



Lourdes Hill College

## Child Protection Policies Summary

### VERSION CONTROL:

Frequency of review: 12 months

Version	Date	Description
1.0	August 2020	Policy summary from Complispace adopted, approved by Board.
2.0	August 2021	Approved by Board
3.0	September 2022	GRC reviewed, Board approved
4.0	August 2023	GRC reviewed, Board approved
5.0	August 2024	GRC reviewed, Board approved
6.0	August 2025	GRC reviewed



Lourdes Hill College

# Child Safe Program

## Child Safe Policy

### Introduction

Lourdes Hill College is an independent catholic school in the Good Samaritan Education tradition.

the Lourdes Hill College Board is Lourdes Hill College's governing body, and has approved the Child Safe Policy on 7 August 2025. It will be reviewed on 13 February 2026.

### Purpose

The Child Safe Policy, which includes our Statement of Commitment to Child Safety and Wellbeing, demonstrates the College's strong commitment to creating and maintaining a child safe and child-friendly environment, and to complying with:

- non-state school accreditation criteria relevant to child safety and child protection; and
- the Queensland Child Safe Standards and Universal Principle set out in the Child Safe Organisations Act 2024 (Qld) (CSO Act).

It summarises the policies and practices that we have developed to keep our students safe, including from abuse and other harm.

The Child Safe Policy outlines the key elements of our approach to being a child safe organisation and to:

- implementing the Queensland Child Safe Standards and Universal Principle
- implementing the National Catholic Safeguarding Standards (NCSS)

- complying with all laws, regulations and standards relevant to child protection and child safety in Queensland.

It informs the College community about everyone's obligations to act safely and appropriately towards students and guides the policies, processes and practices for the safety, wellbeing and protection of students across all areas of our work.

## **Statement of Commitment to Child Safety and Wellbeing**

All children and young people who come to Lourdes Hill College have a right to feel and be safe. We are committed to providing a child safe and child friendly environment, where children and young people are safe and feel safe, and can actively participate in decisions that affect their lives.

We have zero tolerance for abuse and other harm and are committed to acting in students' best interests and keeping them safe from harm.

The College regards its child safe responsibilities with the utmost importance and is committed to providing the necessary resources to maintain a child safe culture and ensure compliance with all relevant child protection laws and regulations.

Each member of the College community has a responsibility to understand the important and specific role that they play individually and collectively to ensure that the wellbeing and safety of all students is at the forefront of all that they do and every decision that they make.

## **Child Safe Standards and Principles**

The College's commitment to child safety is based on the Queensland Child Safe Standards and the Universal Principle in the CSO Act, as well as on the NCSS, which set out the following overarching standards that guide the development and regular review of our work systems, practices, policies and procedures to protect students from abuse and other harm.

Requiring compliance with additional child safe standards is one of The Lourdes Hill College Board strategies to embed a culture of child safety at the College.

## **Queensland Child Safe Standards and the Universal Principle**

Queensland's Child Safe Standards are based on, and align directly with, the National Principles for Child Safe Organisations developed by the Australian Human Rights Commission. They are set out in the CSO Act.

They are:

- child safety and wellbeing is embedded in the entity's organisational leadership, governance and culture
- children are informed about their rights, participate in decisions affecting them and are taken seriously
- families and communities are informed and involved in promoting child safety and wellbeing
- equity is upheld and diverse needs respected in policy and practice
- people working with children are suitable and supported to reflect child safety and wellbeing values in practice
- processes to respond to complaints and concerns are child-focused
- staff and volunteers of the entity are equipped with the knowledge, skills and awareness to keep children safe through ongoing education and training
- physical and online environments promote safety and wellbeing and minimise the opportunity for children to be harmed
- implementation of the child safe standards is regularly reviewed and improved
- policies and procedures document how the entity is safe for children.

The Universal Principle is also set out in the CSO Act. It is that, when complying with and implementing each of the Child Safe Standards, the College must provide an environment that promotes and upholds the cultural safety of Aboriginal and Torres Strait Islander children.

### **National Catholic Safeguarding Standards (NCSS)**

The NCSS are also based on the National Principles for Child Safe Organisations, but expand on these specifically for Catholic settings. They set out 10 overarching standards that guide the development of a child safe culture for Catholic entities. Compliance with the NCSS is mandatory for all Catholic entities. They are:



Australian Catholic Safeguarding Ltd, National Catholic Safeguarding Standards

## Scope

The Child Safe Policy applies to all adults in the College community, including Staff, Volunteers, Contractors, and Visitors.

It applies in all College environments. College environments include both physical and online environments, as well as any environment (including those outside the College's grounds) where College-related activities are occurring.

## Roles and Expectations

Child safety is everyone's responsibility. All adults in the College community have a shared responsibility for contributing to the safety and protection of students.

Of particular importance to this Policy are our Child Protection Contact Officers. Additional roles and responsibilities are summarised in the **Procedures** subsection at the end of this Policy.

## The College's Child Protection Contact Officers

The College has nominated at least two senior staff members as the College's Child Protection Contact Officers. They receive additional specialised training about child safety and child protection issues.

They are a point of contact for raising child safety concerns within the College. They are also responsible for championing child safety within the College and assisting in coordinating responses to child safety incidents.

They ensure that the College responds appropriately to students involved in child safety incidents and concerns, and provide assistance and advice to other members of the College community who receive or make a disclosure of abuse or other harm of a child or young person.

They are also our "stated staff members", for the purposes of non-state school accreditation requirements, to whom students can report behaviour by another staff member that the student considers inappropriate.

Our Child Protection Contact Officers are:

- Mrs Kay Gleeson, Principal (Senior Child Protection Contact Officer) 33990407 [principal@lhc.qld.edu.au](mailto:principal@lhc.qld.edu.au)
- Dr Eimear Cleary, Senior College Counsellor 3399 0473 [ece@lhc.qld.edu.au](mailto:ece@lhc.qld.edu.au)
- Dr Rosie Peters, Counsellor 3399 0431 [rpe@lhc.qld.edu.au](mailto:rpe@lhc.qld.edu.au)
- Ms Ellen McDonald, Counsellor 3399 0431 [emd@lhc.qld.edu.au](mailto:emd@lhc.qld.edu.au)
- Dr Karen Schofield, Deputy Principal Students & Wellbeing 3399 0402 [kst@lhc.qld.edu.au](mailto:kst@lhc.qld.edu.au)
- Ms Jacinta McIntosh, Head of Pastoral Care 3399 0517 [jmi@lhc.qld.edu.au](mailto:jmi@lhc.qld.edu.au)
- Mrs Nicole Caulfield, Head of Senior School 3399 0414 [ncl@lhc.qld.edu.au](mailto:ncl@lhc.qld.edu.au)
- Ms Natalie McClure, Head of Middle School 3399 0507 [nmc@lhc.qld.edu.au](mailto:nmc@lhc.qld.edu.au)
- Ms Caitlin McDonald, Head of Junior School 3399 0468 [cmd@lhc.qld.edu.au](mailto:cmd@lhc.qld.edu.au)
- Ms Megan Mobsby, Junior School Support Teacher 3399 0405 [mmb@lhc.qld.edu.au](mailto:mmb@lhc.qld.edu.au)
- Mr John Thomas, Senior Deputy Principal 3399 0421 [jth@lhc.qld.edu.au](mailto:jth@lhc.qld.edu.au)

## The Senior Child Protection Officer

The College has also appointed the College's Principal as the College's Senior Child Protection Officer. They can be contacted by phone on (07)33998888 or by emailing [principal@lhc.qld.edu.au](mailto:principal@lhc.qld.edu.au). A receipt of acknowledgement for having received the information will be provided.

The Senior Child Protection Officer has additional child safe responsibilities, such as being a first point of contact for all child safety concerns or queries for the wider community and coordinating the College's response to child safety incidents in consultation with the Executive Team and the Lourdes Hill College Board.

# Policy Statement

## Child Safe Codes of Conduct

The College's **Child Safe Code of Conduct** sets boundaries and expectations for appropriate behaviours between adults associated with the College and students, including in physical and online environments.

We also have a **Student Code of Conduct**, which includes child safe standards of behaviour for students.

Together, we refer to these as the **Child Safe Codes of Conduct**. They are set out in the **Written Processes for the Appropriate Conduct of Staff and Students**.

The Child Safe Codes of Conduct include clear processes to report inappropriate behaviour. We publish the Child Safe Codes of Conduct on our public website so that everyone can easily find out what behaviours are acceptable and unacceptable at our College and how to report inappropriate behaviour.

We also provide additional information to students and families about the Child Safe Codes of Conduct, to ensure that they know what behaviours are acceptable and unacceptable and how to report inappropriate behaviour.

## Children and Young People's Rights to Safety, Information and Participation

Lourdes Hill College is a child safe and child-centred organisation. We ensure that our physical and online environment is friendly and welcoming to all children and young people.

We actively seek to include students in decisions that affect them. This includes decisions about organisational planning, delivery of services, management of facilities, and learning and assessment environments.

We ensure that students know about their rights to safety, information and participation. We recognise the importance of friendships and support from peers. We actively seek to understand what makes students feel safe in our College and regularly communicate with students about what they can do if they feel unsafe.

## Parents/Carers, Families and Community Involvement in Child Safety at the College

The College recognises that parents and carers have the primary responsibility for the upbringing and development of their children. We ensure that they have opportunities to participate in decisions affecting their children.

In addition, we:

- ensure that families and relevant communities know about the College's operations and policies, including this Child Safe Policy and the Child Safe Codes of Conduct, record keeping practices, risk management, and complaints and investigation processes ("relevant communities" means the variety of communities that are relevant to the College, such as Aboriginal and Torres Strait Islander communities, culturally and linguistically diverse communities, and other communities that make up our Staff and student cohorts)
- actively seek to include families and relevant communities in decisions about organisational planning, delivery of services, management of facilities, and learning and assessment environments
- build cultural safety at the College through partnerships with relevant communities.

