



LEICHHARDT HOUSE STUDENT HOSTEL CHILD & YOUTH RISK MANAGEMENT STRATEGY

THE 8 MINIMUM REQUIREMENTS OUTLINED IN THE WORKING WITH CHILDREN (RISK MANAGEMENT & SCREENING) REGULATION

2021

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THIS POLICY WILL BE REVIEWED AT THE END OF EACH SCHOOL YEAR (ALL STAKEHOLDERS WILL BE ADVISED OF ANY AMENDMENTS VIA EMAIL). ANY CHANGES IN PERTINENT COMMONWEALTH OR STATE LEGISLATION OR ANY INCIDENTS/POLICY BREACHES THAT OCCUR BEFORE THE NEXT FORMAL REVIEW WILL INITIATE IMMEDIATE REVIEW AND AMENDMENT (ALL STAKEHOLDERS WILL BE ADVISED VIA EMAIL).

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POLICY STATEMENT

This policy applies in this instance to Leichhardt House Student Hostel (the hostel). In accordance with, and beyond the requirements of, these regulations the hostel makes all of its policies available to parents/carers/boarders and prospective parents/carers/boarders on the public area of the hostel's website: www.hostel.net.au

The hostel will undertake to ensure compliance with the relevant legislation and guidelines with regard to this policy for its boarders and staff and to extend this undertaking to visitors to the hostel as far as is practicably possible.

1. 'CHILD & YOUTH RISK MANAGEMENT STRATEGY' ¹

In accordance with Sections 171 and 172 of the Working with Children (Risk Management and Screening) Regulation 2011 (Qld), Chinchilla Student Accommodation Association Inc. (CSAA) is dedicated to eliminating and minimising risks to child safety through the 'Leichhardt House Student Hostel Child & Youth Risk Management Strategy'. The Strategy which includes and refers to various other policies, procedures, and training to effectively ensure the safety and wellbeing of children in the Hostel's care.

The eight elements of a prescribed 'Child & Youth Risk Management Strategy' are:

COMMITMENT

1. A statement of commitment to the safety and wellbeing of Boarders and the protection of Boarders from harm, and
2. A Code of Conduct for adults at the Hostel interacting with Boarders.

CAPABILITY

3. Written procedures for recruiting, selecting, training, and managing staff and volunteers.

CONCERNS

4. Policies and procedures for handling disclosures or suspicions of harm, including reporting guidelines;
5. A plan for managing breaches of the Hostel's risk management strategy, and
6. Risk management plans for high-risk activities and special events.

CONSISTENCY

7. Policies and procedures for managing the Hostel's Blue Card System
8. Communication & Support

¹ Leichhardt House: 'Child & Youth Risk Management Strategy' is evidence of the Hostel's commitment to the safety and wellbeing of children and the protection of children from harm in fulfilment of the requirements of Sections 171 and 172 of the Working with Children (Risk Management and Screening) Regulation 2011 (Qld).

2. 'STATEMENT OF COMMITMENT'²

CSAA is committed to the safety, welfare and wellbeing of Boarders enrolled at the Hostel. This commitment includes the provision of a safe and supportive living and learning environment for all Boarders and requires all employees, volunteers, and visitors to: model and encourage behaviour that upholds the dignity and protection of boarders from harm; and respond to allegations of boarder harm resulting from the conduct or actions of any person including that of Hostel Staff. In support of this commitment, CSAA is dedicated to our Child and Youth Risk Management Strategy which includes having relevant policies, procedures, and training in place to effectively address the safety and wellbeing of Boarders in our care.

² Leichhardt House: 'Statement of Commitment' is evidence of the Hostel's commitment to the safety and wellbeing of children and the protection of children from harm in fulfilment of the requirements of Section 171 Part 3 (1a) '... a statement about commitment to the safety and wellbeing of children and the protection of children from harm' of the Working with Children (Risk Management and Screening) Regulation 2011 (Qld).

