

Pastoral Care and Student Welfare Policy and Procedures

Revised: March 2017

Introduction

The School's policies which are made from time to time are made pursuant to the requirements set out in section 47 of the *Education Act* and of the NSW Education Standards Authority (NESA) for registration of the school.

Vision Statement:

The purpose of Pacific Hope School Ltd. is to provide a Christian educational community as a centre of teaching, learning and serving excellence, founded on Biblically-based beliefs, values and behaviour.

Rationale:

Pacific Hope School Ltd. is required and seeks to exercise due diligence in all of its Duty of Care responsibilities towards students, staff and the school community. Leaders of School endorsed activities should actively plan for the safety and maintenance of good mental and physical health and well-being of the students, staff and parents involved. As a practical expression of the Biblical injunctions to serve one another, to prefer one another and to not cause another to grieve, the community will seek to accommodate and make provision for particular needs of individuals who require special arrangements to secure safety and avoid discomfort or threat to their health and wellbeing.

Policy:

Pacific Hope School Ltd. will proactively and reactively ensure the health and welfare of community members as a priority.

Principles:

Student welfare at Pacific Hope School Ltd.:

- encompasses everything the school community does to meet the personal, social, spiritual and learning needs of students.
- incorporates effective discipline.
- Incorporates preventative health and social skills programs.
- provides ongoing educational services to support students.
- recognises the role the school plays to link families with community and support services.
- promotes a healthy pastoral care system in the student body.
- recognises the relationship between student and staff welfare and ensuring that staff welfare is also a priority.
- provides resources and opportunities for students to gain leadership experience.
- monitoring attendance and ensuring that the students attend school regularly.

Related Policies:

This policy should be interpreted in relation to the full complement of Pacific Hope School Ltd. policies. Particular attention should be given to the following:

- Allergy Management Policy
- Counselling Policy
- Excursions/Incursions Policy
- First Aid Policy
- Medications Administration Policy
- Privacy Policy
- Staff Code of Conduct
- Work Health and Safety

Related Documents:

- Annual Mandatory Training Documents and Information 2017

Procedural Guidelines:

- Appropriately trained staff will supervise the administration of programmes related to health and wellbeing.
- Resources will be made available to ensure facilities required to support the health and wellbeing of members of the community are available in keeping with the resources of the School.
- Accurate records of permissions, treatment and training will be maintained under the supervision of the School office.

Student Welfare and Pastoral Care Procedures:

Student Welfare refers to the mental, physical, emotional and spiritual well-being of the student.

All staff members must ensure students have a safe and supportive environment. A safe environment for students is one where the risk of harm is minimised and students feel secure. Harm relates not only to dangers in the built environment, involving such matters as architecture and construction, lighting, space, facilities and safety plans, but also refers to violence, physical threats, verbal abuse, threatening gestures, sexual harassment and racial vilification. A supportive environment facilitates and enhances the social, academic, physical and emotional development of students. *(Registered and Accredited Individual Non-government Schools (NSW) Manual Section 3.6.2)*

The notion of pastoral care for students underpins the range of teaching and support tasks undertaken by teachers and administration staff. This approach is reflected in all policy documents and procedural documents. However, for the purpose of clarity, this policy document outlines the philosophical approach to pastoral care at Pacific Hope School Ltd..

- The School undertakes to make all reasonable steps to nurture spiritual growth with an emphasis on the daily devotions and prayer.
- The School undertakes to make all reasonable steps to nurture the mental, emotional and physical well-being of each student; often in collaboration with the students parents, for example, class excursions, visiting expert speakers, access to counselling services, parent-student incursions.
- The School undertakes to make all reasonable steps to develop and nurture moral character according to the Christian pattern. For example, challenging issues in the devotion program.
- The School undertakes to make all reasonable steps to help develop a sense of self-worth, self-respect, self-discipline and satisfaction in a job well done, and to pursue the realization of their potential in every facet of life. For example, student leadership, responsible class tasks, homework given and completed, praise and encouragement for effort across the academic and behavioural spectrum, ceremonies that acknowledge each student by name and high standards of uniform and speech.
- The School undertakes to make all reasonable steps to train and encourage each student to exercise good manners, courtesy and respect for themselves and others in all social relationships (responsible tasks, student leadership and high standards of uniform and speech).
- The School undertakes to make all reasonable steps to equip each student that he or she might become a man or woman whose life reflects the love of Christ through service in the community as an influence for good.
- The School undertakes to make all reasonable steps to nurture student relationships with their family. For example parent-student incursions, parent-teacher interviews and parental involvement in daily school life.
- The School undertakes to make all reasonable steps to encourage responsibility in leadership.

