	ONE2ONE POLICY			
	Title	Workplace Visitors	**Policy No**	41
	Indicator	CM2 – Governance and Operational Management	**Review Date**	02/04/2025

1. PURPOSE AND SCOPE

This policy outlines One2One's rules for receiving visitors at our premises (3 Padbury Terrace, Midland WA). We want to ensure that visitors will not:

- Pose threats to our premises, people, and property
- Be exposed to danger.

This policy has been framed around the NDIS Practice Standards, National Standards for Disability Services and applies to all of One2One's supports and services.

2. POLICY STATEMENT

This policy enables safety for all staff and visitors whilst on One2One property.

3. DEFINTIIONS

Workplace visitors refers to employees' friends and family (referred to as personal visitors), contractors, external vendors, stakeholders and the public.

4. POLICY CONTENT

The following rules apply for all kinds of visitors:

- Visitors should sign in at reception (visitors' book)
- Employees must always tend to their visitors while they are inside our premises,
- Our internet usage, (020 guest) data protection and confidentiality policies temporarily cover our visitors while they are on company premises. They must not misuse our internet connection, disclose confidential information, or take photographs of restricted areas.

What is the policy for personal visitors in the workplace?

As a rule, employees may not allow access to our buildings to unauthorized personal visitors. Employees may bring visitors to invited company events.

Common areas, like reception, the lounge and central open space (Xmas Carpark Party) may be open to visitors. Employees are responsible for always accompanying any of their underage visitors.

Contractors and service vendors

Contractors, suppliers and service vendors, like IT technicians and plumbers, can enter our premises only to complete their job duties

Other kinds of visitors

Our company may accept the following types of visitors:

- Consumers and their family.
- Potential customers.
- Job candidates
- Business and Sector partners.

They should always be accompanied by an employee while on company property.

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Deliveries

Anyone who delivers orders, mail or packages for employees should remain at the building's reception or gate. Reception or the allocated employee are responsible for notifying the employee who expects the delivery. If that employee is unable to receive their order, reception employees may accept the order on the employee's behalf upon request.

Unauthorized visitors

Unauthorized visitors may be asked to leave. Visitors who are disruptive may be asked to leave and be prosecuted, if appropriate.

5. RELATED DOCUMENTS

- Emergency Procedures Policy
- Infection Control Policy
- Occupational Health & Safety Policy

6. POLICY REVIEW

This policy will be reviewed on a two-yearly basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.

Authorised: Director – One2One

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