3. 'CODE OF CONDUCT' ³

The Leichhardt House: 'Code of Conduct' applies to all people involved with Leichhardt House, including: Hostel Staff (permanent, temporary, and casual); CSAA Committee members; Parents; volunteers; visitors; Boarders and other children and young people.

In accordance with Sections 171 and 172 of the Working with Children (Risk Management and Screening) Regulation 2011 (Qld), CSAA T/A Leichhardt House Student Hostel is dedicated to eliminating and minimising risks to child safety through the 'Leichhardt House: Code of Conduct'. The Code, which includes and refers to various other policies and procedures, is designed to effectively ensure the safety and wellbeing of children in the Hostel's care.

- The Leichhardt House: 'Code of Conduct' is a stand-alone document available at the Hostel's website ⁴ and in hard copy if required.

³ Leichhardt House: 'Code of Conduct' is evidence of the Hostel's commitment to the safety and wellbeing of children and the protection of children from harm in fulfilment of the requirements of Section 171 Part 3 (1b) '... a code of conduct for interacting with children' of the Working with Children (Risk Management and Screening) Regulation 2011 (Qld).

⁴ www.hostel.net.au

4. 'RECRUITMENT, SELECTION, TRAINING & MANAGEMENT OF HOSTEL STAFF'⁵

In accordance with Sections 171 and 172 of the Working with Children (Risk Management and Screening) Regulation 2011 (Qld), Chinchilla Student Accommodation Association Inc. T/A Leichhardt House Student Hostel Inc. is dedicated to eliminating and minimising risks to child safety through the 'Leichhardt House: Child & Youth Risk Management Strategy'. The Strategy which includes and refers to various other policies, procedures, is designed to effectively ensure the safety and wellbeing of children in the Hostel's care.

PRE-APPOINTMENT

To identify and recruit someone who has the skills and attributes to fulfil the role requirements.

Advertise the position on relevant websites:

- Teachers On Net teachers.on.net/
- Australian Boarding Schools Assoc. <https://www.boarding.org.au/>
- Isolated Children's Parents' Assoc. <https://qld.icpa.com.au/>
- seek <https://www.seek.com.au/>

Advertisement is to be clear about:

- CSAA commitment to providing a safe and supportive boarding service environment for isolated children and young people.

The recruitment process will include rigorous screening; all applicants will be required to:

- Undergo identification verification;
- Be the holder of (or become the holder of 'No Card, No Start') a Queensland Government, Department of Justice & Attorney-General: Blue Card;
- Undergo thorough referee checks,
- Disclose, fully, any information relevant to the applicant's eligibility to engage in activities involving children and young people.

Position Description (Draft PD's exist for all positions and volunteer roles), must include:

- Statement of Commitment (See Leichhardt House: Statement of Commitment)
- Outline in clear detail the relevant tasks, duties and level of supervision responsibilities associated with the position;

⁵ Leichhardt House: Recruitment, Selection, Training & Management of Hostel Staff' is evidence of the Hostel's commitment to the safety and wellbeing of children and the protection of children from harm in fulfilment of the requirements of Section 171 Part 3 (1c) '... procedures for recruiting, selecting, training and managing persons engaged or proposed to be engaged by the person, as the procedures relate to the safety and wellbeing of children and the protection of children from harm' of the Working with Children (Risk Management and Screening) Regulation 2011 (Qld).

- Outline in clear detail the working conditions and the skills, experience and attributes a person needs to fulfil the role;
- Formal qualifications an advantage;
- Highlight the core requirement of being able to contribute to an environment which is safe and supportive for children and young people;
- Selection Criteria (Draft Selection Criteria exist for all positions and volunteer roles);
- One term probation;
- Position start date and advertisement closing date (In the case of Hostel Managers, timeframe is to align with school term times and transition of incumbents/successful applicants).

SELECTION (SELECTION PANEL)

Whilst CSAA as an organisation are laypeople in terms of HR and recruitment, the committee does include members who are more familiar with the recruitment process such as Education Queensland Representative and Western Downs Regional Council Representative. From the applications short list applicants who will, or have the clear potential to:

- Promote and protect the rights, interests and wellbeing of children and young people.
- Has, or has the potential to rapidly acquire, the skills and attributes to fulfil the role requirements.

