



## PROCEDURES FOR MANAGING CHILD SAFETY INCIDENTS OR CONCERNS AT OR INVOLVING THE COLLEGE OR ITS STAFF, VOLUNTEERS OR CONTRACTORS

For the purposes of this policy, we use the terms “staff” and “staff member” to include all teaching and non-teaching staff, Advisory Council members, volunteers, contractors, and external providers.

### INTRODUCTION

Complaints involving:

- breaches of the Child Safe Codes of Conduct
- conduct that has caused, or has the potential to cause, harm to current or former students

by:

- current or former staff members
- current or former students and
- other people on college premises or at college events

are managed in a different way to other complaints received by the College. These kinds of complaints are instead managed using the same procedures that we use for managing incidents or internal reports raised about this kind of behaviour.

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.

### CHILD SAFETY INCIDENTS OR CONCERNS

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

- a breach of our Child Safe Codes of Conduct or
- child abuse, grooming or other harm to a student

a “child safety incident or concern”.

It does not matter whether the behaviour is by a staff member, another student, a parent/carers, or any other person on college premises or at college events.

### BREACHES OF THE CHILD SAFE CODES OF CONDUCT

Ignatius Park College requires all staff members, parents/carers, visitors, and other adults in the College community to comply with our **Child Safe Adult 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.

### CHILD ABUSE, GROOMING OR OTHER HARM OF A STUDENT

Our Child Safeguarding policies set out the different definitions and key indicators of child abuse, grooming and other harm of students. The following is covered by these definitions and indicators:

- sexual abuse/exploitation
- grooming and online grooming
- physical abuse
- psychological or emotional abuse
- neglect.



In addition to family members, other adults associated with a student can subject the student to these behaviours, including staff members, other students and other people associated with the College.

## 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 SAFEGUARDING 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. This enables the College to ensure the safety and well-being of students and to comply with its legislative reporting obligations.

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

## HOW TO MAKE A CHILD SAFEGUARDING-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 current or former students

by

- current or former staff members
- current or former students
- other people on college premises or at College events

you can do so by:

1. Sending an email to [principal@ipc.qld.edu.au](mailto:principal@ipc.qld.edu.au)
2. Writing a letter to the College addressed to the principal.
3. Telephoning the College and asking to speak to the principal.

If the principal is the subject of your complaint or allegation of misconduct or reportable conduct, please contact EREA Complaints Officer by email: [complaints@erea.edu.au](mailto:complaints@erea.edu.au)

## HOW THE COLLEGE WILL RESPOND TO CHILD SAFEGUARDING-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 Safeguarding related complaint, the College will – if required by law or by our Child Safeguarding policies and procedures – report the matter to the Child Safety Services, the Police and/or other relevant external agencies.

The College will 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 well-being.



The College will also 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 which 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 **flowchart** in the appendix 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 Safeguarding 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 the child safety incident, or the Child Safeguarding 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, 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 the future safety and well-being of our students.

### INVESTIGATING AND MANAGING COMPLAINTS ABOUT REPORTABLE CONDUCT

Depending on the nature of the incident, complaint, allegation or concern about reportable conduct, the College may need to report the matter to additional external agencies, such as the Queensland College of Teachers or Blue Card Services.

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

- planning the investigation (including planning the involvement of the child)
- 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.



## 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

Staff members, students and parents/carers of students who are involved in the matter and who are not satisfied with an internal investigation or its outcome 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 the principal.

### EXTERNAL REVIEWS FOR OVERSEAS STUDENTS

If an overseas student is not satisfied with the outcome of the 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 6276 0111.  
**Enquiries:** 9:00 am to 5:00 pm 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/How-we-can-help/overseas-students>

Ignatius Park 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 any relevant external agencies (such as Child Safety Services or Police) to determine when, what, and by 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 Safeguarding 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 has 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 Safeguarding 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.