PREVENTION OF BULLYING

The board, staff and students agree that bullying is inappropriate conduct. Therefore, as a school, all community members will endeavour to consistently take actions to create a school culture that disapproves of bullying in all its forms and through all age groups within the school community.

Bullying defined – refer to Anti-Bullying Safe Schools Policy

Bullying is the repeated oppression (psychological or physical) of a less powerful person by a more powerful person or groups of persons.

Bullying behaviours may include:

- physical actions – hitting kicking, pushing, shoving, property damage, things thrown to inflict hurt, inappropriate touching, intimidation;
- verbal actions – verbal intimidation, jokes, comments about looks, ridicule, rude remarks, gossip, racist comments;
- exclusion actions – isolated from students, ignoring, exclusion from school activities, choosing groups/teams;
- social relations manipulation – manipulation of friends, asking others to exclude, turning friends against each other.

Prevention approaches

Preventing and responding to irresponsible behaviour of students is not enough. All staff at Pacific Hope School Ltd. should emphasise appropriate positive and socially acceptable behaviour to help a student act responsibly and develop Christian values during their time at the School. Students are more likely to grow into caring people if they know they are cared about.

Therefore, a mission to become a ‘bully free’ school is contingent upon the following responsibility for both students and staff.

Responsibilities of students

- Help others feel safe and happy
- Help others learn
- Respect other people
- Respect and care for other people’s property
- Assist in keeping the school clean and tidy

Responsibilities of staff

- Make every effort to value others in the school community
- Ensure a professional approach to all duties within the school context
- Provide a quality education program for students which caters to individual and cohort needs
- Treat all in the school whether parents, teachers or children with care, courtesy and consideration
- Offer support to other staff
- Promote a safe, supportive environment for others
- Continually inform parents of the program conducted with their children and the progress they are making, and offer them opportunities to be involved
- Ensure there are opportunities for all children
- Promote a clean, tidy and orderly environment and take responsibility for common areas
- Take all bullying allegations seriously and report event to Director using the Incident Report Form

CHAPLAINCY

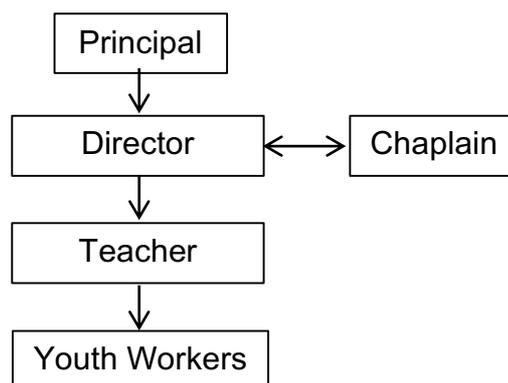
Pacific Hope School Ltd. has the services of a chaplain funded by Pacific Hope School Ltd.. Christian faith and values are integrated into all aspects of the Curriculum. The role of the Chaplain is very much one of mentoring faith and offering support. The Chaplain is not the School Counsellor and must refrain from stepping outside their pastoral role. If in doubt refer the case to the Principal for clarification and direction. It is important that the role does not detract from the goal of all teachers to teach Christianly.