INTERVIEW

- Choose interview panel with mix of backgrounds and experience, i.e., Education Queensland Representative; Western Downs Regional Council Representative; female parent; male parent; CSAA President;
- Explore applicants' background, work history, skills, and values, and evaluate their suitability to work with children and young people in the context of the role;
- Challenge any inconsistencies in an applicant's work history;
- Ask appropriate and informative questions;
- Scenario-type questions that explore how an applicant might behave in employment-related situations;
- open-ended questions that allow the applicant to provide detailed answers;
- probing questions which ask applicants to elaborate on the answers that they have provided to previously asked questions:
- This organisation is committed to ensuring that the behaviour of all paid employees and volunteers towards children and young people is appropriate. Can you explain what you see as 'appropriate' and 'inappropriate' practices?
- How would you deal with parents' who continually fail to communicate in regard to their child arriving/leaving the Hostel?
- A boarder informs you that two other boarders have been fighting and that one of the boarders has ran away and left the Hostel grounds, What would you do?
- You are informed by one of the children that another child has stolen an item from her backpack. What do you say to the child who has informed you? What do you say to the child who was accused of taking the item?

Consider responses in context of how well each applicant will uphold CSAA's values, including CSAA's statement of commitment, and the applicant's capacity to contribute to CSAA's safe and supportive environment.

REFEREE CHECKS

Complete reference check with most recent employer to verify the:

- identity of the prospective employee;
- accuracy of the details of previous employment; and,
- suitability of the prospective employee to work with children and young people.
- Sample referee check questions:
- Would you employ the person again?
- Have you directly supervised the applicant and directly observed their work with children?
- Do you have any concerns about the applicant working directly with children?

PROBATION

- Set goals and standards in relation to key areas such as behaviour management, risk management, organisation, record keeping etc. and assess the performance of the new employee (one school term), and their suitability to the role, before permanently confirming their employment;
- seek, informal/anecdotal feedback from Parents.

POST-APPOINTMENT

TRAINING

It is the responsibility of CSAA to ensure that, in consultation with employees, any training needs are established, and all training requirements are met. Due to the limited options available locally, CSAA and Hostel Staff should actively look for training options (that will enhance the skills and knowledge of employees and volunteers, and thereby, reduce exposure to risks) both online and face-to-face in Chinchilla, Toowoomba, Dalby, and Roma.

INDUCTION PROGRAMS

An induction program will assist staff to understand their role in providing a safe and supportive environment for children and young people. Some key areas that must be covered include:

- The roles of key people in CSAA;
- Workplace Health & Safety;
- All elements of Hostel 'guiding' documents:
 - Child & Youth Risk Management Strategy;
 - Code of Conduct;
 - Leichardt House: Boarding Handbook.

- Risk management;
- Emergency management;
- Supervision

Document the induction process including what has been covered and who has completed the induction.

MANAGEMENT

Following probationary period of one school term, undertake employee appraisal focusing on:

- issues which impact on the safety and wellbeing of children and young people at the Hostel;
- achievement of the key responsibilities and tasks as outlined in the employee's position description;
- approach to performing their role, specifically in regard to their behaviour in the workplace and relationships with Boarders and their families;
- the achievements and challenges the employee has faced during the review period.

If a matter relating to performance is evident and CSAA has examples of unsatisfactory performance/behaviour; the matter is presented to the employee and the employee is given the opportunity to respond. Any conduct or performance that may impact on the safety or wellbeing of children/young people will not be tolerated.

[INFORMAL] EXIT INTERVIEW

A changeover period will take place for a period of time to help the new employee settle into the role. At this time informal discussions with the exiting employee can establish information that may assist CSAA in identifying broader issues of concern that may impact on the safety and wellbeing of children and young people in CSAA's service environment. In addition, feedback can be received in terms of effectiveness of the recruitment process which can identify possible areas for improvement in organisational processes; management; job design; remuneration or training and development.