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**

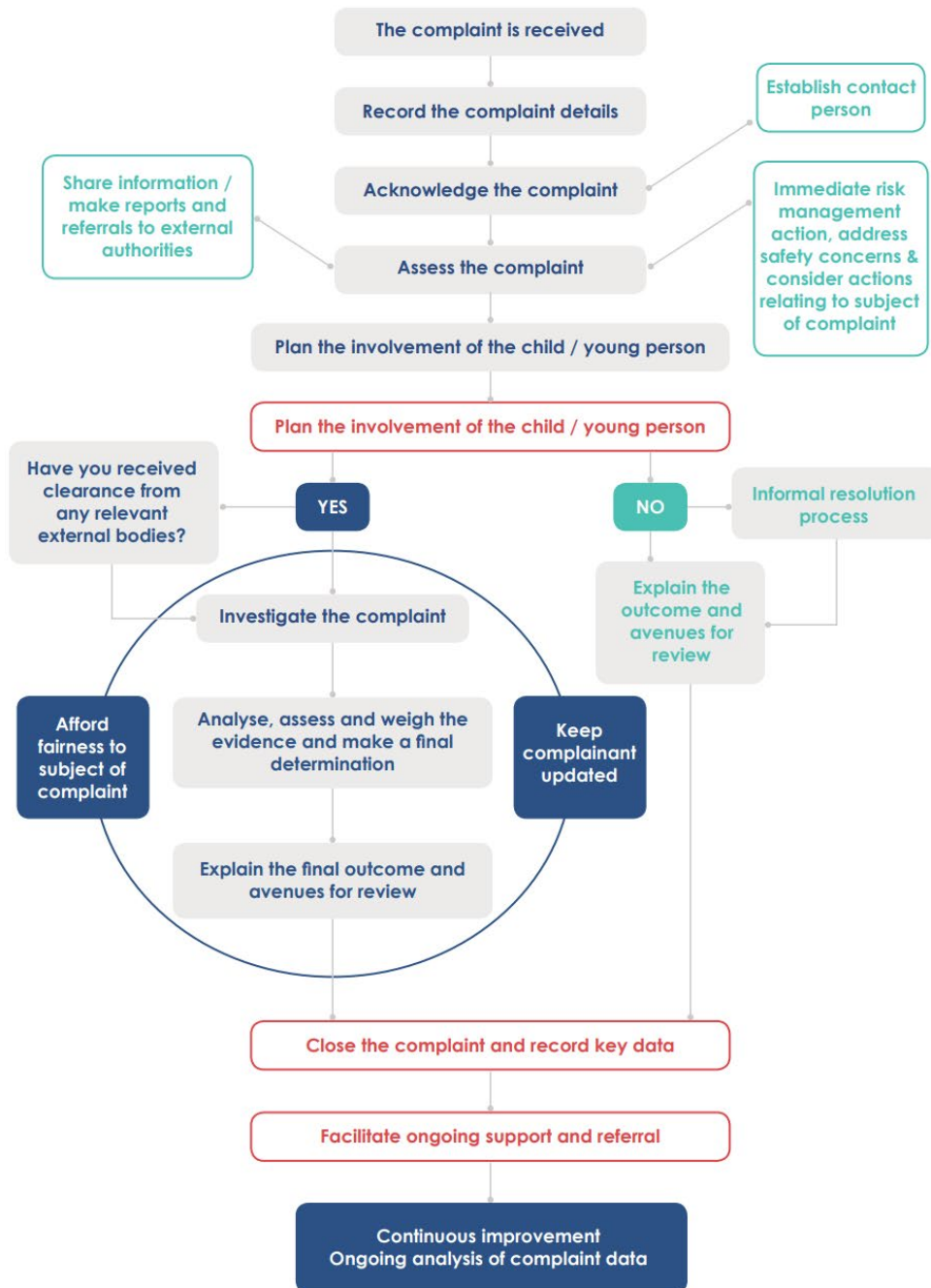
For more information about our policies and procedures relating to the College's management of child safety incidents or concerns occurring at or involving the College or its staff members, Child Safeguarding related complaints, or complaints handling generally, please contact the principal.



## 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://childsafety.pmc.gov.au/sites/default/files/2020-09/nocs-complaint-handling-guide.pdf>