ST RITA'S COLLEGE

PROCESSES FOR MANAGING CHILD SAFETY COMPLAINTS AND BREACHES OF THE CHILD SAFETY PROGRAM

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ST RITA'S COLLEGE LTD
41 Enderley Road, Clayfield QLD 4011
Telephone: (07) 3862 1615 Email: administration@stritas.qld.edu.au Web: www.stritas.qld.edu.au
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1. PURPOSE

In accordance with Section 16(5) of the Education (Accreditation of Non-State Schools) Regulation 2017 (Qld) (Regulation) the College has developed this written complaints procedure to address any allegations of non-compliance with our **Student Protection Processes and Child Safety Codes of Conduct.**

In addition, Standard 6 of the **Queensland Child Safe Standards** requires the College to have a child-focused complaints handling system. To meet this Standard, College policies outline our approach to dealing with different types of complaints and breaches of relevant policies, and demonstrate regard for fairness to all parties to a complaint or investigation.

Standard 10 requires the College to ensure that staff, volunteers and contractors comply with our child safety policies and procedures and that child safety practices within the College are consistent across the board. The **National Catholic Safeguarding Standards** have similar requirements.

The *Processes for Managing Child Safety Complaints and Breaches of the Child Safety Program* (the Processes) set out how the College, as a child safe organisation:

- has and implements a child-focused complaints handling system
- manages child safety-related complaints, including complaints alleging non-compliance with the **Student Protection Processes** or the **Child Safety Codes of Conduct**
- manages "procedural breaches" of the College's Child Safety Program
- ensures that breaches and child safety-related complaints are handled in a timely, fair and transparent manner.

2. WHAT IS A CHILD SAFETY-RELATED COMPLAINT?

A child safety-related complaint includes any disclosure, allegation, or internal report of:

- a child safety incident or concern alleged to have occurred, be occurring or be at risk of occurring at the College or a College event (student protection)
- a child safety incident or concern involving College staff or other workers engaged at the College
- other staff, volunteer, contractor or worker misconduct or reportable conduct (such as a breach of the Child Safety Program)
- a complaint about the College's response to or management of a child safety incident or concern, including complaints alleging non-compliance with our Student Protection Processes
- a breach of the Child Safety Codes of Conduct and other staff misconduct such as a procedural breach of the Child Safety Program.

Nothing in these Processes prevents a staff member or any other person from taking immediate action to protect a student and/or from notifying the Police and/or Child Safety Services, particularly if they believe that it is essential to act to ensure a student's safety.

3. SCOPE

These Processes apply to:

- St Rita's College Board
- Staff members (including teaching and non-teaching staff, administration staff and support staff, regardless of whether they are permanent, temporary or casual staff)
- Volunteers
- Contractors (including external education providers) and other workers engaged by the College
- Trainee teachers
- Religious personnel

For the purposes of these Processes, we refer to these together as “staff” or “staff members”.

Where indicated in the relevant sections below, these Processes also apply to:

- Visitors (including parents/carers and other adult family members of students)
- Students.

These Processes apply in all College environments including physical and online environments, and on-site and off-site College grounds (e.g. camps and excursions, and interstate and overseas travel).

4. ROLES AND RESPONSIBILITIES

Roles and responsibilities relevant to child safety at the College are set out in the **Child Safety Policy**, available on our public website. In addition, the following people have particular responsibilities under these Processes:

- **St Rita's College Board** is the College’s governing body and is responsible for:
  - approving these Processes
  - regularly reviewing these Processes, as set out in the Annual Reviews and Continuous Improvement (Child Safety) Policy and Procedures
  - analysing the College’s child safety-related complaints reports and, where appropriate, directing and monitoring improvements to the College’s approach to child safety incidents or concerns.
- **The Principal** is responsible for ensuring the efficient and effective organisation, management and administration of the College’s complaints handling processes.
- Where a particular child safety-related complaint involves the Principal and they therefore cannot perform their role, the **Chair of the Board** undertakes the Principal’s responsibilities.
- **Staff members** are responsible for:
  - responding appropriately to a student who raises or is affected by a child safety-related complaint

  - understanding their internal and external reporting requirements relevant to child safety-related complaints and for complying with these Processes.