5. PROCEDURE FOR HANDLING DISCLOSURES/SUSPICIONS OF HARM TO A CHILD/YOUNG PERSON ⁶

The Leichhardt House: 'Procedure for Handling Disclosures/Suspicious of harm to a child/Young Person' applies to all people involved with Leichhardt House, including: hostel staff (permanent, temporary, and casual); CSAA committee members; parents; volunteers; visitors; boarders and other children and young people.

In accordance with Sections 171 and 172 of the Working with Children (Risk Management and Screening) Regulation 2011 (Qld), CSAA is dedicated to eliminating and minimising risks to child safety through the Leichhardt House: 'Procedure for Handling Disclosures/Suspicious of harm to a child/Young Person'. This procedure, which includes and refers to various other policies and procedures, is designed to effectively ensure the safety and wellbeing of children in the Hostel's care.

- The Leichhardt House: 'Procedure for Handling Disclosures/Suspicious of harm to a child/Young Person' is a stand-alone document available at the Hostel's website ⁷ and in hard copy if required.

⁶ Leichhardt House: 'Procedures for Handling Disclosures/Suspicious of Harm to a Child/Young Person' is evidence of the Hostel's commitment to the safety and wellbeing of children and the protection of children from harm in fulfilment of the requirements of Section 171 Part 3 (1d) '... policies and procedures for handling disclosures or suspicions of harm, including reporting guidelines' of the Working with Children (Risk Management and Screening) Regulation 2011 (Qld).

⁷ www.hostel.net.au

6. PROCEDURES FOR MANAGING BREACHES OF CHILD & YOUTH RISK MANAGEMENT STRATEGY & CODE OF CONDUCT ⁸

PURPOSE

To explain how the hostel will manage any action or inaction by any person in our organisation that fails to comply with any of the policies and procedures which make up the CYRMS.

DEFINITION OF A BREACH

A breach is any action, or inaction, by any member of the Hostel, including children and young people, that fails to comply with any part of the CYRMS.

6.1 POLICY CONTENT

This Policy explains how the Hostel will manage any potential breaches in a fair and supportive manner to ensure that:

- Everyone is clear on their obligations and rights in relation to reporting breaches;
- There are clear and appropriate consequences that are applied objectively and consistently and in line with a clear course of action;
- There is confidence in the risk management strategy;
- Opportunities for training and development are easily identified.

6.2 SCOPE

This Policy applies to all people involved in the Hostel including, but not limited to Board Members, employees, children, parents, volunteers, contractors and external service providers, coaches, Pre-Service Teachers, Parents and Friends Members and Supporter Clubs. This Policy is reviewed by the CYRMS Committee on an annual basis and the most current version is published on the Hostel website.

6.3 RESPONSIBILITIES AND DELEGATIONS

The eight mandatory requirement areas of the CYRMS have been utilized to determine the following key roles and their respective areas of responsibility within the Hostel. Area of Responsibility within the CYRMS Delegated Responsibility Statement of Commitment Principal Code of Conduct Principal and HR Recruitment, Selection, Training and Management Strategies that best encourage best practice and enhance the safety and wellbeing of children and young people HR and CYRMS Committee Policies and Procedures for handling disclosures and suspicions of harm Principal, Executive, Hostel Board, FELC Director Policies and Procedures for the occasions where there might be a breach of the Hostel's Child & Youth Risk Management

⁸ Leichhardt House: 'Procedures for Managing Breaches of Child & Youth Risk Management Strategy & Code of Conduct' is evidence of the Hostel's commitment to the safety and wellbeing of children and the protection of children from harm in fulfilment of the requirements of Section 171 Part 3 (1e) '... a plan for managing breaches of the risk management strategy' of the Working with Children (Risk Management and Screening) Regulation 2011 (Qld).