## **Cultural Safety and Valuing Diversity in the College Community**

The College values diversity and does not tolerate any discriminatory practices. To achieve this, we:

- support the cultural safety, participation and empowerment of Aboriginal and Torres Strait Islander students and their families
- support the cultural safety, participation and empowerment of students from culturally and linguistically diverse backgrounds and their families
- support students with disability and their families and act to promote their participation
- support other vulnerable students and their families (such as students who are unable to live at home or students and family members who identify as lesbian, gay, bisexual, transgender or intersex) and act to promote their participation
- seek to recruit a workforce that reflects a diversity of cultures, abilities and identities
- ensure that all Staff and relevant Volunteers and Contractors have training about Aboriginal and Torres Strait Islander cultures, disability, culturally and linguistically diverse backgrounds, and those with particular experiences or needs
- have a physical environment that actively celebrates diverse cultures and recognises cultural difference
- commit to ensuring our facilities promote the inclusion of students of all abilities.

Additional responsibilities:

We also recognise that some children and young people face additional vulnerabilities to abuse and other harm, as well as additional barriers to disclosing child safety incidents or concerns. We:

- provide guidance to Staff, and relevant Volunteers and Contractors, about identifying additional vulnerabilities/barriers; and
- implement strategies for supporting students who face additional vulnerabilities/barriers to participate in the College community and for enabling them to disclose child safety incidents or concerns to the College.

## **Child Safe Human Resources Management**

### **Recruitment and Screening**

The College applies best practice standards to engage the most suitable and appropriate people to work with our students. Our practices include:

- making our commitment to child safety clear in recruitment advertising and documentation
- requiring relevant Staff, Volunteers and Contractors to maintain a valid Working with Children Check clearance (Blue Card or Exemption Card)
- using additional selection criteria, background checking and screening processes for all Staff, and for relevant Volunteers and Contractors, that take into account child safe considerations.

### **Training On and Information About the Child Safe Program**

As a part of Lourdes Hill College's induction process, all Staff, as well as relevant Volunteers and Contractors, must complete our child safe induction program, which includes information about our child safe policies, practices and procedures.

All Staff, as well as relevant Volunteers and Contractors, also receive refresher and ongoing child safe training at least annually.

Our child safe induction and ongoing training programs include information about:

- this Child Safe Policy
- the Child Safe Codes of Conduct
- recognising abuse and other harm and identifying key indicators, including harm caused by other children and young people
- our policies and procedures for responding to and reporting (both internally and to external authorities) all child safety incidents and concerns, including mandatory reporting obligations

- our policies and procedures for information sharing and record keeping about child safety incidents and concerns
- Blue Cards and Exemption Cards, and other child safe human resources practices.

The College provides all Visitors to the College, including Casual Volunteers and Contractors, with information about the Child Safe Code of Conduct and how to report child safety incidents or concerns to the College and to relevant external authorities.

## Ongoing Supervision, Management and Support

The College's Child Protection Contact Officers, Executive Team and/or an appointed Executive Team Member provide supervision and support to all Staff, Direct Contact/Regular Volunteers, and Direct Contact/Regular Contractors to ensure that they comply with the College's approach to child safety.

Our child safe supervision and support program includes:

- probationary periods for new staff members, where these are permitted by law or under an enterprise agreement
- annual performance reviews for all staff members
- appointing a staff member to supervise relevant Volunteers and Contractors
- professional development programs for Staff that include child safe education.

## Complaints and Reporting Processes: The College's Response to Child Safety Incidents or Concerns

Lourdes Hill College fosters a culture that encourages everyone in the College community to raise concerns and complaints about child safety. We have:

- clear pathways for raising child safe-related complaints and concerns, set out in the **Procedures** below
- clear procedures that all Staff, Volunteers and Contractors must follow whenever they witness, suspect or receive a complaint about a child safety incident or concern involving a student, staff member, Volunteer, Contractor or the College, set out in the **Written Processes for Responding to Harm or Allegations of Harm to Students** and **Written Processes for Managing Child Safe Complaints and Breaches of the Child Safe Program**.

These pathways and processes are summarised for students, parents/carers and other members of the College community in the **Formal Complaints Policy, Procedures for Responding to and Reporting Harm or Allegations of Harm to Students (Summary)** and **Procedures for Managing Child**

**Safety Incidents or Concerns Involving the College or its Staff Members (Summary)**, which are available on our public website.

The College will take appropriate, prompt action in response to all child safety incidents or concerns, including all complaints, allegations or disclosures of abuse or other harm, when Staff, Volunteers, Contractors, students, parents/carers or anyone else reports these to the College.

The safety and wellbeing of the student/s involved in the matter will be the paramount consideration when responding to child safety incidents and concerns. The College follows the National Office of Child Safety's Complaint Handling Guide: Upholding the rights of children and young people when investigating and responding to child safety incidents and concerns.

The College's response will include:

- reporting all matters that meet the required relevant thresholds externally to the Department of Families, Seniors, Disability Services and Child Safety (Child Safety Services) (Mandatory Reports of a Reportable Suspicion and Non-Mandatory Reports of a Child in Need of Protection), the Police (Mandatory Reports of Sexual Abuse, Mandatory Reports of Sexual Offences and Non-Mandatory Reports), and/or the Queensland College of Teachers (Reports of Teacher Misconduct), depending on the issues raised
- fully cooperating with any resulting investigation by an external agency
- protecting any student connected to the child safety incident or concern until the incident is resolved and providing ongoing support to those affected
- taking particular measures in response to child safety incidents or concerns about an Aboriginal or Torres Strait Islander student, a student from a culturally and linguistically diverse background, a student with disability, and other vulnerable students (such as students who are unable to live at home or students who identify as lesbian, gay, bisexual, transgender or intersex)
- sharing information with, or requesting information from, external people or agencies as permitted or required under the law
- securing and retaining records of the child safety incident or concern and the College's response to it
- taking broader actions to improve child safety at the College (including systemic reviews and resulting improvements).

## Child Safe Risk Management

Lourdes Hill College recognises the importance of a risk management approach to child safety and to minimising the risk of harm to children and young people in all College environments, without compromising their rights to privacy, access to information, social connections and learning opportunities.

We provide guidance to our Staff to assist in the identification, assessment and management of child safety risks in all College environments.

We identify, assess and manage child safe risks in all College environments, based on a range of factors including the nature of our College's activities, physical and online environments and the characteristics of our student cohort.

We use this information to inform our policies, procedures and activity planning.

## **Child Safe Privacy, Information Sharing and Record Keeping**

The College collects, uses and discloses information about students and their families in accordance with Queensland privacy laws and other relevant laws, including laws that permit the College to disclose information about child safety to external people and agencies. For information about how the College collects, uses and discloses this information, refer to the [Privacy Policy](#).

In particular, the College is committed to best practice record keeping about child safety incidents and concerns.

The College records all internal and external reports of child safety incidents and concerns, as well as any other responses by the College, using Child Protection Reporting Form.

When keeping records of child safety incidents or concerns, the College maintains confidentiality and privacy for students and families in accordance with federal and state privacy legislation.

## **Child Safe Program and Practice Review**

Lourdes Hill College is committed to the continuous improvement of our child safe policies, procedures and practices. We review the Child Safe Program (explained in the **Procedures** below) as a whole annually (or earlier if a significant child safety incident occurs at the College or legislation changes) for overall effectiveness and to ensure compliance with all child protection related laws, regulations and standards.

When undertaking these reviews, the College:

- actively seeks, actions and incorporates feedback from students, families, the wider College community, Staff, Volunteers and Contractors
- analyses any complaints, concerns and child safety incidents that may have occurred
- communicates any learnings, adjustments or amendments to policy and practice widely throughout the College community.

## Procedures

### Reporting Child Safety Incidents or Concerns to the College

*If you are concerned that a child, young person or student aged 18 or over is in immediate danger, call the Police on 000.*

*Any person, including all Staff, Volunteers, Contractors, parents/carers and students, can at any time contact the Department of Families, Seniors, Disability Services and Child Safety (Child Safety Services) if they have a reasonable suspicion that a child (aged under 18) is in need of protection (Voluntary Reports).*

You can make a Voluntary Report:

- online, via the online reporting form found [here](#)
- during business hours, by calling the numbers listed on the [Regional Intake Service website](#)
- outside business hours, by calling the Child Safety After Hours Service Centre on 07 3235 9999 or 1800 177135.

### Staff, Volunteers and Contractors

*All Staff, Volunteers and Contractors must follow the **Written Processes for Responding to Harm or Allegations of Harm to Students**. In particular, they must report all child safety incidents or concerns internally to a Child Protection Contact Officer or the Principal.*

If the incident or concern involves the Principal, internal reports should instead be made to the Board Chair by emailing [boardchair@lhc.qld.edu.au](mailto:boardchair@lhc.qld.edu.au).

### Students, Parents/Carers and Other Community Members

*Students at the College who have child safety concerns about themselves, or about any other child, young person or student aged 18 or over, can:*

- disclose the child safety incident or concern to a College Child Protection Contact Officer
- disclose the child safety incident or concern to any other staff member, Volunteer or Contractor. This might be done:
  - verbally
  - in writing
  - through electronic means (such as email)
  - indirectly (such as in written assignments, in artworks or in any other way)
- contact a preferred External Child Advocacy Organisation such as Kids Helpline 1800 55 1800..

Parents/carers, family members and other community members who have child safety concerns or who suspect that a child or young person associated with the College, or a student aged 18 or over, may be subject to abuse or other harm can contact:

- the Principal, who is the College's Senior Child Protection Officer, by phoning (07)33998888 or emailing [principal@lhc.qld.edu.au](mailto:principal@lhc.qld.edu.au). A receipt of acknowledgement for having received the information will be provided,
- if the concern relates to the Principal, the Board Chair by emailing [boardchair@lhc.qld.edu.au](mailto:boardchair@lhc.qld.edu.au).

Any person can also contact the Principal or the Board Chair if they have concerns regarding the College's leadership in relation to child safety.

Communications will be treated confidentially on a 'need to know' basis.

## **Responding to and External Reporting of Child Safety Incidents or Concerns**

The **Written Processes for Responding to Harm or Allegations of Harm to Students** set out the procedures that the College will follow when notified of any child safety incident or concern involving the College or a student, staff member, Volunteer, Contractor, Visitor or any other person connected to the College or the College environment.