- **The College's Student Protection Contacts and Principal** are responsible for:
  - providing assistance and advice to staff about their obligations under these Processes
  - ensuring that all child safety-related complaints are taken seriously, escalated and reported
  - ensuring that the College responds appropriately to a student who raises or is affected by a child safety-related complaint
  - promptly and thoroughly managing the College's response to child safety-related complaint as set out in the *College Processes* below
  - monitoring the College's compliance with these Processes.

Additional responsibilities relevant to specific complaints/breach management obligations are set out in the relevant sections of these Processes.

5. CHILD SAFETY COMPLAINTS MANAGEMENT

4.1. Nothing in these Processes prevents a staff member or any other person from taking immediate action to protect a student and/or from notifying the Police and/or Child Safety, particularly if they believe that it is essential to act to ensure a student's safety.

4.2. The College manages child safety complaints that involve students and former students (whether as complainant, victim, witness or person being complained about) in a way that is:

- child-focused, trauma informed and procedurally fair.
- culturally safe
- confidential
- accessible to all members of the College community.

4.3. The College consults with relevant communities about how to enable, support and respond to complaints in a culturally sensitive way. Relevant communities are 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.

4.4. The College provides:

- simple age- and culturally appropriate avenues for students, staff, parents/carers and the wider community to make a complaint, including child safety-related complaints;
- confidentiality and accessibility for all members of the College community.

4.5. The College supports students, families, and relevant staff members involved in a child safety-related complaint in age and culturally appropriate ways, as set out in Student Protection Processes.

The College responds to child safety-related complaints by following the processes outlined in this document.

4.6. The College responds to complaints alleging breaches of our **Student Protection Processes** and Child Safety Codes of Conduct by following section *7.1 Procedural Breaches Relating to Child Safety and Student Protection* below.

4.7. Child Safety and Student Protection-related complaints and outcomes are recorded in our confidential Student Protection Complaints Register.

6. PROCESSES FOR MANAGING CHILD SAFETY COMPLAINTS

6.1 Making a Child Safety Related Complaint

a) Anyone can, at any time, make a child safety-related complaint in person, in writing or over the phone to:

- the Principal
- a Student Protection Contact
- a trusted staff member

in person, in writing or over the phone.

It may be appropriate in certain cases for the College to direct a person to submit a Record of Complaint Form in accordance with the **Complaints Procedure for Non-compliance with Child Safety and Student Protection Processes.**

b) Parents/Carers, family members and other community members who have child safety concerns about the College or who wish to make a child safety-related complaint about the College, its students or its staff members are asked to follow the procedures set out in our ***Child Safety Policy*** and to contact:

- The Principal, who is the College's Senior Student Protection Contact, by phoning 07 3862 1615 or emailing principal@stritas.qld.edu.au
- If the concern relates to the Principal, the Chair of the Board by emailing BoardChair@stritas.qld.edu.au or writing to the Board Chair PO Box 548 Clayfield 4011.

c) Students have multiple pathways to make a complaint, including child safety-related complaints, at the College. These are outlined in the student focussed **Every Student Has the Right to Feel Safe – How Students Can Report a Safety Concern** and includes:

- disclosing concerns about the conduct of a staff member, that the student considers to be inappropriate, to one of the Student Protection Contacts
- disclosing child safety incidents or concerns, including abuse or other harm of themselves or of any other child, young person or student aged 18 or over, to any staff member. This might be done:

  - verbally
  - in writing
  - through electronic means (such as email), or
  - indirectly (such as in written assignments, in artworks or in any other way)
- disclosing child safety incidents or concerns, including abuse or other harm of themselves or of any other child, young person or student aged 18 or over, anonymously through the College website (Child Safety page) or by writing to the Principal (PO Box 548 Clayfield Qld 4011) or leaving a sealed letter marked 'Private' at Student Services Reception

- by contacting Kids Helpline 1800 55 1800 or web chat and/or Lifeline 131 114.