Tasks of the Chaplain

- modelling an authentic Christian walk
- visiting classes and supporting staff in Pastoral Care programmes when requested
- making themselves available for students should they wish to discuss issues (not replacing the role of a trained Counsellor)
- make referrals to parents about what services are available in community to support the family
- encouraging students, parents and staff
- develop teaching materials that are consistent with the values and beliefs of the school community
- staff referrals for students needing mentoring or encouragement
- supporting the Principal in the implementation of the Critical Incident Policy and Procedures should a situation arise
- improving student attendance

ROLES AND RESPONSIBILITIES

(see Staff Code of Conduct – Appendix 1: *pages 6 – 11 of this document* and Annual Mandatory Training Documents and Information 2017 – pages 39 - 44)

WELFARE FLOW CHART

STUDENT WELFARE: ROLES AND RESPONSIBILITIES

Roles	Responsibilities
Principal	<ul style="list-style-type: none"> ▪ Ultimate responsibility for pastoral care ▪ Appeals, expulsions
Director	<ul style="list-style-type: none"> ▪ Accountable to Principal ▪ Monitoring of student leadership programs ▪ Student Discipline Procedures for detentions, suspension, appeals ▪ Review of discipline policy ▪ Close working relationship with IT Manager, managing abuse of Internet Policy ▪ Implements staff training in discipline policy ▪ Implements Anti-Bullying Policy ▪ Leads Positive Behaviour Intervention Strategy Team ▪ Making themselves available for students should they wish to discuss issues (not replacing the role of a trained Counsellor) ▪ Make referrals to parents about what services are available in community to support the family
Teacher	<ul style="list-style-type: none"> ▪ Follows up student absences or late ▪ Edits pastoral care comments on reports ▪ Arranges social events for students in stage or community building ▪ Supports mission and community service ▪ Rings parents of students who are "at risk" ▪ Care and develop children as required under legislation as outlined in Child Protection Policy ▪ Communicate with families within 24 hours regarding matters of a significant nature
Youth Workers	<ul style="list-style-type: none"> ▪ Modelling an authentic Christian walk ▪ Supports mission and community service ▪ Support Teacher and Director as instructed and required
Chaplain	<ul style="list-style-type: none"> ▪ Modelling an authentic Christian walk ▪ Supports mission and community service ▪ Visiting classes and supporting staff when requested ▪ Encouraging students, parents and staff ▪ Supporting the Director and Principal in the implementation of the Critical Incident Policy and Procedures should a situation arise ▪ Improving student attendance

APPENDIX 1 – PACIFIC HOPE STAFF CODE OF CONDUCT

PACIFIC HOPE STAFF CODE OF CONDUCT

This Code of Conduct applies to all employees contracted on a temporary, casual, fixed term, or continuing basis.

Introduction

The School's policies which are made from time to time are made pursuant to the requirements set out in section 47 of the *Education Act* and of the NSW Education Standards Authority (NESA) for registration of the school.

Vision Statement:

The purpose of Pacific Hope School Ltd. is to provide a Christian educational community as a centre of teaching, learning and serving excellence, founded on Biblically-based beliefs, values and behaviour.

Rationale

The essential premise of the Pacific Hope School Ltd. Code of Conduct is that each individual is an image bearer of God and is therefore worthy of being shown love, dignity and respect.

As Christians we also believe that we are to reveal in our relationships the new nature of Christ, showing His love through giving respect and care to all. These beliefs will be manifest in the behaviour we adopt for ourselves and accept in others.

Introduction

This Code of Conduct meets the School's legal obligation to provide a Code of Conduct for all employees as detailed in the Child Protection (Working with Children) Act 2012 and the related Child Protection (Working with Children) Regulation 2013. The behaviour described in this code is not exhaustive in nature and other specific behaviours that may not be explicitly described in this document may be considered to be in breach of the "in principle" intent of this code.

This Code of Conduct is intended to create a safe place for children and young people and their teachers, acknowledging that being in the trusted position of teacher demands that we are more careful in maintaining appropriate boundaries that:

- Protect us from false, misconceived, malicious or vexatious accusations
- Create an environment where abuse is difficult to hide and where those in our care are protected, and
- Ensure that proper procedures for dealing with allegations are adhered to at all times.

General Principles

This Code of Conduct applies to all School employees contracted on a temporary, casual, fixed term, or continuing basis. Within this policy these employees are referred to as employees.