It also provides guidance for Staff, Volunteers and Contractors on their obligations to respond to child safety incidents or concerns and to report them to relevant external authorities. These obligations include:

- their duty to protect students
- mandatory reporting to Child Safety Services of children who may be "in need of protection" due to physical and sexual abuse
- reporting to Child Safety Services of all other forms of abuse and harm of children

- mandatory reporting to the Police of:
  - sexual offences against students aged under 16, or against students aged 16 or 17 with impairment of the mind, by people associated with the College
  - sexual abuse of students aged under 18 by any person
- reporting to the Police in other situations where a student has been or is being harmed
- reporting teacher misconduct to the Queensland College of Teachers (QCT) .

## **Support for Students, Families and Staff Following Child Safety Incident or Disclosure**

Child safety incidents or concerns can cause trauma and significantly impact on the mental health and wellbeing of children, young people, and students aged 18 or over, as well as on their families. In addition to reporting and referral to the relevant authorities, the College plays a central role in addressing this trauma and has a duty of care to ensure that students feel safe and supported at College.

The College employs range of measures to support students affected by a child safety incident or concern, depending on the particular circumstances of the matter and of the student and their family:

- a Child Protection Contact Officer may work with the student and their family to develop a Student Support Plan
- support strategies that could be considered for students and/or their families might include offering or organising referrals to internal or external support, such as a College Counsellor, bi-cultural workers and/or translators, or an external support agency and/or child advocacy organisation which specialises in supporting children and young people impacted by abuse or other harm.

The College offers similar support to former students who disclose historical child safety incidents or concerns from their time at the College.

Witnessing a child safety incident or receiving a disclosure of abuse or other harm can be a distressing experience for Staff, Volunteers and Contractors involved. The College assists impacted Staff, Volunteers and Contractors to access necessary support.

## **Embedding a Culture of Child Safety: Our Child Safe Program**

We call the full collection of the College's child safe policies and procedures the "Child Safe Program". It is itself one of the strategies employed by Lourdes Hill College to embed a culture of child safety at the College.

The Child Safe Program relates to all aspects of child safety and protecting children, young people and students aged 18 or over from abuse or other harm. It establishes work systems, practices, policies and procedures to create and maintain a child safe environment and culture at the College. It includes:

- Child Safe Codes of Conduct
- clear information about what is abuse and other harm and associated key indicators of abuse or other harm
- clear procedures for responding to and reporting child safety incidents or concerns internally, and for responding to incidents or allegations of abuse or other harm
- strategies to support, encourage and enable Staff, Volunteers, Contractors, parents/carers and students to understand, identify, discuss and report child safety matters
- procedures for recruiting and screening members of the Executive Team, Staff, Volunteers and Contractors
- procedures for reporting to external agencies, including Mandatory Reporting to Child Safety Services and Reporting to Police
- pastoral care strategies designed to empower students and keep them safe
- strategies to support and encourage the participation and inclusion of Aboriginal and Torres Strait Islander students, students from culturally and linguistically diverse backgrounds, students with disability and other vulnerable students
- child safe training
- information regarding the steps to take after a disclosure of abuse or other harm to protect, support and assist children, young people and students aged 18 or over
- guidelines with respect to record keeping and confidentiality
- policies to ensure compliance with all relevant laws, regulations and standards (including the Child Safe Standards, the universal principle and the National Catholic Safeguarding Standards)
- a system for continuous review and improvement.

## **Additional Child Safe Responsibilities at the College**

Child safety and child protection is everyone's responsibility. Specific responsibilities include:

[the Lourdes Hill College Board and Lourdes Hill College](#)

## **the Lourdes Hill College Board**

the Lourdes Hill College Board is the College's governing body. It

- approves and reviews the College's child safe policies and procedures required for accreditation as a non-state school
- ensures that the College has and implements processes to comply with its child safe legal and regulatory obligations; and
- ensures that the College has appropriate resources to effectively implement the Child Safe Standards and universal principle the National Catholic Safeguarding Standards, and the Child Safe Program.

## **Lourdes Hill College**

Lourdes Hill College is the proprietor of the College and is responsible for implementing the governance arrangements set out for the College by the Lourdes Hill College Board, including in relation to child safety.

## **The Principal**

The Principal is responsible, and will be accountable for, the operational management of the College, and the Child Safe Program. They are responsible for taking all practical measures to ensure that

- the Child Safe Policy and the College's Child Safe Program are implemented effectively; and
- a strong and sustainable child safe culture is maintained within the College.

## **The Executive Team**

Each member of the College Executive Team is responsible for ensuring that appropriate resources are made available in their area of operations to allow the College's Child Safe Program to be effectively implemented within the College, and for supporting the Principal in the practical application of the College's child safe strategies, policies, procedures and work systems.

## **Staff**

All Staff must

- comply with the Child Safe Policy, the Child Safe Codes of Conduct and the Written Processes for Responding to Harm or Allegations of Harm to Student

- be familiar with the other policies and procedures in the Child Safe Program; and
- understand their legal obligations with respect to the reporting of abuse and other harm, and Blue Cards/Exemption Cards.

All Staff must be aware of key indicators of abuse and other harm, be observant, and raise all child safety incidents and concerns with a College Child Protection Contact Officer.

To meet these obligations, all Staff must:

- participate in child safe induction and ongoing training provided by the College
- follow the Policies and Procedures in the Child Safe Program
- act in accordance with the Child Safe Codes of Conduct
- identify, respond to and report child safety incidents and concerns in accordance with the Written Processes for Responding to Harm or Allegations of Harm to Students
- ensure that students' views are taken seriously and their voices are heard when making decisions that affect them
- implement inclusive practices that respond to the diverse needs of students
- comply with all relevant child safe human resources policies and procedures.

## **Volunteers and Contractors**

All Volunteers and Contractors at the College are responsible for contributing to the safety and protection of students in the College environment.

To meet these obligations:

- all Volunteers and Contractors must:
  - comply with the Child Safe Policy and the Child Safe Codes of Conduct
  - understand their legal obligations with respect to reporting abuse and other harm
  - raise all child safety concerns with a Child Protection Contact Officer
  - comply with all relevant child safe human resources policies and procedures
- certain Volunteers and Contractors (those who are so required by the College) must:
  - either participate in child safe induction and ongoing training provided by the College or receive and acknowledge information about the Child Safe Policy and the Child Safe Code of Conduct
  - identify and respond to child safety incidents and concerns in accordance with the Written Processes for Responding to Harm or Allegations of Harm to Students.

For Contractors, the College may include these requirements in the written agreement between it and the Contractor.

## Implementation

The Child Safe Policy is published on our public website.

It is provided to new Staff, to Direct Contact and Regular Volunteers, and to Direct Contact and Regular Contractors at their induction or prior to them commencing their work at the College.

The College provides all Visitors to the College, including Casual Volunteers and Casual Contractors, with information about the Child Safe Policy, the Child Safe Code of Conduct and how to report child safety incidents or concerns to the College and to relevant external authorities, through the provision of key child protection policies and procedures summaries..

The College also communicates the Child Safe Policy to Staff, Volunteers, Contractors and other members of the College community through our induction information for Board members, staff members and volunteers..

## Breach

Lourdes Hill College enforces the Child Safe Policy and the Child Safe Codes of Conduct. In the event of any non-compliance, we will instigate a review that may result in a range of measures including (depending on the severity of the breach):

- remedial education
- counselling
- increased supervision
- the restriction of duties
- suspension
- in the case of serious breaches, termination of employment, contract or engagement.

## Definitions

Definitions of particular terms used in the College's Child Safe Policy can be found in **Child Safe Program Definitions**.

Of particular importance to this Policy are the following key definitions:

Term	Definition
<u>Child/Child and Young Person</u>	The term "child" and the phrase "child and young person" refer to a person who is under the age of 18.
<u>Student</u>	The term "student" refers to all students enrolled at the College, including those aged 18 and above.
<u>Child Safety Incident or Concern</u>	<p>Lourdes Hill College uses the phrase, "child safety incident or concern", which includes, but goes further than, the definition of "harm" in Queensland child protection laws.</p> <p>Child safety incidents or concerns can take many forms. These include not only harm or risk of harm to a child or young person by their parents/carers, but also conduct by other people that can cause harm to a child or young person or to a student aged 18 or over.</p> <p>We define a "child safety incident or concern" as:</p> <ul style="list-style-type: none"> <li>• "harm" or risk of "harm", as defined in the Child Protection Act 1999 (Qld), to any child or young person or to a student aged 18 or over</li> <li>• a criminal offence against any child or young person, or against a student aged 18 or over, under the Criminal Code 1899 (Qld)</li> <li>• a practice that attempts to change or suppress a child or young person's, or a student aged 18 or over's, sexual orientation or gender identity (conversion therapy), which is prohibited by the Public Health Act 2005 (Qld)</li> <li>• conduct by Staff, Volunteers and Contractors that may be "reportable conduct"</li> <li>• a breach of the Child Safe Codes of Conduct, including but not limited to inappropriate behaviour by a staff member towards a student.</li> </ul>

For more information about each of these concepts, refer to the full definition of "child safety incident or concern" in the Written Processes for Responding to Harm or Allegations of Harm to Student.

## Source of Obligation

- Child Protection Act 1999 (Qld)
- Child Protection Regulation 2023 (Qld)
- Education (General Provisions) Act 2006 (Qld)
- Education (General Provisions) Regulation 2017 (Qld)
- Education (Accreditation of Non-State Schools) Act 2017 (Qld)
- Education (Accreditation of Non-State Schools) Regulation 2017 (Qld)
- Working with Children (Risk Management and Screening) Act 2000 (Qld)
- Working with Children (Risk Management and Screening) Regulation 2020 (Qld)
- Child Safe Organisations Act 2024 (Qld)
- National Catholic Safeguarding Standards, Standard 1

## Related Policies

- Written Processes for Responding to Harm or Allegations of Harm to Students
- Written Processes for the Appropriate Conduct of Staff and Students
- Written Processes for Managing Child Safe Complaints and Breaches of the Child Safe Program
- Training and Supervision (Child Safe) Policy and Procedures
- Working with Children Checks Policies and Procedures
- Annual Reviews and Continuous Improvement (Child Safe) Policy and Procedures
- Communication and Support (Child Safe) Policy and Procedures

## Related Documents

- child-friendly version of/information about the **Statement of Commitment to Child Safety & Wellbeing**
- Formal Complaints Policy

- child-friendly version of/information about the Written Processes for Managing **Child Protection** Complaints and Breaches of the **Child Protection** Program
- Procedures for Managing Child Safety Incidents or Concerns Involving the **College** or its Staff Members (Summary)
- Procedures for Responding to and Reporting Harm or Allegations of Harm to Student (Summary)

## References

- National Office of Child Safety, [Complaint Handling Guide: Upholding the rights of children and young people](#)

## Policy Administration

the Lourdes Hill College Board reviews and approves the Child Safe Policy annually or earlier if required, such as due to changes in legislation.