6.2 Staff Obligations When Responding to Child Safety Related Complaints

a) Support for Complainants

When a staff member receives a complaint containing information about child safety incidents or concerns, they **must** offer the complainant and any student involved in the complaint (if they are not the complainant) support and assistance following our **Student Protection Processes.**

b) Internal and External Reporting

All staff members **must** follow the **Student Protection Processes and Guidelines** if any information contained in a complaint that is made to them raises a concern that a student may have been subject to, or may be at risk of, abuse or other harm at the College or a College event, or from a staff member.

In particular, this includes making any required external reports which may cover:

- Duty to Protect/the Failure to Protect Offence
- Mandatory Reporting (of a Reportable Suspicion) to Child Safety Services
- Non-Mandatory Reporting to Child Safety Services
- Mandatory Reporting to Police (and Mandatory Internal Reporting) of Sexual Abuse/Likely Sexual Abuse
- Mandatory Reporting of Sexual Offences Against Children to Police
- Non-Mandatory Reporting to Police
- Reportable Conduct to the QFCC
- Reporting Teacher Misconduct to the Queensland College of Teachers
- Recognising and Responding to sexual behaviours in children and young people

Our **Student Protection Processes** require all staff members to report any child safety-related complaint that is made to them to a Student Protection Contact or the Principal. If a child safety-related complaint is about the Principal, the complaint must be referred to the Chair of the Board.

6.3 The College's Obligations When Managing Child Safety-Related Complaints

a) Student protection-related complaints that involve, or raise the possibility of a risk of, abuse or other harm to a child, young person or student aged 18 or over must be managed in accordance with our **Student Protection Processes.**

The following child safety-related complaints fall into this category:

- complaints involving, or raising the possibility of a risk of, abuse or other harm to a child, young person, or student aged 18 or over occurring at the College or a College event
- complaints involving, or raising the possibility of a risk of, abuse or other harm to a child, young person, or student aged 18 or over by a staff member
- complaints alleging a breach of the Child Safety Codes of Conduct by a staff member and that involve, or raise the possibility of a risk of, abuse or other harm to a child, young person, or student aged 18 or over.

Relevant procedures for managing these kinds of child safety-related complaints are in our **Student Protection Processes** and include but are not limited to:

- Requirement to report sexual abuse or likely sexual abuse to the Queensland Police Service under the Education (General Provisions) Act 2006
- Mandatory reporting of a reportable suspicion to the Department responsible for Child Safety under the Child Protection Act 1999
- Reportable Conduct to the Queensland Family and Child Commission under the Child Safe Organisations Act 2024
- Requirement to report under the Criminal Code Act 1899
- Reporting to the Queensland College of Teachers

The Principal (or, if the complaint involves the Principal, the Chair of the Board) is responsible for managing these kinds of child safety-related complaints. The Principal or Chair may, where appropriate, delegate management of the complaint to another person at the College (such as a Student Protection Contact or an external investigator).

b) Certain other child safety-related complaints must be managed following section 8 in these Processes and where relevant our **Complaints Procedure for Non-Compliance with Child Safety and Student Protection Processes**. The following child safety-related complaints fall into this category:

- complaints about the College's, or a staff member's, investigation of and/or response to a specific incident of or concern about abuse and other harm of a child, young person, or student (including students aged 18 or over)
- complaints that, when responding to a specific incident of, or concern about, abuse and other harm of a child, young person or student (including students aged 18 or over), the College, or a staff member, did not correctly follow the **Student Protection Processes** (for example, a

complaint that a staff member did not report a child safety incident or concern internally when required to by College policy)

- complaints that the College, or a staff member, did not correctly follow legislative or regulatory requirements regarding child safety and protection in relation to a specific incident of, or concern about, abuse or other harm of a child, young person or student aged 18 or over e.g. a complaint that the College shared information about a child safety incident or concern with an external agency when not permitted by law to do so.

c) Certain Child protection-related complaints may be managed under either section 8 in these Processes or the College's **Complaints Handling Policy** ***see Appendix A.***

The following child safety-related complaints fall into this category:

