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| | Complaints and Allegations Record Form<br>Discrimination, Harassment and Bullying Statement<br>International Standard ISO 10002:2018 and AS/NZS 10002:2022<br>Marist Schools Australia (MSA) Child Safeguarding Standards - A Framework for MSA-Governed Schools (the MSA Standards)<br>National Catholic Safeguarding Standards<br>Privacy Policy<br>Privacy Collection Noticec<br>Responding to an Incident, Disclosure, or Suspicion of Child Abuse or Other Harm Template<br>St Joseph's College Forms – Incident Reporting Forms<br>Working With Children Check Application – Service NSW |
| Training | All Staff and Direct Contact Volunteers and Contractors are required under our Child Safeguarding Program to complete at least annual training on several Child Safeguarding and child protection topics listed in our Child Safeguarding Training. |

## 1.1. PREAMBLE

St Joseph's College ('the College') is a Catholic school that draws its primary purpose and identity, and shapes its values and priorities, from the gospel of Jesus Christ. The College seeks to be a safe, just, compassionate, responsive and inclusive place for all its students, employees, contractors and volunteers. The mutual obligations of its members are defined by Catholic social teaching, and all relevant laws and regulatory frameworks of the State of New South Wales and the Commonwealth of Australia.

The College policies are pursuant to Section 47 of the Education Act 1900. Under the Act, the NSW Education Standards Authority (NESA) is responsible for monitoring the compliance of non-government schools with the registration and accreditation requirements of the Act. All College Staff and Personnel must comply with this Policy. The College may take disciplinary action in the event of non-compliance. It is a mandatory requirement for all persons to follow this policy.

## 1.2. PURPOSE

St Joseph's College has a comprehensive Complaints Handling Program that ensures parents/guardians and other external complainants can raise matters of concern and lodge complaints and have them dealt with and responded to fairly and efficiently.

This complaints and disputes handling program is based on the principles set out in the International Standard ISO 10002:2018 and AS/NZS 10002:2022. Information on how to make a complaint is made available on the College's public website.

## 1.3. SCOPE

The Complaints Handling Policy 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.

The Complaints Handling Policy applies to:

- the Headmaster and the College Leadership Team, as well as Advisory Councils and sub-committees
- all staff members, including non-teaching Staff and temporary or casual Staff
- all Volunteers
- all Contractors
- External Education Providers
- teaching students on placement at the College
- parents/guardians/visitors and other adult family members of students

## 1.4. DEFINITIONS

| Word | Definition |
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| The College | The College refers to St Joseph's College. |
| College community | Encompasses all adults in the College community including Staff, Volunteers, Contractors, External Education Providers, Parents/Guardians and other Family Members. |
| Safeguarding Program | Child Safeguarding Program relates to all aspects of child safety and protecting students from abuse or other harm, and establishes work systems, practices, policies and procedures. |
| Complaint | Any enquiry, comment, complaint or dispute raised by a person expressing dissatisfaction as to a particular circumstance, or situation, related to our services or operations. |
| Frontline Complaint | A complaint that can generally be resolved, either at the time the complaint is |

## 1.10. NATURAL JUSTICE

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