Lourdes Hill College

## Child Safe Program

### Child Safe Code of Conduct Policy and Procedures

#### Introduction

Lourdes Hill College is an independent catholic school in the Good Samaritan Education tradition.

the Lourdes Hill College Board is the College's governing body, and has approved the Child Safe Code of Conduct as set out in the **Policy Administration** subsection below.

#### Statement of Commitment to Child Safety and Wellbeing

All children and young people who come to Lourdes Hill College have a right to feel and be safe. We are committed to providing a child safe and child friendly environment, where children and young people are safe and feel safe, and can actively participate in decisions that affect their lives.

We have zero tolerance for abuse and other harm and are committed to acting in students' best interests and keeping them safe from harm.

The College regards its child safe responsibilities with the utmost importance and is committed to providing the necessary resources to maintain a child safe culture and ensure compliance with all relevant child protection laws and regulations.

Each member of the College community has a responsibility to understand the important and specific role that they play individually and collectively to ensure that the wellbeing and safety of all students is at the forefront of all that they do and every decision that they make.

#### Purpose

This Policy and its Procedures outline:

- expected standards of behaviour, relevant to child safety, towards students for all adults in all College environments; and
- the College's expectations for compliance.

It helps to protect students from harm, reduce opportunities for abuse or other harm to occur, and promote child safety in the College environment.

It also provides guidance on how to best support students and how to avoid or better manage difficult situations.

We also have a **Staff and Student Professional Boundaries Policy** that provides detailed guidance for Staff, Volunteers and Contractors, no matter their age, on how to maintain professional boundaries with students.

## Scope

The Child Safe Code of Conduct applies to all adults in the College community. This means that if you are aged 18 or over and are:

- the Principal
- a Executive Team member
- a Board of Directors member
- a staff member (including non-teaching Staff and temporary or casual Staff)
- a Volunteer
- a Contractor (including an External Education Provider)
- a teaching student on placement at the College
- a Visitor (including a parent/carer or other adult family member of a student who is at the College or attending a College event)

this Policy and its Procedures apply to you.

We refer to everyone in this list together as the "College Community".

The Child Safe Code of Conduct applies in all College environments. College environments include physical and online environments, and on-site and off-site College grounds (e.g. camps and excursions, and interstate and overseas travel).

The Child Safe Code of Conduct does not apply to students who are volunteering with, coaching or tutoring younger students at the College. If you are a student, you must instead comply with the Student Code of Conduct and other relevant College policies.

## Roles and Expectations

Roles and responsibilities relevant to the Child Safe Code of Conduct are set out in the **Child Safe Policy**, available on our public website.

In particular:

- as an adult member of the College Community, you are responsible for promoting the safety and wellbeing of students by adhering to the Child Safe Code of Conduct
- if you are a Child Protection Contact Officer, you are one of our “stated staff members” for the purposes of Education (Accreditation of Non-State Schools) Regulation 2017 (Qld), and students can report to you any behaviour by another staff member that the student considers inappropriate (including breaches of the Child Safe Code of Conduct).

## Policy Statement

### The Child Safe Code of Conduct

1. As an adult member of the College Community, you **must** comply with the following Child Safe Code of Conduct:

#### DO:

- Comply with the College’s child safe policies and procedures.
- In relationships with students, maintain professional boundaries that apply to your roles and responsibilities at the College at all times (for example, if you are a staff member, Volunteer or Contractor, you must follow the Staff and Student Professional Boundaries Policy).
- Comply with any additional guidelines published by the College with respect to child safe behaviours.
- Take all reasonable steps to protect students from harm.
- Provide supervision for students that is appropriate for their age and developmental stage.
- Treat all students with respect, regardless of race, gender identity, sexual orientation, language, religion, political views, culture, disability, or other status.

- Actively encourage the participation and empowerment of all students, including students with disability, culturally and linguistically diverse students, Aboriginal and Torres Strait Islander students and students with other vulnerabilities (such as students who are unable to live at home or students who identify as lesbian, gay, bisexual, transgender or intersex), by listening to their ideas, values and contributions.
- Intervene when students are engaging in inappropriate, humiliating, vilifying or bullying behaviour towards others.
- Interact with students in an open and transparent way.
- Build trust with students by taking any child safety incidents, concerns and reports made by them seriously.
- Respect the privacy of students and their families and only disclose information to people who have a need to know.
- Where an allegation of abuse or other harm is made, ensure as quickly as possible that the student involved is safe.
- Call the Police on 000 if you have immediate concerns for a student's safety.
- Report any concerns about child safety to the Principal or a College Child Protection Contact Officer, and meet any additional legal obligations to report abuse or other harm externally.
- Report any breaches of this Child Safe Code of Conduct to the Principal or a College Child Protection Contact Officer.

## **DO NOT:**

- Engage in, or ignore others engaging in, any form of inappropriate behaviour towards students or expose students to behaviour that has the potential to cause harm (including physical, psychological or emotional harm).
- Engage in prejudicial or oppressive behaviour, or use inappropriate language with students.
- Discriminate against any student on the basis of characteristics that are protected in anti-discrimination legislation or express personal views that support or promote such discrimination.
- Engage in discussions with, or in the presence of, students that could be construed as inappropriate (for example asking questions of a personal nature or discussing illicit matters such as sex, drugs or alcohol other than in an educational context).
- Engage in any form of sexual conduct with a student including any form of grooming behaviour, making sexually suggestive comments and sharing sexually suggestive material.
- Engage in inappropriate or unnecessary physical contact or behaviours, including doing things of a personal nature that a student can do for themselves, such as toileting or changing

clothes.

- Engage in any form of physical violence towards a student, including inappropriately rough physical play.
- Use mechanical or physical force to punish or discipline a student (other than Restraint of students policy and procedures).
- Engage in inappropriate supervision in changerooms, bathrooms and accommodation (for example, on camps). In particular, male adults must not enter female changerooms, bathrooms or accommodation and female adults must not enter male changerooms, bathrooms or accommodation, except in an emergency.
- Initiate or develop a relationship with any student that has, or can be misinterpreted as having, any basis other than a professional basis (for more information, refer to the **Staff and Student Professional Boundaries Policy**).
- Initiate or develop a 'special' relationship with a student that could be seen as favouritism (for example, the offering of gifts or special treatment for specific students).
- Engage in private meetings or activities with a student (other than a student who is your own child):
  - without the College's and/or the students' parents/carers' knowledge and approval; or
  - when there is no other adult present

(for more information, refer to the **Staff and Student Professional Boundaries Policy**).

- Engage in personal communications with a student using electronic or digital media (for more information, refer to the **Staff and Student Professional Boundaries Policy**).
- Take or publish (including online) photos, video and/or audio recordings of a student without College, student and/or parent/carer consent.
- Post identifying information about a student online unless it is necessary for the College's activities or you have consent from the student and/or their parents/guardians. Identifying information includes things such as the student's full name, age, e-mail address, telephone number, residence, school or details of a club or group that they may attend.

2. Certain members of the College Community (for example, staff members working as psychologists at the College) may have other professional or occupational codes of conduct that regulate their profession or occupation. If this applies to you, you **must also** comply with these codes of conduct. If you consider that there is a conflict between your professional or occupational code of conduct and the Child Safe Code of Conduct in a particular matter, you **must** follow the **Procedures** below.

## Agreement to Child Safe Code of Conduct

1. If you are a staff member or a Direct Contact or Regular Volunteer, you **must** acknowledge in writing or electronically/online that you have read, understood and agree to adhere to the Child Safe Code of Conduct prior to commencing work at College.
2. The Child Safe Code of Conduct forms part of the contract between the College and any Direct Contact and Regular Contractors. Therefore, if you are a Direct Contact or Regular Contractor, you are deemed to have agreed to adhere to the Child Safe Code of Conduct on signing the contract or on commencing work at the College.
3. If you are a parent/carer, the College provides you with a copy of the Child Safe Code of Conduct on enrolment, and you **must** acknowledge in writing or electronically/online that you have read, understood and agree to adhere to it.

## Breaches of the Child Safe Code of Conduct

1. The College considers any breach of the Child Safe Code of Conduct to be a child safety incident. As a result, if you are a staff member or a Direct Contact or Regular Volunteer/Contractor, you **must**:
  - report all breaches of the Child Safe Code of Conduct internally to the College, following the **Procedures** set out below
  - report any breach that meets the threshold for external reporting to the relevant external authority, following the Written Processes for Responding to Harm or Allegations of Harm to Students.
2. If, in good faith, you make an internal report alleging a breach of the Child Safe Code of Conduct, the College will protect you from victimisation or other adverse consequences.
3. The College will apply appropriate consequences to College Community members who breach the Child Safe Code of Conduct, as set out in **Implementation** below and the Written Processes for Managing Child Safe Complaints and Breaches of the Child Safe Program.

## Procedures

### Agreement to Adhere to the Child Safe Code of Conduct

Lourdes Hill College ensures that all relevant members of the College community - staff, contractors, visitors and families - read and sign having understood the Child Safe Code of Conduct.

## Other Professional or Occupational Codes of Conduct

If you must comply with a professional or occupational code of conduct and you consider that there is a conflict between that code of conduct and the Child Safe Code of Conduct in a particular matter, you **must**:

- seek advice from your professional or occupational regulatory body and/or a Child Protection Contact Officer; and
- advise the Principal of your proposed course of action.