- complaints alleging a breach of the Child Safety Codes of Conduct that do not involve, and do not raise the possibility of a risk of, abuse or other harm of a child, young person or student (including students aged 18 or over) by a staff member (for example, a complaint that a staff member has expressed personal views on sexuality in the presence of students)
- complaints alleging procedural breaches of the Child Safety Program by staff that do not involve, and do not raise the possibility of a risk of, abuse or other harm of a child, young person or student aged 18 or over (for example, a complaint that a staff member has not renewed their Blue Card).
- general complaints about the College's child safety policies and procedures themselves (for example, a complaint that the policies and procedures do not accurately reflect the law or that they do not take into account the needs of a particular student or community cohort).

The Principal usually manages these kinds of child safety-related complaints. The Principal, or their delegate, may, where appropriate, consult with a Student Protection Contact as part of the investigation. The outcome of any complaint relating to the College not having compliant child safety policies and procedures, will be to reported to St Rita's College Board, using the College's usual governance reporting processes.

6.4 Guidance and Resources for Managing Child Safety-Related Complaints

The **Complaints Handling Policy** provides guidance on complaints handling principles and a step-by-step guide to managing a complaint.

The **Student Protection Processes** set out procedures that the College will follow for complaints about student protection and inappropriate and/or reportable conduct by staff members.

The **Complaints Procedure for Non-Compliance with Child Safety and Student Protection Processes** sets out the process for reporting complaints that relate to a student protection matters that has already been reported to the College and which you believe has not been managed in accordance with the **Student Protection Processes**.

6.5 Internal Reviews of Child Safety-Related Complaint Outcomes

If a complainant or other person involved in a child safety-related complaint (such as a staff member whose behaviour is the subject of the complaint, a student who is the victim of the alleged behaviour or the parent/carer of a student involved in the complaint) is not satisfied with its management or outcome, they may request an internal review.

This review could be 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).

Anyone wanting an internal review must make their request to the Principal. The Board undertakes these internal reviews.

7. BREACHES OF THE CHILD SAFETY PROGRAM AND CHILD SAFETY CODES OF CONDUCT

7.1 Procedural Breaches of the Child Safety Program and Child Safety Codes of Conduct by Staff

Procedural breaches of the College's Child Safety Program and Child Safety Codes of Conduct by staff members will vary in severity. As such, the management of breaches will vary depending on the category of the breach.

a) Disciplinary action
The College may take one or more of the following disciplinary actions for procedural breaches/breaches of the Child Safety Codes of Conduct by staff members:

- requirement to attend remedial education, such as additional child safety training
- requirement to attend counselling
- increased supervision
- restriction of duties
- appointment to an alternate role
- suspension
- in the case of serious breaches, termination of employment, contract or engagement.

b) The College has identified the following categories of breach by staff members and the actions that the College may take to manage the breach:

Breach Category	Action to be Taken
Mistake • one-off failure to complete a task or fulfil a role required of them by the Child Safety Program (other than a failure to report child safety incidents or concerns internally or externally).	• additional child safety training, including a clarification of their role in the College.
Minor • failure to comply with the Child Safety Human Resources Management Policies and Procedures or Blue Card/Exemption Card procedures (other than a failure to comply with the procedures for renewal) • minor, one-off breaches of the Child Safety Code of Conduct or Student Protection Processes (other than a failure to report child safety incidents or concerns internally or externally).	• additional child safety training • disciplinary action, such as increased supervision • clarification with other members of the College community to assist understanding of HR and Blue Card obligations • review of relevant sections of the Child Safety Program for clarity and effectiveness.
Moderate • failure to comply with the College's Child Safety Policy • recurring failure to complete a task or fulfil a role required of them by the Child Safety Program • moderate breaches of the Child Safety Code of Conduct or Student Protection Processes • moderate breaches of the Information Sharing Policies and Procedures • failure to follow internal reporting procedures for child safety incidents or concerns.	• disciplinary action, such as requirement to attend counselling or increased supervision • additional child safety training, focusing on child safety behaviours, reporting and the College's child safe culture • review of relevant sections of the Child Safety Program for clarity and effectiveness.

