



Clinic Client and Visitor Safety Policy

Policy Code: CLI-005

Version: 8.0

Effective Date: 13 July 2020

Purpose

To protect the health and safety of all clients and other visitors who enter College clinic environments.

Definition of “College” – *The Australian College of Natural Medicine Pty Ltd (ACNM) trades as Endeavour College of Natural Health and FIAFitnation. For the purpose of this policy, any reference to ‘College’ or ‘the College’ should be considered a reference to each or any of these respective trading names / entities.*

Scope

- All campuses
- Clinics
- Clinic staff
- Students
- Clients and visitors

Policy Statement

The College, its employees and its students, have a legal responsibility to ensure that workplace health and safety obligations are adhered to for all visitors and clinic clients to Campus clinics. Clinic clients and visitors to clinics can enter clinic facilities where directed, such as the Reception areas, but will be escorted to treatment areas.

Clinic clients and visitors to clinics are not permitted to enter restricted access areas such as the dispensary, student rooms and laboratories without staff permission, and if granted permission, must be accompanied by a College staff member.

Clinic clients and visitors to clinics have the following obligations under the Work Health and Safety Acts of all Australian States and Territories:

- To comply with instructions given for health and safety at the College Clinics
- To use any relevant protective equipment provided by College Clinics
- Not to wilfully or recklessly interfere with or misuse any areas or equipment in College Clinics
- Not to wilfully place at risk the health and safety of anyone at College Clinics
- Not to wilfully injure themselves on College Clinic premises.

Restricted Access Clinic areas

Clinic clients and visitors to clinics wishing to enter restricted clinic areas must first obtain verbal permission from the appropriate College Clinic staff person or supervisor.

Maintenance Personnel or Company Representatives

All maintenance personnel or company representatives visiting College Clinics must be accompanied by an appropriate College Clinic staff member. If the visitors are required to stay in clinic areas while normal work is



proceeding they must be provided with appropriate protective equipment if required and be warned of any particular risks in the areas they are attending and briefed on what to do in an emergency.

Children in Clinic Area

Children accompanying Clinic clients or children who are Clinic clients must be accompanied by a responsible adult at all times and must not enter restricted areas of College Clinics.

A clinic client who is a mature minor between the ages of 16 and 18 years of age may attend a clinic consultation alone only if their parent or legal guardian has signed the *Consent for Treatment of a Mature Minor form*.

Otherwise, children should be supervised at all times whilst on College premises. Refer to the *Children on Campus Policy*.

Public Displays

Where a College Clinic organises a public display in any restricted access area of clinics (such as “Health Weeks”) then prior written permission from the appropriate Campus Manager must be obtained. Visitors to these events must be provided with appropriate protective equipment if required and warned of any particular risks in the areas they are attending and briefed on what to do in an emergency.

Open Days

Open days at the College attract large numbers of visitors to the College premises including clinics. In addition to maintaining the current control measures (e.g.: ensuring that fire escape routes are kept clear, clearing away refuse and discarded leaflets, keeping floors clean and dry), the following should also be introduced:

- Clear directional signage to all rooms and facilities (e.g.: toilets, rest / food areas)
- Sufficient members of staff in visited areas of clinics to assist in evacuation in the event of an emergency

When young children are part of visiting groups on open days, there should be enough staff present to ensure that they are supervised by parents / guardians at all times and not allowed to run around or visit unauthorised areas.

Permission to Visit Restricted Areas

When granting permission for persons to visit areas of campus that are generally restricted, the following should be considered:

- The risks to the visitors or clinic clients within clinics
- The necessity for personal protective equipment
- The ongoing activities in the clinics
- Supervision by College staff to escort and be responsible for visitors to clinics
- The security of clinic plant and equipment
- The barricading of any hazardous plant and equipment.

Security for Visitors or Clients of the Clinics

College Clinic staff are responsible for all safety and security measures for their areas of responsibility.

They will ensure that:

- Security measures are in place to restrict access where appropriate
- Approved signage is provided where entry is restricted to College staff only
- Visitors have the necessary permission to enter restricted areas



- College staff and enrolled students are aware of their responsibility to ensure the health and safety of clinic clients and visitors to College Clinics.

Grievance and Misconduct

If a clinic student or client believes that the obligations of this Policy have not been met by the College, they have the right to lodge a grievance in accordance with the *Grievance Policy – Domestic Students - Higher Education*, *Grievance Policy - VET*, and *Complaints and Appeals Policy – International*. If a clinic client or visitor contravenes this Policy, the College has the right to immediately escort them from the premises. Students found contravening the Policy will be managed in accordance with the *Student Misconduct Policy – VET* and *Student Misconduct Policy - HE*.

Definitions

Children – Persons under the age of 16.

Clinic client - A person who attends a College Clinic for the purpose of clinical consultation.

Mature Minors – Persons aged between 16 and 18.

(Note: other College Policies may define children as persons of a different age dependent on the underpinning legislative requirements).

Student – is an individual person who is formally enrolled to study at the College. The individual person is that who appears on the College's documents such as enrolment, admission and payment documents, and who is assigned an individual student ID.

Visitor - A person who is not a staff member or enrolled student who attends a College Clinic for a valid reason e.g.: accompanying person for clinic client, maintenance personnel, etc.

Related Procedures

Visitors Procedure



Further Information

Related Policies

- [*Children on Campus Policy*](#)
- [*Clinic Student Safety Policy*](#)
- [*Complaints and Appeals Policy – International*](#)
- [*Grievance Policy – Domestic Students - Higher Education*](#)
- [*Grievance Policy – VET*](#)
- [*Health, Safety and Environment Policy*](#)
- [*Student Misconduct Policy – Higher Education*](#)
- [*Student Misconduct Policy - VET*](#)
- [*Student Records Policy - Higher Education*](#)

Related Documents

- [*Consent for Treatment of a Mature Minor form*](#)
- [*Withdrawal of Consent for Treatment of a Mature Minor form*](#)

Guidelines

Not Applicable

Benchmarking

Not Applicable

Supporting Research and Analysis

Not Applicable

Related Legislation

- [State Work Health and Safety Laws](#)
- [Work Health and Safety Act 2011](#)

Review and Approval

Policy Author

Associate Director - Clinical Services

Policy Owner

Director of Clinic and Campus Operations

Contact

Director of Clinic and Campus Operations



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Approval Body

College Council

Meeting date: 24 August 2012

Policy Status

Revised

Responsibilities for Implementation

- Director of Clinic and Campus Operations
- Campus Managers
- Clinic Managers and staff
- Director of Education
- Work Health and Safety Committees (campus-specific)

Key Stakeholders

- Director of Clinic and Campus Operations
- Campus Managers
- Clinic Managers and staff
- Director of Education
- Heads of Department / Associate Heads of Department
- National Work Health and Safety Committee