## Report Any Concerns

*If you are concerned that a child, young person or student aged 18 or over is in immediate danger, call the Police on 000.*

*Any person, including all College Community members, parents/carers and students, can at any time contact the Department of Families, Seniors, Disability Services and Child Safety(Child Safety Services) if they have a reasonable suspicion that a child is in need of protection.*

Voluntary reports to Child Safety Services can be made:

- online, via the online reporting form found [here](#)
- during business hours, by calling the numbers listed on the [Regional Intake Service website](#)
- outside business hours, by calling the Child Safety After Hours Service Centre on 07 3235 9999 or 1800 177 135.

## Staff, Volunteers and Contractors

If you are a staff member, Direct Contact Volunteer/Contractor or Regular Volunteer/Contractor and you witness or suspect a breach of the Child Safe Code of Conduct, report this to a Child Protection Contact Officer or the Principal as soon as possible.

If the breach involves the Principal, report this to the Board Chair by emailing [boardchair@lhc.qld.edu.au](mailto:boardchair@lhc.qld.edu.au).

A breach of the Child Safe Code of Conduct could involve the abuse or other harm of a child, young person or student aged 18 or over. For information about how to identify key indicators of abuse or other harm, refer to **Definitions and Key Indicators of Abuse and Other Harm**.

Reporting internally does not replace other legal and policy obligations that you may have. In addition to the above, you must also follow all responding and reporting obligations that apply to you. Depending on the circumstances, these obligations may include:

- reporting to Child Safety Services
- reporting to the Police
- taking steps to protect students from future risks of abuse or other harm, where those steps are within your power or responsibilities to take (to meet your duty to protect obligations)
- reporting teacher misconduct to the Queensland College of Teachers
- providing information to other external agencies.

These are explained in the **Written Processes for Responding to Harm or Allegations of Harm to Students**.

## Students

Students who are the victim of or who witness or suspect a breach of the Child Safe Code of Conduct, or who think that a staff member's, Volunteer's or Contractor's conduct towards any child, young person or student aged 18 or over is inappropriate, can:

- disclose this to a College Child Protection Contact Officer
- disclose this to any other staff member, Volunteer or Contractor. This might be done:
  - verbally
  - in writing
  - through electronic means (such as email)
  - indirectly (such as in written assignments, in artworks or in any other way)
- contact a preferred External Child Advocacy Organisation such as Kids Helpline 1800 55 1800..

For more information, students can refer to the child-friendly version of the **Written Processes for Managing Child Safe Complaints and Breaches of the Child Safe Program**, available on the College website., which explains these different pathways.

## Parents/carers, family members or other College Community members

Parents/carers, family members and other community members who witness or suspect a breach of the Child Safe Code of Conduct can contact:

- the Principal, who is the College's Senior Child Protection Officer, by phoning (07)33998888 or emailing [principal@lhc.qld.edu.au](mailto:principal@lhc.qld.edu.au). A receipt of acknowledgement for having received the

information will be provided,

- if the concern relates to the Principal, the Board Chair by emailing [boardchair@lhc.qld.edu.au](mailto:boardchair@lhc.qld.edu.au).

Communications will be treated confidentially on a 'need to know' basis.

## The College's Response to Breaches of the Child Safe Code of Conduct

The **Written Processes for Responding to Harm or Allegations of Harm to Students** and the **Written Processes for Managing Child Safe Complaints and Breaches of the Child Safe Program** together set out how the College will respond to breaches of the Child Safe Code of Conduct. They set out:

- detailed procedures that the College will follow in response to child safety incidents or concerns that involve Staff, Volunteers and Contractors; and
- possible consequences for breaching the Child Safe Code of Conduct.

## Implementation

The Child Safe Code of Conduct is published on our public website.

The Child Safe Code of Conduct is made available to employed staff members through the College's LHC Virtual. The College provides a copy of the Child Safe Code of Conduct to all Staff, relevant Volunteers and relevant Contractors at induction, or otherwise prior to them commencing work at the College.

Training about its policies and procedures is included in induction and annual refresher training for employed staff members, as well as relevant Volunteers and Contractors. For more information, refer to the **Training and Supervision (Child Safe) Policy and Procedures**.

Employed staff members, relevant Volunteers and relevant Contractors, and parents/carers sign an agreement to adhere to the Child Safe Code of Conduct as set out in this Policy and its Procedures.

The College has developed, in consultation with its students, Child Safety Code of Conduct, a child-friendly version of the Child Safe Code of Conduct that the College provides to all students.

## Breach

If you are a staff member, Volunteer or Contractor and you breach this Policy and its Procedures, the College can investigate your conduct. You could face disciplinary action, such as (depending on the severity of the breach):

- attending remedial education
- attending counselling
- increased supervision
- the restriction of duties
- appointment to an alternate role
- suspension
- in the case of serious breaches, termination of employment, contract or engagement.

You could also face civil or criminal penalties.

If you are another member of the College Community and you breach the Child Safe Code of Conduct, the College will take appropriate action. This could include:

- reporting to Child Safety Services or the Police if your conduct meets the required threshold for reporting
- if you are not a student at the College, issuing you with a direction about your conduct or movement at the College (such as a direction to leave and not re-enter the premises for 24 hours, and/or to not enter the premises for up to 60 days).

For more information, refer to the **Written Processes for Managing Child Safe Complaints and Breaches of the Child Safe Program**.

## Definitions

Definitions of particular terms used in this Policy and its Procedures can be found in **Written Processes for Responding to Harm or Allegations of Harm to Students and Child Safe Program Definitions**.

## Source of Obligation

- [Education \(Accreditation of Non-State Schools\) Act 2017 \(Qld\)](#)
- [Education \(Accreditation of Non-State Schools\) Regulation 2017 \(Qld\)](#), section 16(1)
- Child Safe Organisations Act 2024 (Qld, [Child Safe Standards and Universal Principle](#), Standard 1
- the National Catholic Safeguarding Standards, Standard 1

## Related Policies

- Child Safe Policy
- Staff and Student Professional Boundaries Policy
- Student Child Safe Code of Conduct Policy and Procedures
- Written Processes for Responding to Harm or Allegations of Harm to Students
- Written Processes for Managing Child Safe Complaints and Breaches of the Child Safe Program
- Training and Supervision (Child Safe) Policy and Procedures
- Working with Children Checks Policies and Procedures
- Annual Reviews and Continuous Improvement (Child Safe) Policy and Procedures
- Communication and Support (Child Safe) Policy and Procedures

## Related Documents

- Formal Complaints Policy
- Procedures for Managing Child Safety Incidents or Concerns Involving the **College** or its Staff Members (Summary)
- Procedures for Responding to and Reporting Harm or Allegations of Harm to Student (Summary)
- **Student Protection Reporting Form**
- **Child Safety Code of Conduct**
- child-friendly version of/information about the Written Processes for Managing **Child Protection** Complaints and Breaches of the **Child Protection** Program

## References

- Queensland College of Teachers, Code of Ethics for Teachers in Queensland

## Policy Administration

the Lourdes Hill College Board reviews the Child Safe Code of Conduct annually or earlier if required, such as due to changes in legislation.



Lourdes Hill College

## Child Safe Program

### Student Child Safe Code of Conduct Policy and Procedures

#### Introduction

Lourdes Hill College is an independent catholic school in the Good Samaritan Education tradition.

the Lourdes Hill College Board is the College's governing body. It has approved the Student Child Safe Code of Conduct Policy and Procedures as set out in the **Policy Administration** subsection below.

#### Statement of Commitment to Child Safety and Wellbeing

All children and young people who come to Lourdes Hill College have a right to feel and be safe. We are committed to providing a child safe and child friendly environment, where children and young people are safe and feel safe, and can actively participate in decisions that affect their lives.

We have zero tolerance for abuse and other harm and are committed to acting in students' best interests and keeping them safe from harm.

The College regards its child safe responsibilities with the utmost importance and is committed to providing the necessary resources to maintain a child safe culture and ensure compliance with all relevant child protection laws and regulations.

Each member of the College community has a responsibility to understand the important and specific role that they play individually and collectively to ensure that the wellbeing and safety of all students is at the forefront of all that they do and every decision that they make.

## Purpose

The Education (Accreditation of Non-State Schools) Regulation 2017 (Qld) requires the College to have written processes about the appropriate conduct of the College's students.

At Lourdes Hill College we recognise that effective learning can only occur in a secure environment where the dignity, rights and responsibilities of others are known and respected, and where standards and rules are fairly and consistently applied.

The Student Child Safe Code of Conduct assists the College to meet these requirements. It has been developed to clearly set out child safe standards of behaviour that students are expected to abide by.

## Scope

If you are enrolled as a student at the College, you must follow the Student Child Safe Code of Conduct in this Policy.

It does not matter:

- how old you are
- whether you attend the College full-time, part-time or otherwise.

You must follow it whenever you are:

- in a College environment (College environments include both physical and online environments, as well as any place where College-related activities are occurring)
- wearing your College uniform or can otherwise be identified as a College student.

## Roles and Expectations

Roles and expectations relevant to the Student Child Safe Code of Conduct are set out in the Child Safe Policy, available on our public website.

In addition:

- the Deputy Principal Students & Wellbeing is responsible for developing and consulting with students about the Student Child Safe Code of Conduct
- the College's home group teachers/house leaders/staff are responsible for helping students to understand and comply with the Student Child Safe Code of Conduct.

# Policy Statement

## Lourdes Hill College's Values

You **must** uphold the College's values. They are:

emcompassed in our Mission Statement to educate young women to embrace life and a passionate love of learning in a nurturing, inclusive and innovative Catholic learning community. Lourdes Hill College equips each person to reach their potential and boldly embody Benedictine values, listening actively with the 'ear of the heart'.

Central to the Lourdes Hill College story are the values enshrined in the Gospel story of the Good Samaritan, the Benedictine tradition and the miracle at Lourdes.

## Students' Rights

You have the right to:

a safe and supportive learning environment that recognises each individual as a valued member of the College community.