Breach Category	Action to be Taken
Severe • failure to renew Blue Card/Exemption Card • failure to follow Policies and Procedures for reporting child safety incidents or concerns to external agencies • breaches of confidentiality and privacy guidelines relating to child safety reporting • serious breaches of the Information Sharing Policies and Procedures • serious breaches of the Child Safety Code of Conduct or Student Protection Processes.	• disciplinary action such as increased supervision, restriction of duties, appointment to an alternate role, suspension, or termination of engagement and, where appropriate, external reports to Child Safety Services, Queensland Family and Child Connect (QFCC), Police and relevant authorities such as the QCT • additional child safety training, focusing on reporting, confidentiality and privacy obligations • review of relevant sections of the Child Safety Program for clarity and effectiveness.

The Principal may deviate from the specified action for a breach in exceptional or unique circumstances.

7.2 Breaches of the Child Safety Code of Conduct by Students, Parents/Carers and Visitors

a) If a parent/carer or other visitor to the College breaches the Child Safety Code of Conduct, the College will take appropriate action, including (but not limited to):

- providing additional information to the person about appropriate and/or inappropriate behaviour
- requiring the person to give undertakings about engaging in appropriate behaviour or ceasing inappropriate behaviour when they are in a College environment
- a staff member supervising the person when they are in a College environment
- in the case of serious breaches:
  - making an external report about the person to Child Safety Services and/or the Police; and/or
  - issuing the person, provided that they are not a student or staff member, with a direction about their 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).

b) If a student breaches the Code of Behaviour for Students, the College will take appropriate action, following the PRIDE Support System Matrix.

8. PROCESS FOR REPORTING AND MANAGING BREACHES

8.1 How to Report a Procedural Breach

Any member of the College community can contact:

- a Student Protection Contact
- the Principal; or
- if the alleged breach is by the Principal, the Chair of the Board

to report or make a complaint about a procedural breach of the Child Safety Program or of the Child Safety Codes of Conduct.

If you are a student, parent/carer or family member or other College community member, you can raise breaches through any of the ways set out in section 6 *Processes for Managing Child Safety Complaints* above.

8.2 Processes for Managing Procedural Breaches

The Principal, in consultation with the College's Student Protection Contacts, and/or Head of Human Resources where necessary, manages procedural breaches of the Child Safety Program.

The Principal may delegate management of a procedural breach to another person at the College (such as the Deputy Principal - Students).

Relevant policies and procedures for managing these kinds of breaches include, but are not limited to:

- general Human Resources Policies and Procedures
- relevant subsections of the **Student Protection Processes** such as:
    - Reportable Conduct
    - Reporting Teacher Misconduct to the Queensland College of Teachers
- Working with Children Checks Policies and Procedures.

8.3 Processes for Managing Breaches of the Child Safety Codes of Conduct

When any member of the College community breaches the Child Safety Codes of Conduct, management of the breach includes compliance with any relevant external reporting obligations set out in the **Student Protection Processes** as well as, for adult members of the College community, the outcomes set in section 7.2 above.

- **Breaches of the Child Safety Codes of Conduct by Staff Members**

  The Principal, in consultation with the College's Student Protection Contacts, and/or Head of Human Resources where necessary, manages breaches of the Child Safety Codes of Conduct by staff, volunteers or contractors. The Principal may delegate management of these kinds of breaches to another person at the College (such as a member of the College Leadership Team).

  Relevant policies and procedures for managing these kinds of breaches include, but are not limited to:

  - relevant subsections of the **Student Protection Processes** **such as:**
    - Reportable Conduct
    - Mandatory and Non-Mandatory Reporting to Child Safety
    - Mandatory and Non-Mandatory Reporting to Police
    - Reporting teacher misconduct to the Queensland College of Teachers
  - Relevant Codes of Conduct (Child Safety Code of Conduct, Employee Code of Conduct, Professional Boundaries, Code of Behaviour for Students)
  - Working with Children Checks Policies and Procedures.