The requirements of the Code apply at all times whilst a contract of employment with the School exists, whether written or verbal. School based employees should note that the Code also applies while escorting students on camps, excursions, and tours within or outside Australia. This includes all school-sanctioned activities.

The relationship between employee and student must always be considered as a professional relationship.

This Code of Conduct establishes the basis on which all employees can be such role models for children and young people. Also it is expected that all employees adhere to principles and practices of student protection as a fundamental responsibility.

The School regards child protection as a prime responsibility of the whole school community, both in responding to an allegation, and in minimising the possibility of reportable conduct occurring. Preventative steps to be taken by the school include:

- Guidelines for staff defining appropriate and inappropriate behaviour.
- Equipping staff with an insight and understanding of child protection matters and encouraging a safe school environment by:
 - including child protection in the new staff induction program, and
 - providing a Child Protection Policy to all teaching staff.

- In-Servicing to update, inform and equip staff in child protection matters.
- Ensuring child protection legislations and agency guidelines are available to all staff.
- Clearly defining roles regarding child protection within the school.
- Implementing employment procedures that identify people who are not suitable to work with children through:
 - a) Advertisement information
 - b) Reference checking
 - c) Prohibited Employment declarations
 - d) Pre-employment screening
 - e) Comprehensive questioning at interviews.
- Provision of information to the school community regarding the child protection policies and strategies of the school.
- Integrating age-appropriate child protection issues and awareness into K-12 PDHPE.
- Clear, open communication and preventative support for parents and students.
- Involvement of other skilled and/or professional people as required or appropriate.

If there is any conflict between this Code and applicable legislation, the legislation will prevail. If an employee is in doubt about the interpretation of the Code then the matter should be discussed with a more senior employee, such as Head of School.

The School is committed to the principles of fairness and natural justice. Conduct which is contrary to this Code may amount to professional misconduct which will be dealt with and may result in the termination of employment.

To maintain the currency and value of this Code it will be reviewed and updated as necessary.

Overview of General Comments

All employees will demonstrate a commitment to the School through:

- Being committed and loyal to the educational, religious and social values of Christian Schooling as outlined in the School Mission Statement.
- Carrying out all required duties in a professional and conscientious manner.
- Behaving honestly and with integrity in the course of their employment.
- Acting with care, compassion and diligence in the course of their employment.
- Behaving and dressing appropriately for their professional role.
- Complying with all applicable Australian Laws. For this purpose, Australian Law means:
 - a) any Act or any instrument made under an Act; or
 - b) any law of a State or Territory, including any instrument made under such a law including:
 - Mandatory reporting of sexual abuse or suspected sexual abuse of a current student by a current employee Child Protection (Working with Children) Act 2012 and the related Child Protection (Working with Children) Regulation 2013.
 - Mandatory reporting by teachers to the Board of Studies Teaching Educational Standards if they are charged with, or convicted of, a criminal offence.
- Actively engaging in appropriate and required professional development.
- Ensuring that matters of duty of care are afforded the highest attention (including punctuality to classes, supervision and playground duty).
- Ensuring that personal use of alcohol and prescribed drugs does not interfere with the proper performance of the employee's duties. There is zero tolerance for alcohol and illegal drugs while on duty.
- Adhering to other relevant professional Codes of Conduct where applicable.
- Avoiding any form of unlawful discrimination, for example, on grounds such as gender, race, and religion.

Professional Practice

In performing their duties it is expected that all employees will support the policies of the School. In doing so they will avoid by word or action any influence upon students that is contrary to the ethos of the School.

Employees have a responsibility to meet high standards of professional and ethical behaviour required by the employer, students' families and the wider community.

Employees undertake their responsibilities within the framework of the law and lawful instructions from their employer. Employees must comply with legislative and industrial requirements, with this Code and any policies and procedures that are implemented by the School. The Australian Professional Standards for Teachers (APST) will be used within a Christ centred framework to define quality teaching practice at the School.