## Students' Responsibilities

You **must**:

- follow other College rules and relevant policies, as well as the directions of teachers
- **Respect & Inclusion**
  - Treat everyone with respect. Use kind words and actions, include others and listen without judgment.

### Physical Safety & Boundaries

- Keep hands and objects to yourself unless you have clear consent.

### Digital Conduct & Online Safety

- Follow the College's student ICT use guidelines, including the correct use of devices, networks and platforms.

- Protect your accounts; use strong passwords; keep them private.
- Share content responsibly. Do not take or share images of others without consent.
- Do not upload any content that might be considered as rude, bullying or discriminatory.
- Report suspicious messages or any content that might be harmful.

### **Communicating with Adults**

- Be polite and clear. Keep communication school-related and appropriate.
- Do not initiate or accept private or secret chats with adults.
- Report any action by an adult that causes you concern.

### **Witnessing unsafe behaviour**

- If you are concerned that a child or young person is in immediate danger, call the Police on 000 and let a staff member know.
- If you see any unsafe behavior, **report promptly** to a Child Protection Contact Officer or any trusted adult.

For more information, refer to **Bullying Prevention and Intervention, Social Media – Student Usage and Harassment (Student Against Student) Policies and Procedures**.

## **Procedures**

### **Consulting with Students About the Student Child Safe Code of Conduct**

The College uses a variety of strategies to consult with students when developing and reviewing the Student Child Safe Code of Conduct. These may include surveys, discussion groups, consultation with the student representative body or other means.

For more information, refer to **Student Participation and Empowerment (Child Safe) Policy and Procedures** and **Annual Reviews and Continuous Improvement (Child Safe) Policy and Procedures**.

### **Raising Concerns About Safety**

*If you are concerned that a child, young person or student aged 18 or over is in immediate danger, call the Police on 000.*

*Any person, including students, can at any time contact Child Safety Services if they suspect that a child or young person has suffered, is suffering or is at risk of suffering significant harm.*

You can do this:

- online, via the online reporting form [here](#)
- during business hours, by contacting one of the numbers listed on the Regional Intake Service website [here](#)
- outside of business hours, by contacting the Child Safety After Hours Service Centre on 07 3235 9999 or 1800 177 135.

If you are concerned about your safety, or the behaviour of others, it's important that you tell a trusted adult. This could be a parent or carer, a trusted teacher or a College Child Protection Contact Officer.

Our Staff are committed to ensuring that all students feel empowered to speak up and be heard. Staff will take your concerns seriously. They will also ensure that you receive ongoing support.

The College provides all students with information about and encourages them to use multiple pathways to raise child safety concerns about or at the College, including concerns about the behaviour of other students.

You can raise concerns informally or formally or through external child advocacy or child safety organisations.

A child-friendly version of the **Written Processes for Managing Child Safe Complaints and Breaches of the Child Safe Program**, which explains the different pathways, is available on the College website..

## Implementation

The Student Child Safe Code of Conduct is:

Located on the College's website.

The College provides a child-friendly version of the Student Child Safe Code of Conduct, found on the College website., to all students.

## Breach

If you breach the Student Child Safe Code of Conduct, or other College rules or policies, the College will follow the **Overall Student Wellbeing and Behaviour Structure**. and may discipline you, but it will

also support you to address behaviours that are not in line with the Code and to mitigate any underlying factors.

## Definitions

Definitions of particular terms used in this Policy and its Procedures can be found in **Written Processes for Responding to Harm or Allegations of Harm to Students** and **Child Safe Program Definitions**.

## Source of Obligation

- [Education \(Accreditation of Non-State Schools\) Act 2017 \(Qld\)](#)
- [Education \(Accreditation of Non-State Schools\) Regulation 2017 \(Qld\)](#), section 16(1)
- Child Safe Organisations Act 2024 (Qld), [Child Safe Standards and Universal Principle](#), Standard 2
- the National Catholic Safeguarding Standards, Standard 2

## Related Policies

- [Child Safe Policy](#)
- [Written Processes for Responding to Harm or Allegations of Harm to Students](#)
- [Child Safe Code of Conduct](#)
- [Staff and Student Professional Boundaries Policy](#)
- [Written Processes for Managing Child Safe Complaints and Breaches of the Child Safe Program](#)
- [Training and Supervision \(Child Safe\) Policy and Procedures](#)
- [Annual Reviews and Continuous Improvement \(Child Safe\) Policy and Procedures](#)
- [Communication and Support \(Child Safe\) Policy and Procedures](#)
- [Overall Student Wellbeing and Behaviour Structure](#)
- [Student Duty of Care Program](#)

## Related Documents

- on the College website.
- on the College website.

## Policy Administration



Lourdes Hill College

## Child Safe Program

### Procedures for Responding to and Reporting Harm or Allegations of Harm to Students (Summary)

#### Introduction

We use the terms “staff” and “staff member” to include all teaching and non-teaching staff, Board of Directors members, Volunteers, Contractors and external providers.

This document summarises the legal and policy-based obligations that the College and its staff members have when responding to a child safety incident or concern.

#### What is a Child Safety Incident or Concern?

At Lourdes Hill College, we use the phrase “child safety incident or concern” rather than the more limited concept of “harm”. A “child safety incident or concern” is an incident of or concern about:

- “harm” or risk of “harm”, as defined in the Child Protection Act 1999 (Qld) (Child Protection Act), to any child or young person, or to a student aged 18 or over
- a criminal offence against any child or young person, or against a student aged 18 or over, under the Criminal Code 1899 (Qld)
- a practice that attempts to change or suppress any child or young person’s, or a student aged 18 or over’s, sexual orientation or gender identity (conversion therapy), which is prohibited by the Public Health Act 2005 (Qld)
- conduct by Staff, Volunteers and Contractors that may be “reportable conduct” (described in our [Procedures for Managing Child Safety Incidents or Concerns Involving the College or its Staff Members \(Summary\)](#), available on our public website)

- a breach of the **Child Safe Codes of Conduct**, including but not limited to inappropriate behaviour by a staff member towards a student.

Unfortunately, the nature of child safety incidents and concerns is complex. Harm to children, young people and students aged 18 or over may occur over time and potential indicators of abuse or harm are often difficult to detect. The perpetrator may be a parent, carer, other family member, staff member, another adult or even another child or young person.

The legal obligations for reporting allegations of harm can vary depending on the circumstances of the child safety incident or concern.

## **How to Report Child Safety Incidents or Concerns to the College**

### **Students**

Our Child Protection Contact Officers are, officially, the people to whom students can report child safety incidents or concerns about themselves or about any other child, young person or student aged 18 or over. This includes, but is not limited to, incidents of or concerns about the conduct of another staff member that the student thinks is inappropriate.

However, there are no limits on how or to whom students at the College can disclose a child safety incident or concern or make a complaint about a staff member. We have multiple, child-focused pathways to enable all students to raise child safety incidents or concerns. These are explained in the false and Insert the name of and a link to your school's child-friendly complaints handling policy, which the College provides to all students.

### **Parents/carers, family members and other community members**

Parents/carers, family members and other community members who have child safety concerns about a student at the College are asked to follow the procedures set out in our Child Safe Policy, available on our public website.

### **Staff Members**

We require all staff members to report any and all child safety incidents or concerns involving our students and/or our staff members to the College. They do this by contacting a Child Protection Contact Officer or – if the matter involves the conduct of a staff member – the Principal.

All staff members must also follow our policies and procedures for responding to child safety incidents or concerns, including by meeting their legal obligations to report to external agencies, such as the Department of Families, Seniors, Disability Services and Child Safety (Child Safety Services) or the Police. These legal obligations are explained below.

Our policies and procedures make clear that reporting internally to or consulting with a Child Protection Contact Officer does not change any obligation under legislation to report to an external authority.

## **The College's Response to Internal Reports**

The College will take appropriate, prompt action in response to all child safety incidents or concerns, including all allegations or disclosures of abuse or other harm, that are reported internally to the College, including by:

- itself reporting all matters that meet the required relevant thresholds externally to the relevant external agency, depending on the issues raised (these are explained below)
- fully cooperating with any resulting investigation by an external agency
- protecting any student connected to the incident or concern until it is resolved and providing ongoing support to those affected
- taking particular measures in response to child safety incidents or concerns about an Aboriginal or Torres Strait Islander student, a student from a culturally and linguistically diverse background, a student with disability and other vulnerable students
- securing and retaining records of the child safety incident or concern and the College's response to it.

The College also has particular legal obligations when a child safety incident or concern involves the conduct of a current or former staff member. The Procedures for Managing Child Safety Incidents or Concerns Involving the College or its Staff Members (Summary), available on our public website, explains the procedures that the College will follow in these cases. It does not matter who raised the matter (for example, a staff member, a student, a parent/carer, a family member or a community member) or how.

## **Obligations to Respond to Child Safety Incidents and Concerns and to Report to External Agencies**

There are a number of legal and policy-based obligations that College and its Staff must follow when responding to child safety incidents or concerns. These are summarised below.

## Duty to Protect and the Failure to Protect Offence

### The Failure to Protect Offence

In Queensland, it is a crime if adult (a person aged 18 or over) who is associated with the College (this includes members of the Lourdes Hill College Board and all staff members):

- knows that there is a significant risk that another adult who is associated with the College, will commit a child sexual offence against a student who is:
  - aged under 16; or
  - aged 16 or 17 and has an intellectual disability, mental illness or other impairment of the mind; and
- has the power or responsibility to reduce or remove the risk; and
- wilfully or negligently fails to reduce or remove the risk.

This crime is known as the “Failure to Protect” offence.

### Duty to Protect

Staff members who have students under their care also have a duty, under the law, to protect them (no matter their age) from reasonably foreseeable risks of harm while they are at the College or College events, including risks of **all** types of abuse or other harm that may arise from **any** person.

The College itself has:

- a similar legal duty to protect all students (no matter their age) from reasonably foreseeable risks of harm
- an additional legal duty to take reasonable steps to prevent **any** person associated with the College from perpetrating the sexual or serious physical abuse of a student aged under 18.