- **Breaches of the Child Safety Codes of Conduct by Parents/Carers, Family Members and Visitors**
  The Principal manages breaches of the Child Safety Code of Conduct by visitors (including parents/carers when they are at the College or attending a College event) in consultation with the College's Student Protection Contacts where necessary.

  Relevant policies and procedures for managing these kinds of breaches include, but are not limited to:

  - relevant subsections of the **Student Protection Processes** such as:
    - Duty to Protect/Failure to Protect Offence
    - Mandatory and Non-Mandatory reporting to Child Safety
    - Mandatory and Non-Mandatory reporting to Police
  - Written processes in the Child Safety Code of Conduct

- **Student breaches of the Code of Behaviour for Students**

  The College manages breaches of the Code of Behaviour for Students pursuant to the PRIDE Support System Matrix. This sets out who is responsible for managing the alleged breach and how, as well as possible outcomes.

8.4 Recording Keeping About Breaches and Outcomes

For breaches of the Child Safety Program that involve a child safety incident or concern (such as breaches of the Child Safety Codes of Conduct), the College captures and keeps records about them according to the **Student Protection Processes**.

For procedural breaches of the Child Safety Program that do not amount to a child safety incident or concern, the College captures and keeps records containing the following information:

- name of the reporter
- the name and position of the person who received the report
- the date the report was initially received and, if different, the date it was reported to the Principal or Chair of the Board
- the names of the parties involved in the breach
- a description of the incident or breach
- the outcome of any investigation that took place
- actions taken by the College in response.

We store these records for at least seven years.

9. GENERAL REVIEWS OF CHILD SAFETY COMPLAINTS AND BREACHES

Regular reviews of child safety-related complaints/breaches of the Child Safety Program ensure that the College captures, analyses and, where appropriate, acts on child safety-related feedback, comments or complaints from the College community and relevant stakeholders.

The **Annual Reviews and Continuous Improvement (Child Safety) Policy and Procedures** sets out the College's procedures for conducting these reviews, as well as for reviewing these Processes (as part of the regular reviews of the Child Safety Program).

During these reviews, the College analyses child safety-related complaints and breaches of the Child Safety Program, to identify causes and systemic failures and to inform continuous improvement.

10. IMPLEMENTATION

The Processes for Managing Child Safety Complaints and Breaches of the Child Safety Program are published on the College's public website. They are made available to new staff, volunteers, and contractors at their induction or prior to them commencing their work at the College and published on our internal policy platform.

Training is also included at induction and in annual refresher training for staff members and relevant volunteers and contractors.

The College provides all visitors to the College, including volunteers and contractors, with information about how to report child safety incidents or concerns to the College and to relevant external authorities.

The College makes these Processes accessible to students, parents/carers and other members of the College community, and ensures that these groups are aware of them through the **Procedures for Managing Child Safety Incidents or Concerns Involving the College or its Staff Members (Summary)**, which summarises its policies and procedures and is published on the College's public website.

The College has also developed a child-friendly version and provides this to all students.

11. DEFINITIONS

Definitions of importance to these Processes are as follows:

Term	Definition
Complaint	A "complaint" is an expression of dissatisfaction with an action taken, decision made, or service provided, or with the failure to provide a service, take action or make a decision at the College. A complaint can be made by anyone including a student, former student, parent/carer, other family member, staff member or member of the wider community.
Child Safety-Related Complaint	A "child safety-related complaint" includes any disclosure, allegation, suspicion, concern or internal report of: • a breach of the College's Child Safety Codes of Conduct • a child safety incident or concern alleged to have occurred, be occurring or be at risk of occurring at the College or a College event • child safety incidents or concerns involving College Staff, Volunteers or Contractors or other workers engaged by the College • other staff misconduct (such as a procedural breach of the Child Safety Program) • any complaint about the College's response to or management of a child safety incident or concern, including complaints alleging non-compliance with the Student Protection Processes.
Procedural Breach	A "procedural breach" of the College's Child Safety Program is any action or inaction by a St Rita's College Board member, staff member, volunteer, contractor, or visitor that fails