Responsibilities to the Employer

In relation to their employer, employees have a responsibility to:

- Act with integrity at all times.
- Disclose all relevant information and materials when making an application to an employer.
- Maintain appropriate confidentiality about dealings that the employee has in the scope of their work.
- Use all school resources and equipment in a proper manner and for legitimate organisational purposes.
- Refrain from providing false or misleading information in response to a request for information that is made for official purposes in connection with the employee's employment.
- Comply with any other conduct requirements that are prescribed within other policies, procedures and regulations.
- Ensure that private affairs and/or interests are not in conflict with professional duties and responsibilities or result in a perception that a conflict of interest exists. If a conflict of interest does exist the employee will disclose this to the Principal.
- Observe contractual commitments.
- Respect the proper administrative authority of the School.
- Ensure criticism or complaints are made only through the correct grievance mechanisms.

Responsibilities of Staff

Pacific Hope School Ltd. is committed to providing Christ centred learning in a learning community of love, nurture and service. The care and protection of all, but particularly our students, is our highest priority.

As such, staff should:

- Be committed Christians, acknowledging Jesus as their Lord and Saviour.
- Regularly attend a Christian church/fellowship.
- Be positive role models for students, parents, each other and the wider community by promoting and adhering to a Christian life style.
- Always use appropriate language.
- Dress professionally.
- Be dedicated, professional and collaborative.
- Meet all the commitments required by the school (e.g. devotions, staff meetings, staff retreats, parent meetings, appraisals, professional development, programing, testing/reporting, curriculum development, other duties, etc).
- Take responsibility for maintaining their Teacher Accreditation with the Board of Studies Teaching Education Standards.
- Be accountable through their respective Supervisor to the Principal. The Principal is accountable to the School Board.

Responsibilities to Parents/Guardians

In relation to parents/guardians and families, the School employees have a responsibility to:

- Establish a relationship based on courtesy, mutual trust and open communication by:
 - a) Negotiating constructively to achieve the best possible outcome for students.
 - b) Engaging parents through developing partnerships.
 - c) Considering parents' perspectives regarding the education and welfare of their children.
 - d) Ensuring parents understand relevant rules, regulations, and procedures that affect their children and themselves.
- Respect family privacy and treat information with an appropriate level of confidentiality by:
 - a) Maintaining confidentiality of information unless disclosure serves a compelling professional purpose or is required by law, or unless the personal safety of a student or employee is at risk.
- Respect parents' and guardians' rights of inquiry, consultation and information with regard to their children by:

- a) Using professional honesty and discretion in presenting facts regarding the educational development of their children.
- b) Sharing general knowledge of their children.
- c) Being sensitive to legal implications of differing family structures.
- Respect the uniqueness and characteristics of each student's family background by:
 - a) Respecting cultural diversity.
 - b) Considering the family perspective.
 - c) Respecting family values and opinions while enabling students to examine a variety of viewpoints.