### How Staff and the College Meet These Obligations

To help staff members and the College meet these obligations, the College requires that:

- the Lourdes Hill College Board members
- the Principal and Executive Team members

- Child Protection Contact Officers; and
- staff members who have students under their care or who supervises other Staff

who know that **any** person associated with the College (including another staff member, a student who is in a position of care, supervision or authority over other students, a parent/carer or other family member of a student) poses:

- a significant risk of committing a sexual offence against a student of any age; or
- a reasonably foreseeable risk of causing any kind of harm to a student of any age

**must** take any actions to reduce or remove that risk that are within their power or responsibilities to take.

In addition, they **must** report the matter to the Principal (or to the Board Chair if the adult who poses the risk is the Principal).

They **must** also follow their legal obligations to make appropriate external reports as listed below.

## **Mandatory Reporting to Child Safety Services**

Certain people are required, by law, to report certain kinds of harm to children and young people (called a “reportable suspicion”) to Child Safety Services. These people are called “Mandatory Reporters”.

At the College, all teachers and registered nurses are Mandatory Reporters.

Mandatory Reporters **must** report to Child Safety Services if – in the course of their professional work – they form a reasonable suspicion that a child (a person aged under 18):

- has suffered, is suffering, or is at an unacceptable risk of suffering, significant harm caused by physical or sexual abuse; and
- may not have a parent able and willing to protect them from the harm.

## **Non-Mandatory Reporting to Child Safety Services**

Under the law, **anyone** can report to Child Safety Services if they have a reasonable suspicion that a child may be, or if no preventative support is given is likely to become, “in need of protection”.

A child may be “in need of protection” if they:

- have suffered, is suffering or are at unacceptable risk of suffering significant harm; and
- do not have a parent able and willing to protect the child from the harm.

Although these reports are voluntary under the law, the College requires that the following people **must** make a report to Child Safety Services if they have a reasonable suspicion that a child is in need of protection as a result of **any** form of abuse or other harm (including physical abuse, sexual abuse, grooming, emotional/psychological abuse or neglect):

- Mandatory Reporters whose reasonable suspicion arose in the course of their work at or for the College
- Child Protection Contact Officers (for Child Protection Contact Officers, it does not matter whether their reasonable suspicion arose in the course of their work at or for the College or not).

## **Mandatory Reporting (of Sexual Abuse of Students) to Police**

Queensland law requires that all staff members and Contractors at the College **must** report the previous or likely future sexual abuse of:

- a student aged under 18
- a kindergarten age child registered in a kindergarten learning program at the College (if any); or
- a person with disability (of any age) receiving special education at the College (other than in the preparatory year)

to the College.

The College also requires that Direct Contact Volunteers **must** make these reports, even though this is not required by law.

The College **must** then report this to the Police.

It **must** also report this to the Lourdes Hill College Board.

## **Mandatory Reporting (of Sexual Offences) to Police (the Failure to Report Offence)**

In Queensland, it is a crime if an adult (a person aged 18 or over):

- gains information that causes them to believe on reasonable grounds, or ought to cause them to reasonably believe, that:

- a child sexual offence is being or has been committed against a child (a person aged under 18) by another adult; and
- at the relevant time, the child:
  - is, or was, aged under 16; or
  - has, or had, an impairment of the mind; and
- fails to disclose the information to a police officer as soon as reasonably practicable after the belief is, or ought to reasonably to have been, formed.

This criminal offence is known as the “Failure to Report” offence. We call the legal obligation created by it “Mandatory Reporting (of Sexual Offences) to Police”.

The Failure to Report offence means that **any** adult who reasonably believes that a child sexual offence is being or has been committed:

- by **any** adult against:
  - a student aged under 16 or aged under 18 and with an intellectual disability, brain injury or other impairment of the mind; or
  - **any** child aged under 16 or with an intellectual disability, brain injury or other impairment of the mind, while on College premises, at a College event, or in a College environment; or
- by an adult who is associated with the College (including a staff member, Visitor, student aged 18 or over or a parent/carer or other family member of a student against **any** child aged under 16 or aged under 18 and with an intellectual disability, brain injury or other impairment of the mind

**must** immediately report their concerns to the Police, except in certain circumstances.

## Non-Mandatory Reporting to Police

Although not required by law to do so, the College requires that all staff members **must** report the following situations to the Police:

- concerns for a student’s immediate safety
- concerns that a student aged under 18 has been the victim of a criminal offence other than a sexual offence by an adult, but where a Mandatory or Non-Mandatory Report to Child Safety Services will not be made (for example, a report to Child Safety Services would generally not be made where the student’s parent is willing and able to protect them). These kinds of incidents could include possible criminal offences committed by students against other students

- concerns that a student aged 18 or over is being abused or harmed, but only if the student consents to the report or, if they do not consent, to lessen or prevent a serious or imminent threat to an individual's life, health, safety or welfare
- concerns that a student aged 18 or over is engaging in illegal activity that is extreme in nature or poses a high risk to the student.^

^If the student is aged under 18, this is instead reported to Child Safety Services.

## Reportable Conduct

Our [Procedures for Managing Child Safety Incidents or Concerns Involving the College or its Staff Members \(Summary\)](#), available on our public website, explain how the College investigates and manages reportable conduct, including when these matters are reported to Child Safety Services and/or the Police.

## Reporting Teacher Misconduct to the Queensland College of Teachers (QCT)

The College **must** notify the QCT as soon as practicable after:

- starting to deal with an allegation of harm or likely harm to a child due to a teacher's conduct; and
- stopping dealing with the allegation (and, when doing so, it must tell the QCT of the outcome of its dealing with the allegation).

The College must also notify the QCT if it dismisses a teacher in circumstances that call into question the teacher's competence to be employed to teach.



Lourdes Hill College

## Child Safe Program

### Procedures for Managing Child Safety Incidents or Concerns Involving the College or its Staff Members (Summary)

#### Introduction

We use the terms “staff” and “staff member” to include all teaching and non-teaching staff, Board of Directors members, Volunteers, Contractors and external providers.

Incidents of or complaints about:

- breaches of the Child Safe Codes of Conduct
- conduct that has caused, or has the potential to cause, harm to a child or young person (including a current or former student), or to a student aged 18 or over, by:
  - current or former staff members
  - current or former students; or
  - other people on College premises or at College events
- other child safe-related staff misconduct

are managed in a different way to other complaints received by the College.

This is because these kinds of incidents, complaints, allegations or concerns are all of a similar sensitive nature and raise potential privacy and confidentiality issues. In addition, the College has particular legal obligations when managing them.

#### Child Safety Incidents or Concerns

We call **any** behaviour, that may be:

- “harm” or risk of “harm”, as defined in the Child Protection Act 1999 (Qld) (Child Protection Act), to any child or young person, or to a student aged 18 or over
- a criminal offence against any child or young person, or against a student aged 18 or over, under the Criminal Code 1899 (Qld)
- a practice that attempts to change or suppress any child or young person’s, or a student aged 18 or over’s, sexual orientation or gender identity (conversion therapy), which is prohibited by the Public Health Act 2005 (Qld)
- conduct by Staff, Volunteers and Contractors that may be “reportable conduct” (described below)
- a breach of the **Child Safe Codes of Conduct**, including but not limited to inappropriate behaviour by a staff member towards a student.

a “child safety incident or concern”.

It does not matter who the perpetrator may be: they could be a family member or other adult associated with a student (such as a staff member), another student and or any other person associated with the College.

## **Breaches of the Child Safe Codes of Conduct**

Lourdes Hill College requires all staff members, parents/carers, Visitors and other adults in the College community to comply with our Child Safe Code of Conduct.

Staff members must also comply with our Staff and Student Professional Boundaries Policy.

Students must comply with our Student Code of Conduct.

Any breach of these Child Safe Codes of Conduct is considered a child safety incident.

## **Conduct That Has Caused, or Has the Potential to Cause, Harm**

Queensland laws include a number of different definitions and concepts that cover harm to children, young people and students aged 18 or over. These include definitions of “harm”, “in need of protection”, and various criminal offences. In effect, these definitions cover the following forms of harm:

- sexual abuse/exploitation
- grooming and online grooming
- physical abuse

- emotional or psychological abuse
- neglect.

## Reportable Conduct

Where a child safety incident or concern involves or is alleged to involve behaviour by a staff member, we call this “reportable conduct.”

Not all physical contact, verbal communication and other behaviour of staff members is reportable conduct. Reasonable or accidental conduct is **not** reportable conduct.

Some examples of conduct that is **not** reportable conduct include a staff member touching a child on the arm to get their attention, guide them or comfort them, a teacher raising their voice to attract attention or restore order in a classroom, or conduct that is established to be accidental.

### Child Safe-Related Staff Misconduct

Child safe-related staff misconduct includes:

- breaches of key child safe policies or procedures
- purposeful neglect of duties/responsibilities
- alcohol and/or other substance abuse
- physically, verbally or emotionally abusive behaviour with or in the presence of students
- other behaviour or conduct that risks the safety or wellbeing of students or others at the College.

## Child Safe-Related Complaints

It is critical that the broader College community tells us about all child safety incidents or concerns that occur at or otherwise involve the College or its staff members. This enables the College to ensure the safety and wellbeing of students and to comply with its legislative reporting obligations.

We call any reports made to the College about child safety incidents or concerns at or involving the College or its staff members a “child safe-related complaint.”

## Making a Child Safe-Related Complaint to the College

If you would like to make a complaint about:

- a breach of the Child Safe Codes of Conduct
- conduct that has caused, or has the potential to cause, harm to a child or young person (including a current or former student), or to a student aged 18 or over, by:
  - current or former staff members
  - current or former students; or
  - other people on College premises or at College events
- reportable conduct; or
- other child safe-related staff misconduct

you can do so by contacting:

- the Principal, who is the College's Senior Child Protection Officer, by phoning (07)33998888 or emailing [principal@lhc.qld.edu.au](mailto:principal@lhc.qld.edu.au). A receipt of acknowledgement for having received the information will be provided,; or
- if the concern relates to the Principal, the Board Chair by emailing [boardchair@lhc.qld.edu.au](mailto:boardchair@lhc.qld.edu.au).