Term	Definition
	to comply with procedural aspects of the Child Safety Program. These include, but are not limited to breaches of: • Student Protection Processes • Child Safety Human Resources Management Policies and Procedures • Sharing Information About Students' Safety and Wellbeing Policies and Procedures • Risk Management (Child Safety) Policy and Procedures • Annual Reviews and Continuous Improvement (Child Safety) Policy and Procedures. Many, but not all, procedural breaches of the Child Safety Program would also be a breach of legal obligations under Queensland law. For example, failing to make a Mandatory Report of Sexual Offences Against Children to Police or a Mandatory Report (of a Reportable Suspicion) to Child Safety Services would be both a procedural breach as well as an offence under Queensland law. On the other hand, failing to make a Non-Mandatory Report to Police does not breach any legal obligations, but would still be a breach of the Student Protection Processes and therefore a breach of the Child Safety Program. The kinds of disciplinary actions that could be taken for a procedural breach depend on the category of the breach, not on whether the breach is also a breach of a legal obligation. However, procedural breaches that are also a breach of legal obligations would generally fall into the moderate or severe categories of breach.
Breach of the Child Safety Codes of Conduct	The Child Safety Codes of Conduct set out expected behaviours for all members of the College community. Any and all breaches of the Child Safety Codes of Conduct are considered a child safety incident and must be reported internally.

12. APPENDIX

Appendix	Name
Appendix A	Process for Managing Child Safety Related Complaints

13. ASSOCIATED DOCUMENTS/LEGISLATION

Legislation, Regulations and Standards

- Child Protection Act 1999 (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), section 16(5)
- Working with Children (Risk Management and Screening) Act 2000 (Qld)
- Working with Children (Risk Management and Screening) Regulation 2020 (Qld), Schedule 1, clause 2(4)
- Child Safe Organisations Act 2024 (Qld), Child Safe Standards and Universal Principle, Standard 6 and Reportable Conduct Scheme
- the National Catholic Safeguarding Standards, Standard 6

Related Documents

- Child Safety Policy
- Child Safety Code of Conduct
- Student Protection Processes
- Staff and Student Professional Boundaries
- Code of Behaviour for Students
- Working with Children Checks Policies and Procedures
- Complaints Handling Policy
- Complaints Procedure for Non-Compliance with Child Safety and Student Protection Processes
- Summary of Procedures for Managing Child Safety Incidents or Concerns Involving the College or its Staff Members
- Summary of Procedures for Responding to and Reporting Harm or Allegations of Harm to Students
- Every Student Has the Right to Feel Safe – How Students can Report a Safety Concern (Student Friendly)

References

- National Office for Child Safety, Complaint Handling Guide: Upholding the rights of children and young people
- Royal Commission into Institutional Responses to Child Sexual Abuse, Final Report Volume 7 – Improving Institutional Responding and Reporting

14. REVIEW AND APPROVAL

Version	*Review Details*	*Owner*	*Authorisation*	*Approval Date*	*Next Review*
2.0	Review to include Reportable Conduct Scheme	Risk and Compliance	Board	1 July 2026	January 2027 or as required.
1.0	Original	Principal	Board	January 2026	January 2027 or as required

APPENDIX A - PROCESS FOR MANAGING CHILD SAFETY RELATED COMPLAINTS

Child safety complaints involving, or raising the possibility of:

- a risk of, abuse or other harm to a student
- Complaints about inappropriate behaviour of staff
- Reportable conduct of workers at the College
- Breaches of Child Safety Codes of Conduct involving, or raising the possibility of a risk of abuse or other harm to a student

Student Protection Processes

Complaints that relate to a student protection matter that has already been reported to the College and which the complainant believes has not been managed in accordance with the Student Protection Processes.

