



Child Safe Program (New Policy Format)

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, College Council members, Volunteers, Contractors and external providers.

Incidents of or complaints about:

- breaches of the Child Protection 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 protection-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 Protection 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 Protection Codes of Conduct

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

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

Students must comply with our Student Code of Conduct.

Any breach of these Child Protection 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 Protection-Related Staff Misconduct

Child protection-related staff misconduct includes:

- breaches of key child protection 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 Protection-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 protection-related complaint.”

Making a Child Protection-Related Complaint to the College

If you would like to make a complaint about:

- a breach of the Child Protection 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 protection-related staff misconduct

you can do so by contacting:

- the College's Senior Child Safety Officer, the Lead Counsellor, by phoning extension #180 or emailing byron.hunt@calvarycc.qld.edu.au, or the Principal; or
- if the concern relates to the Principal, the College Council Chairperson. by emailing governance@calvarycc.qld.edu.au.

Investigating and Managing Child Protection-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 protection-related complaint, the College will:

- if required by law or by our child protection policies and procedures – report the matter to the Police (Child Safety Service. The College's reporting form is located [here](#). This form is to be completed and submitted to the Principal. The Governance Manager will submit the report to Child Safety and store the report in confidential files.), 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 Service. The College's reporting form is located [here](#). This form is to be completed and submitted to the Principal. The Governance Manager will submit the report to Child Safety and store the report in confidential files., 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 Service. The College's reporting form is located [here](#). This form is to be completed and submitted to the Principal. The Governance Manager will submit the report to Child Safety and store the report in confidential files. 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 protection-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 protection-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 Protection Codes of Conduct That Amount to Reportable Conduct

When a child safety incident or concern involves, or a child protection-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 Protection Codes of Conduct That Do Not Amount to Reportable Conduct

Minor breaches of the Child Protection 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 protection-related complaint has been made about the conduct, and it is determined through the College's investigation that a minor breach of the Child Protection 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 protection-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 Governance Manager (governance@calvarycc.qld.edu.au).

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
- 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>

The College agrees to be bound to the OSO's recommendations, and will ensure that any recommendations made are implemented within 30 days of receipt 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 Service. The College's reporting form is located [here](#). This form is to be completed and submitted to the Principal. The Governance Manager will submit the report to Child Safety and store the report in confidential files. or the Police) to determine when, what and with whom information can be shared.

Sharing Information With Parents/Carers and Students

The parent/carers of a student who is an alleged victim of a child protection-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/carers 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 protection-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/carers.

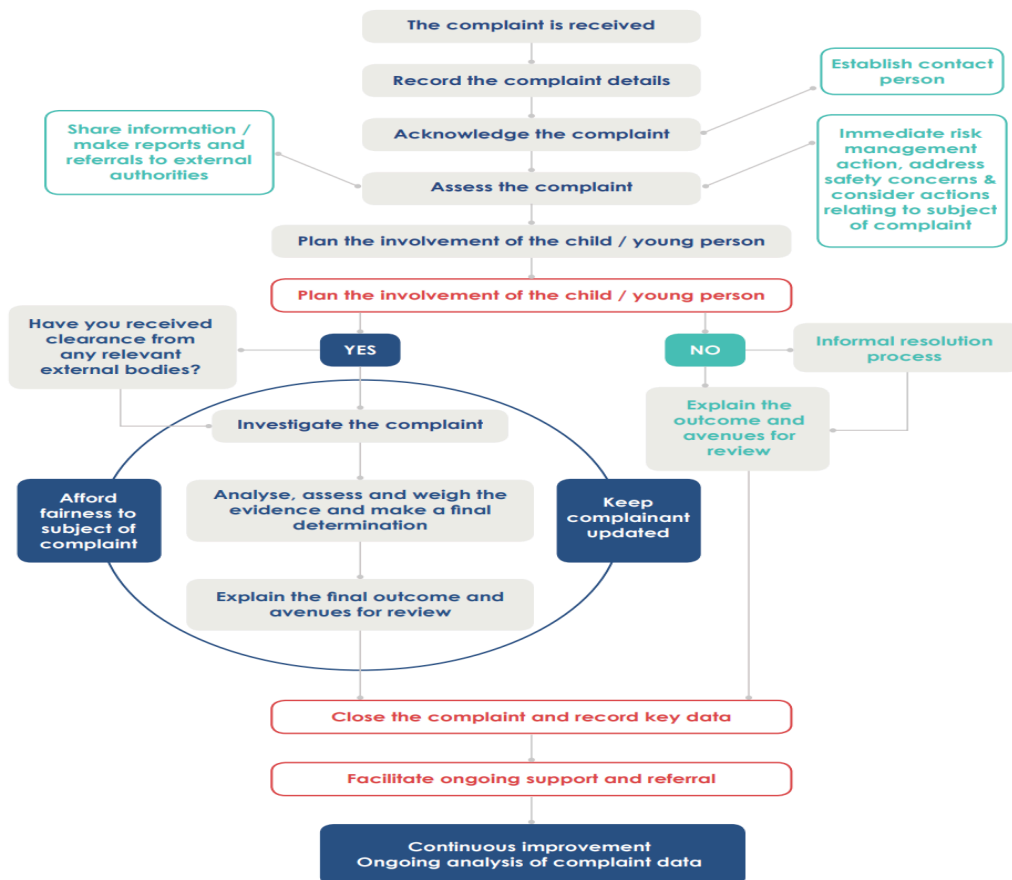
Where to Find More Information

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 protection-related complaints, or complaints handling generally, please contact the Senior Child Safety 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://chilfsafety.pmc.gov.au/sites/default/files/2020-09/nocs-complaint-handling-guide.pdf>