



Visitor Procedure

Document number: MHS-PR-4251 Version 1

Approval

Policy owner	Manager, Mental Health Services		
Business Unit	Mental Health Service		
Approved by	Manager, Mental Health Services		
Date approved	19/08/2025	Review date	19/08/2027

1 Purpose

- 1.1 The purpose of this procedure is to support receptionist staff working after-hours and on weekends by providing clear, up-to-date information regarding visitors who are either not permitted on-site or require staff to check in with the consumer before allowing visitor access. This process aims to ensure a safe, respectful, and person-centred environment for all consumers, acknowledging the importance of privacy, boundaries, and emotional safety.

2 Scope

- 2.1 This procedure applies to all staff and volunteers working in the following SCS service;
Mental Health Service

3 Procedure

- 3.1 The Village Consumer Friend/Family List (the list) is to be printed off and given to the receptionist every Monday morning as one of the first actions of the Site Support Worker (SSW). The list contains the unit numbers where consumers are living, their names and consumer visitor instructions.
- 3.2 When a consumer informs a staff member that they do not wish to receive visits from a friend or family member, the staff member should respectfully acknowledge their request and communicate it to the consumer's Recovery Support Worker (RSW) as soon as possible. The RSW will then follow up with the consumer in a supportive and non-judgmental manner to confirm their preferences and ensure their wishes are clearly understood and respected.
- 3.3 Once the consumer's preference not to receive visits from a specific friend or family member is confirmed, the Recovery Support Worker (RSW) will email the Site Support Worker (SSW) to request that the family member or friend be added to the visitor list. This communication will include only the necessary details to support the consumer's request, ensuring confidentiality.
- 3.4 Consumers have the right to request to be notified if a particular person or any visitors comes to see them. In these instances, the SSW will be informed by the receptionist to check with the consumer if they are accepting visitors. The consumer can either accept or decline the visit. If they accept the visitor, the SSW will inform the visitor, confirm they have signed in and have a visitors pass and direct them to the consumers whereabouts in the Village. If the consumer declines the visit the SSW will inform the visitor of the consumers decision with the visitor not having access to the site. If the visitor wants further clarification or wants to have a further discussion, the SSW will inform the consumer RSW. If the RSW is on site, they can have a conversation with the visitor, if they are offsite, SSW to inform the visitor the RSW will be asked to make contact with them as soon as practicable. If at any point the visitor becomes agitated or the situation escalates, the SSW may seek support from the Coordinator, Consumer Services, or the Coordinator, Consumer Resources, to ensure the safety and well-being of all involved.
- 3.5 During the week the Overnight Support Worker (OSW) can access to the visitors list located to the left of the phone on the document stand in the reception area. If the OSW takes the list for reference while on shift it must be returned to the

document stand by the end of shift.

- 3.6 The weekend SSW will collect the list from reception when they first start their shift and taken to the DLS office so any weekend staff have access to the most up to date list.
- 3.7 During after-hours and weekends when the service has minimal staff the (OSW) and Daily Living Skills Worker (DLS) can email RSW's consumer requests for follow up.
- 3.8 It is the SSW's responsibility to update the list if there are any changes during the week and print an updated copy and hand to the receptionist. In the event the SSW is on leave the RSW supporting the consumer will amend the list and follow the above process.
- 3.9 It remains the consumers responsibility to stay with their visitor while they are in the Village.
- 3.10 If a visitor displays behaviour that is concerning or not in line with the Boarding House Rules, staff will respond in a calm and respectful manner to address the behaviour of concern. The visitor will be informed of the specific behaviour of concern and asked respectfully to refrain from the behaviour of concern. If the behaviour of concern continues or poses a risk to safety or wellbeing, the visitor will be asked to leave the Village. This approach supports a safe and respectful environment for all consumers, staff, and visitors.
- 3.11 Visiting hours during the week are 8am -9pm and 10am- 9pm on weekends.

4 Roles and responsibilities

- 4.1 The Manager, Mental Health Service is responsible for maintaining the currency of this procedure.
- 4.2 Society representatives are required to adhere to this procedure. Failure to comply may be considered a breach of our procedures and may result in disciplinary action.

5 Review

- 5.1 This procedure is scheduled for review every two years or on a needs basis as required to align with legislative or practice changes.

6 Further assistance

- 6.1 Society personnel should speak with their manager regarding any questions about the implementation of this procedure.

7 References

References made in this procedure are:

- 7.1 Privacy Act 1988

8 Related documents and legislation

Related documents and legislation at the time of approval are:

- 8.1 MHS-FM-4153 Mental Health Service – Schedule 3 Boarding House Rules.

9 Approval and amendment history

Version	Approval authority	Date	Amendment summary
1.0	Manager MHS	19/08/2025	Initial Version

10 Definitions

Term	Definition
SSW	Site Support Worker
RSW	Recovery Support Worker
DLS	Daily Life Skills Worker
OSW	Overnight Support Worker