Complaints Procedure for Non-Compliance with our Student Protection Processes

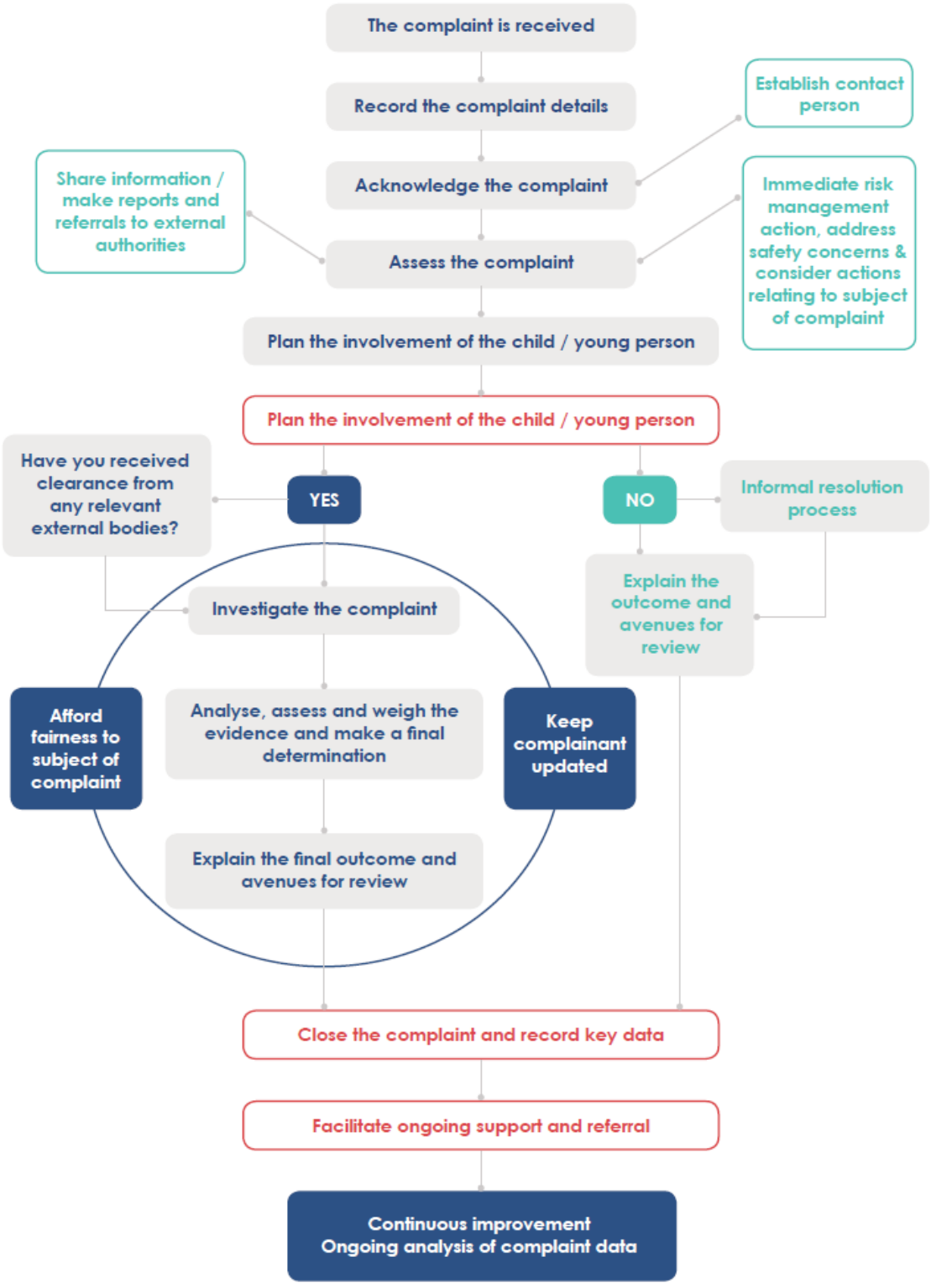
General complaints about:

- Behaviour or performance of staff or services provided by the College that do not involve risk of harm to students
- Concerns regarding parents/carers or student behaviour that is contrary to the applicable College codes of conduct;
- Child Safety breaches or policies that do not involve a risk of harm to students.
- Dissatisfaction with action or inaction or decision of the College.

Complaints Handling Policy

See Sections 6, 7 and 8 of the

Processes for Managing Child Safety Complaints and Breaches of the Child Safety Program

Complaint Handling:

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