## Investigating and Managing Child Safe-Related Incidents and Complaints

### Immediate Actions

Depending on the nature of the incident, complaint, allegation or concern, after receiving the internal report or the child safe-related complaint, the College will:

- if required by law or by our child safe policies and procedures – report the matter to Department of Families, Seniors, Disability Services and Child Safety (Child Safety Services), the Police and/or other relevant external agencies
- conduct an initial risk assessment in consultation – if an external report has been made – with the Police or Child Safety Services, to identify and mitigate any ongoing risks to student safety and wellbeing
- ensure that support is provided to any students, staff members and family members impacted by the incident, concern or complaint. In particular, we ensure that they are informed about advocacy and support services that may be available to assist them.

### The Internal Investigation

The College will then conduct an internal investigation of the incident or complaint, led by the Principal or an external investigator.

However, if Child Safety Services or the Police are investigating the alleged conduct, that investigation takes precedence and the College's investigation will **only** proceed with their permission.

When conducting the internal investigation, the College follows the National Office of Child Safety's **Complaint Handling Guide: Upholding the Rights of Children and Young People**. The attached flowchart sets out how these procedures work.

All internal investigations uphold the principles of procedural fairness and confidentiality – information is only shared with those who need to know.

## **Investigating and Managing Behaviour By a Student Against Another Student**

Responding to this kind of child safe-related incident or complaint involves considering the College's duty of care both to any student who is a victim and to the student who is the alleged perpetrator, as well as to other students.

The Principal will follow our student discipline policies for these investigations.

## **Investigating and Managing Behaviour By Non-Staff Members on College Premises or at College Events**

Where a child safety incident, or a child safe-related complaint, involves behaviour by a person who is neither a current or former College student nor a current or former staff member (for example, if they are a parent /carer or a Visitor whose behaviour occurs on College premises or at a College event), the College's investigation is generally limited.

It may involve only the risk assessment and a subsequent review of our systems, policies and procedures to ensure future safety and wellbeing of our students.

## **Investigating and Managing Reportable Conduct and Breaches of the Child Safe Codes of Conduct That Amount to Reportable Conduct**

When a child safety incident or concern involves, or a child safe-related complaint alleges, conduct that amounts to reportable conduct, the College may need to report the matter to additional external agencies, such as the Queensland College of Teachers.

The steps that will be followed for reportable conduct investigations include:

- Planning the investigation (including planning the involvement of the child or young person)

- Information gathering
- Staff member response
- Ensuring support during the investigation
- Making findings and determining outcomes/actions
- Taking action.

In addition, further risk assessments are conducted during the internal investigation and at the end of that investigation.

## **Investigating and Managing Breaches of the Child Safe Codes of Conduct That Do Not Amount to Reportable Conduct**

Minor breaches of the Child Safe Codes of Conduct by staff members that do not amount to reportable conduct are managed through our Human Resources policies and procedures relating to discipline and termination.

if a child safe-related complaint has been made about the conduct, and it is determined through the College's investigation that a minor breach of the Child Safe Codes of Conduct has occurred, the College will notify the complainant of the finding and of the corrective actions that will be taken.

## **Record Keeping About Investigations**

Records are kept at each step of the investigation process including:

- records received or created during investigations (such as notes of interviews and documents received)
- records of findings
- records of actions proposed and taken.

These are kept in a safe and secure location.

## **Reviews of Investigation Procedures and Outcomes**

### **Internal Reviews of Complaint Outcomes**

If a child safe-related complaint has been made, the complainant and other people who are involved in the matter (such as a staff member, student who is the alleged victim and their parent/carer) and who are not satisfied with the management or outcome of the complaint may request an internal review of:

- the procedures undertaken
- findings made
- disciplinary actions proposed or taken and/or
- other outcomes (including a decision not to make a finding or to take disciplinary or other action).

Requests for internal reviews should be made to Principal.

## **External Reviews for Overseas Student**

If an Overseas student is not satisfied with the outcome of College's internal investigation, they may lodge an external appeal through the Overseas Students Ombudsman (OSO) which investigates complaints about problems that overseas students or intending overseas students may have with private education and training in Australia. The services of the OSO are free. The contact details for the OSO are as follows:

- Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)
- Call: 1300 362 072 within Australia. Outside Australia call +61 2 5117 3600.
- Enquiries: 10:00am to 4:00pm Monday to Friday, Australian Eastern Standard Time (Australian Eastern Daylight Time when daylight savings is in effect)
- Postal: Commonwealth Ombudsman, GPO Box 442 Canberra ACT 2601.
- Website: <https://www.ombudsman.gov.au/complaints/international-student-complaints>

Lourdes Hill College agrees to be bound to the OSO's recommendations, and will ensure that any recommendations made are implemented within 30 days of receipts of the report.

## **Disclosing Information to the College Community**

The College will consult with, and follow the advice of, any relevant external agencies (such as Child Safety Services or the Police) to determine when, what and with whom information can be shared.

## **Sharing Information With Parents/Carers and Students**

The parent/carer of a student who is an alleged victim of a child safe-related complaint, or any child safety incident or concern occurring at or involving the College, has a legitimate interest in being told that their child is an alleged victim and of the nature of the incident, complaint or allegation.

The parent/carer and student also have a legitimate interest in being informed of the process, progress and findings of any investigation, and of any action that might be taken after the investigation is completed.

However, special issues may arise that require an adjustment to normal information sharing practices. Legal impediments may impact the timeliness of disclosing information, the type or amount of information that is disclosed and to whom the information is disclosed, particularly in the case of reportable conduct allegations.

## **Sharing Information With the Wider College Community**

The College takes great care to assess the relevance and appropriateness of sharing information about a child safety incident or concern, or a child safe-related complaint, before providing any information about it to the wider College community. This is because even the confirmation of an incident or allegation can lead to the identification of a victim.

Generally, information that may identify the victim of the incident, concern or complaint will not be shared with the wider College community without the consent of the victim and/or their parent/carer.

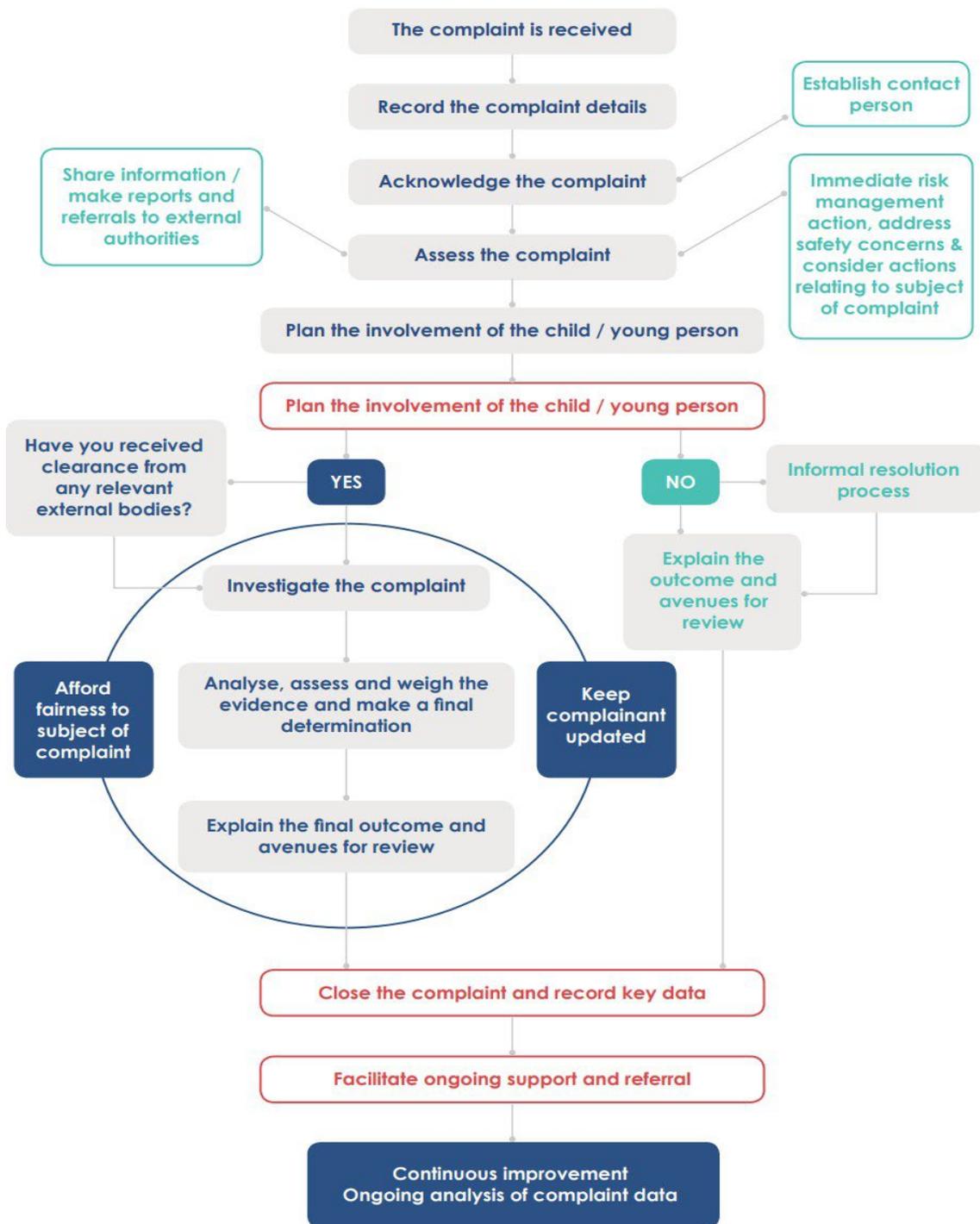
## **Where to Find More Information**

For more information about our policies and procedures relating to the College's management of child safety incidents or concern occurring at or involving the College or its staff members, child safe-related complaints, or complaints handling generally, please contact the Senior Child Protection Officer.

# Appendix

## Complaint Handling:

Upholding the rights of children and young people (an overview)



National Office for Child Safety, 2019, Complaint Handling Guide: Upholding the rights of children and young people [ONLINE], Available at: <https://www.childsafety.gov.au/resources/complaint-handling-guide-upholding-rights-children-and-young-people>