Strategy HR and CYRMS Committee A planning process for high risk activities and special events Executive, WHS Officer, FELC Director Policies and Procedures for compliance with Chapter 8 of the Working with Children Act HR and CYRMS Committee Strategies for communication and support for all stakeholders including children and young people Executive, Marketing Manager, FELC Director Matthew Flinders Anglican Colle | Managing Breaches of the Risk Management Strategy Policy V 1.01 June 2017 2017201720172017.docx | Page 2

6.4 PROCEDURE FOR REPORTING BREACHES

Hostel staff CSAA committee combo

reports should be made in writing and provide as much detail as possible about the Breach.

6.5 PROCEDURE FOR MANAGING BREACHES

All breaches will be investigated, and appropriate corrective actions taken. All reports of breaches will be documented by the person to whom the complaint was made, including details of the investigation and corrective actions, if any, taken. Refer to Incident Report Form. Completed documentation will be stored confidentially within the Principal's Office. Corrective actions will be dependent on the seriousness of the breach of the CYRMS. Corrective actions will be proportionate to the breach and may include, but not be limited to, such actions as:

- Disciplinary procedures (if applicable)
- The provision of closer supervision
- The provision of further education and training § Mediation between respective parties
- Reviewing current policies and procedures
- Developing new policies and procedures

7. COMPLIANCE WITH BLUE CARD SYSTEM⁹

The Blue Card System, managed by Queensland Department of Justice & Attorney General Blue Card Services, is a key prevention and monitoring system of people working with children and young people in Queensland. The Blue Card system aims to minimise the risks of harm to children and young people by contributing to the creation of safe and supportive environments, founded on the principle that all children have a fundamental right to be protected from harm.

CSAA will adhere to all relevant legislative requirements of the Blue Card System and commit to complying with the requirements of the Blue Card System as part of our Child & Youth Risk Management Strategy (C&YRMS). The purpose of the C&YRMS is to help identify potential risks of harm to children and young people and to implement strategies to minimise those risks.

As a system, the Blue Card system can assess a persons' **past** in order to determine their eligibility to work with children; any **present** risk is managed through police information which is continuously monitored so any changes are actioned appropriately; and **future** risk is managed by CSAA, who are required to implement child and youth risk management strategies and review them annually.

In accordance with Sections 171 and 172 of the Working with Children (Risk Management and Screening) Regulation 2011 (Qld), CSAA is dedicated to eliminating and minimising risks to child safety through the 'Leichhardt House: Child & Youth Risk Management Strategy'. The Strategy which includes and refers to various other policies, procedures, is designed to effectively ensure the safety and wellbeing of children in the Hostel's care.

CSAA has developed a Blue Card Process in accordance with the Working with Children (Risk Management and Screening) Act 2000 to ensure that all required personnel hold a Blue Card. In consultation with Blue Card Services (BCS), the following categorisation applies:

| CATEGORY | BLUE CARD | NOTES |
|--|------------|--|
| Hostel Employee | YES | |
| CSAA Committee Member | YES | RE: Involved in decision making process for children |
| Tutor/Volunteer (QCT Registered Teacher) | NO | WWCC check part of QCT registration |
| Tutor/Volunteer (Non-Teacher) | YES | |
| Tutor/Volunteer (Parent) | NO | Parental Exemption |
| Parent | NO | Parental Exemption |
| Tradesperson/Rep. | NO | Can only visit Hostel when no children on-site |
| Boarder 18+ | YES | |

⁹ Leichhardt House: 'Compliance with Blue Card System' is evidence of the Hostel's commitment to the safety and wellbeing of children and the protection of children from harm in fulfilment of the requirements of Section 171 Part 3 (1f) '... positive notices/Blue Cards' of the Working with Children (Risk Management and Screening) Regulation 2011 (Qld).

BLUE CARD SCREENING

All employees, volunteers and visitors to the Hostel have an obligation and responsibility to meet eligibility screening requirements. To this end, CSAA Management Committee will ensure that thorough and complete processes for implementing, recording, and reporting compliant Working With Children Checks (WWCC) are established and maintained at the Hostel. Central to this process is the correct 'linking'¹⁰ of all Blue Card Holders/Exemption Card Holders to the Hostel, through the Blue Card Services (BCS) Organisation Portal. BCS Organisation Portal constantly monitors changes to Queensland Police Service (QPS) information in relation to Blue Card applications and Blue Card Holders renewals and changes in status.

