be required to sign the visitors register upon entry and exit of the facility, however must wear / carry their employee identification pass so that they are recognisable as a Council employee.

2.4. Councillor access to the Georges River Council Civic Centre offices is limited to Councillor offices, Councillor's Suite, Council Chamber, Office of the Executive Assistant to the Mayor (during office hours), Mayor's office (with the consent of the Mayor) and public areas.

2.4.1. Councillors, whilst not in pursuit of their civic duties, have the same rights of access to Council buildings and premises as any other member of the public.

2.5. Union officials, duly authorised under relevant legislation including the Fair Work Act 2009 (Cth), the Industrial Relations Act 1996 (NSW) and the Work, Health and Safety Act 2011 (NSW), may enter onto Council premises during working hours with 24 hours written notice to carry out functions authorised under such legislation. Those functions include:

2.5.1. To investigate a suspected breach of an industrial instrument or legislation,

2.5.2. To hold discussions with one of more employees;

- who work at the location, and
- who are a member of, or eligible to be a member of, the relevant union, and
- who wish to participate in the discussions, and

2.5.3. To exercise a health and safety right (note: 24 hours notice is not required where entry is conducted in accordance with relevant legislation exempting the authorised official from doing so.

RESPONSIBILITIES

Position	Responsibility
<i>All staff and Councillors</i>	<ul style="list-style-type: none">• Must ensure the security of Council's secure areas by politely enquiring if a person is not wearing a visitor sticker or pass or an employee pass and redirect to the main entry point for check in / check out.
<i>Customer Service Staff</i>	<ul style="list-style-type: none">• Administer the check in / check out procedure of visitors in accordance with this policy and any relevant check in / check out procedures.
<i>Host employee</i>	<ul style="list-style-type: none">• Must inform their visitor in advance of the requirement to present to the main entry point for check in.• Should inform the main entry point in advance of all incoming visitors who are to be admitted into the secure areas of Council.• Meet the visitor at the main entry point and accompany them throughout Council's secure areas.

	<ul style="list-style-type: none"> • Ensure that visitors are compliant with all policies and procedures that apply to any activities or situations that occur while on site. This may also include arranging Work, Health and Safety or department inductions. • Facilitating a safe evacuation of the visitor if an emergency situation or evacuation drill occurs and ensuring that the visitor remains at the evacuation meeting area until it is confirmed with emergency coordinators that they have successfully evacuated the building.
<i>All Visitors (including those in the exemptions category)</i>	<ul style="list-style-type: none"> • Must be accompanied by an employee of Council at all times • Must obey Work, Health and Safety requirements • Must not hinder or disrupt any working staff • Must act in a professional manner
<i>Councillors</i>	<ul style="list-style-type: none"> • Must abide by this policy and any other relevant Councillor policies, such as the Councillor and Staff Interaction policy and the Code of Conduct.
<i>Emergency Coordinators</i>	<ul style="list-style-type: none"> • Must tally all Visitors at the evacuation meeting point using the Visitor register.

VERSION CONTROL AND CHANGE HISTORY

Version	Amendment Details	Policy Owner	Period Active
1.0	Visitor Access Policy adopted	Manager Governance and Risk Management	Xx/xx/20xx