CSAA will only employ holders of Blue Cards ('No Card–No Start'). Individuals (employees and volunteers) are expected to renew their cards ('No Card–No Start'), as required by 'the Act', and this policy, to ensure they remain eligible to provide services at the Hostel. Significant penalties apply for non-compliance.

The Hostel/BCS Contact Person (CSAA Secretary) sights the original certificates of all Queensland College of Teachers (QCT) registered teachers before employment commences at the Hostel and ensures all new non-teaching employees must hold a Blue Card prior to commencing work at the Hostel ('No Card – No Start'),

An employee and volunteer Blue Card Register (BCR)¹¹, is in operation at the Hostel. The Hostel BCS Contact Person (CSAA Secretary) is responsible for ensuring that all employees and volunteers' details are accurate and complete in the BCR (Including advising Blue Card Services when an individual is no longer with this organisation/referring to Blue Card Services in instances when a 'negative notice' or disqualified individual applies) regardless of whether they require a Blue Card or Exemption Card or are exempt by virtue of legislation.

¹⁰ 'The Act' places a legislative requirement on CSAA to ensure all employees, volunteers, and visitors, who are required to hold a Blue Card or an Exemption Card, are correctly linked to the Hostel.

¹¹ 'The Act' and 'the Regulation' place a legislative requirement on CSAA to ensure the BCR and associated documents are maintained through diligent quality control.

8. 'RISK MANAGEMENT'¹²

RISK MANAGEMENT TOOLS

Hostel staff consider ALL activities in terms of their inherent level of risk; hostel staff are responsible for identifying potential risks and mitigating those risks to ensure the safety and wellbeing of boarders.

Hostel staff develops and implements an effective risk management plan; the plan includes risk assessments and risk mitigation which are carried out for all low-level as well as higher risk activities undertaken within the hostel and all activities undertaken outside of the hostel.

RISK ASSESSMENT TEMPLATE FORM

This form specifies that in carrying out a risk assessment, boarder protection risks must be assessed and managed; in developing a high-risk strategy/plan the hostel takes the following into consideration:

- the context of the activity or event including:
- the nature of the activity and your objectives in conducting it;
- the environment or location of the activity;
- the stakeholders involved in the activity including children and young people;
- identify the specific risks and identify the control measures that are already in place and whether additional controls are required.

Additional variables can include:

- transportation;
- toileting/change room procedures;
- appropriate supervision/ratio of hostel staff and volunteers to boarders;
- media consent process (re: photographs);
- issues re: medication/allergies;
- consent forms (incl. emergency contact details);
- any risks presented by the physical environment.

¹² Leichhardt House: 'Risk Management' is evidence of the Hostel's commitment to the safety and wellbeing of children and the protection of children from harm in fulfilment of the requirements of Section 171 Part 3 (1g) '... risk management plans for high-risk activities and special events' of the Working with Children (Risk Management and Screening) Regulation 2011 (Qld).

OTHER HOSTEL STRATEGIES TO MINIMISE RISKS OF HARM

The hostel takes seriously its commitment in relation to the safety and protection of boarders. CSAA has developed policies and procedures to manage risks of harm to boarders, which our hostel complies with, for example:

- SUPERVISION

The hostel manages the supervision of boarders appropriately to ensure that there is adequate supervision of boarders. The hostel follows the CSAA information on supervision of boarders procedure and has appropriate supervision ratios to ensure the safety of boarders and prevent unsupervised access to children and young people in our care.

The hostel has reasonable visibility of our bathroom facilities for general supervision purposes. When and where a hostel staff member is required to enter the boarders bathroom facilities, where possible, that hostel staff member will be of the appropriate gender. Before entering they will clearly announce their entry into the facilities.

- MANAGING INJURIES, ALLERGIES, OR ILLNESSES

The hostel accesses and implements a range of procedures, guidelines, forms, and resources to assist in effectively managing injuries, allergies, and illness. All documents are available on the hostel website ¹³.

- PARENT AGREEMENT

A document outlining the responsibilities of a parent/carer of a boarder at the hostel; to be signed off by the parent/carer if they agree:

1. to their child living under the conditions and operational guidelines of the hostel; and,
2. to meet their responsibilities as a parent/carer at the hostel.

- BOARDER AGREEMENT

A document outlining the responsibilities of a boarder at the hostel; to be signed off by the boarder if he/she agrees to live by the hostel's operational guidelines.

- LEICHHARDT HOUSE: BOARDING HANDBOOK

A resource containing information that can provide an understanding of some of the necessary rules and routines of boarding house life and give some understanding of how we live together at the hostel.

- CODE OF CONDUCT

¹³ www.hostel.net.au

A resource designed to outline expected standards of behaviour for all stakeholders interacting with children and young people in our service environment.

- CHILD & YOUTH RISK MANAGEMENT STRATEGY

A resource designed to identify potential risks of harm to children and young people and to implement strategies to mitigate these risks.

- RECRUITMENT, SELECTION, TRAINING & MANAGEMENT OF HOSTEL STAFF

A policy designed to identify and recruit hostel staff that have the skills and attributes to fulfil the role requirements and thereby minimise the risk of harm to boarders.

- COMPLIANCE WITH BLUE CARD SYSTEM

A policy designed to identify and recruit hostel staff that have the skills and attributes to fulfil the role requirements and thereby minimise the risk of harm to boarders.

- PROCEDURES FOR HANDLING DISCLOSURES/SUSPICIONS OF HARM TO A CHILD/YOUNG PERSON
- MANAGEMENT OF PERSONAL/CONFIDENTIAL INFORMATION
- HOSTEL STAFF/BOARDER RELATIONS
 - HOSTEL STAFF/BOARDER: RELATIONSHIPS
 - HOSTEL STAFF/BOARDER: ONE-ONE CONTACT
 - HOSTEL STAFF/BOARDER: PHYSICAL CONTACT
 - SAFETY & EMERGENCY MANAGEMENT PLANS & ONSITE SECURITY

- ORGANISATIONAL STANDARDS, POLICY & GUIDELINES
- ALCOHOL, TOBACCO PRODUCTS & ILLICIT DRUGS: POLICY
- BOARDER AS DRIVER/PASSENGER IN PRIVATE VEHICLE: POLICY
- HOSTEL VISITORS: POLICY
- PHOTOGRAPHY: POLICY
- PRIVACY/SEARCH OF ROOMS/WARDROBES
- BEHAVIOUR MANAGEMENT: POLICY
- BOARDER USE OF COMPUTERS/DIGITAL DEVICES & ONLINE SERVICES POLICY

- BOARDER USE OF MOBILE PHONES: POLICY
- BULLYING & HARRASSMENT POLICY (INCL. CYBERBULLYING)

12. COMMUNICATING THIS POLICY

Chinchilla Student Accommodation Association Inc. (CSAA) T/A Leichhardt House Student Hostel (the hostel) makes available our full set of policies and procedures online so that parents/carers/boarders and hostel staff have continuous access to the most recent versions of all the individual documents. This system will deal with any outdated issues with hostel policies that are amended during the school year.

Hard copies of any policy/procedure is available upon request.

13. COMPLAINTS

If anyone has a complaint in relation to the content of this document or any other matter related to the content of this document, they should, in the first instance, follow the Hostel's Complaint Management Process; the first step being to submit a complaint form via the Hostel website.¹⁴

14. REVIEW

This policy will be reviewed at the end of each school year; stakeholders will be notified of any amendments via email. Any changes in pertinent Commonwealth/Qld State Legislation or Education Qld/other regulatory body directive, or policy breaches that occur before the next scheduled review, will initiate immediate review and amendment; stakeholders will be notified via email.

This policy was adopted by the Hostel on: January 2010
This policy was last updated on: January 23rd, 2021.
Next review: End of 2021 or if/when breach of policy occurs.

¹⁴ www.hostel.net.au