Responsibilities to Students

- Staff must take all reasonable care to ensure that no student is exposed to any unnecessary risk.
- Staff are responsible to ensure that students are appropriately supervised at all times. Duty of care obligations means that staff need to be punctual to class and allocated supervision.
- Staff should remain with students at after school activities until all students have been collected. In the event that a student is not collected, staff should remain with the student or ensure that arrangements are in place for the supervision of the student, until collected or returned to school.
- Staff should be alert to bullying or any other form of discriminatory behaviour, actively dealing with it or if appropriate reporting incidences to the appropriate staff member.
- Staff should avoid situations where they are alone in an enclosed space with a student. Where staff are left with the responsibility of a single student they should ensure that this is in an open space in view of others. Where this is not possible or practical it should be discussed with the Principal or delegate.
- Staff should never drive a student alone in their car unless they have specific permission from the parent of the student and their supervisor. Appropriate forms and permissions must be obtained before using private vehicles on excursions.
- Staff should notify the Principal or delegate immediately if they suspect a situation involving any form of reportable conduct/child abuse. It is not an individual staff member's responsibility to investigate. Similarly staff should report to the Principal or delegate any suspected case of neglect.
- Appropriate professional relationships between teachers and students are expected.
- Social interactions between staff and students outside the school can sometimes be problematic. Staff should refrain from visiting students at their home without the permission of parents and their being present. Where friendship relationships exist between families and staff, then staff must ensure that they are mindful of the possible risks involved.
- Staff should refrain from tutoring or coaching students from the school for monetary return.
- When physical contact with a student is a necessary part of the teaching/learning experience, staff must exercise caution to ensure that the contact is appropriate and acceptable. Staff should seek reassurance from the student by asking for a volunteer to demonstrate a particular activity.
- Attention to the toileting needs of young children should be done with caution. It may be appropriate to have the door open. In respect to students with a disability the management of toileting needs should be included in the student's individual management plan.
- Staff should not supply or condone the use of alcohol, tobacco or other drugs for any student in their care. Approved medications must be supplied by the parent/guardian and logged on the Medication Register.
- Staff should ensure that they are familiar with and adhere to the school's protocols in regard to the storage and administration of medical products for students.
- Assessing a student who is injured or ill may necessitate touching. Always advise the student of what you intend doing and seek their concurrence.
- Staff must always treat students with respect and without favouritism. Care should be taken especially when in situations relating to discipline of students. Put-downs or sarcasm, derogatory remarks, inappropriate familiarity or offensive comments must not be used to demean students.
- Staff who communicate with students electronically must abide by the terms of the school's Computer/Internet protocols. Transmission of messages or files which are sexually explicit or offensive are totally inappropriate.
- Staff should not include currently enrolled students as friends on websites such as Facebook or any other social networking website.

- In the course of their work, staff may be in receipt of a gift from a student or parent. In such circumstances where the receipt of a gift could be considered outside of usual custom or accepted norms, staff are to inform their immediate supervisor.

All teachers should be made aware that corporal punishment is prohibited. In ensuring duty of care, staff may be required to restrain a student from harming him or herself or others using reasonable force. Any such strategy must be within the bounds of what is acceptable and reasonable in order to safely restrain the student/s.

Section 25A of the Ombudsman Act defines reportable conduct to mean –

- a) Any sexual offence, or sexual misconduct, committed against, with or in the presence of a child (including a child pornography offence involving child abuse material (within the meaning of Division 15A Part 3 of the Crimes Act 1990)) or
- b) Any assault, ill-treatment or neglect of a child, or
- c) Any behaviour that causes psychological harm to a child, whether or not, in any case, with the consent of the child.

Reportable conduct does not extend to:

- a) Conduct that is reasonable for the purposes of the discipline, management or care of children, having regard to the age, maturity, health or other characteristics of the children and to any relevant codes of conduct or professional standards, or
- b) The use of physical force that, in all the circumstances, is trivial or negligible, but only if the matter is to be investigated and the result of the investigation recorded under workplace employment procedures, or
- c) Conduct of a class or kind exempted from being reportable conduct by the Ombudsman under section 25CA.

Note: Examples of conduct that would not constitute reportable conduct include (without limitation) touching a child in order to attract a child's attention, to guide a child or to comfort a distressed child; a school teacher raising his or her voice in order to attract attention or to restore order in the classroom; and conduct that is established to be accidental.

Discrimination, Harassment and Bullying

- Sexual harassment is unlawful and will not be condoned. Employees shall not engage in sexual harassment.
- All members of the school community have the right to an environment that is free from intimidation, threat, humiliation and workplace harassment. Offensive, abusive, bullying, belittling or threatening behaviour towards individuals or groups of people, performed in the course of one's work duties does not demonstrate respect for other people.
- Employees must not unlawfully discriminate against any person, except where exempted by law (refer to the *Anti-Discrimination Act 1991*).

Staff Communication

- Staff should be familiar with the school's Confidentiality and Privacy Policies and be mindful of these when in discussion with parents. Staff can never guarantee confidentiality if the matter under discussion requires mandatory reporting.
- Staff should not give personal opinions nor speak inappropriately about another staff member to students, staff or parents.
- Staff should present a courteous professional manner to students, parents, visitors and other staff members. Confrontation and criticism in public is to be avoided at all times.
- Staff should communicate with parents within 24 hours, or at the latest 48 hours, after receiving a message to contact them.
- All matters discussed in staff meetings and staff memos are to be treated confidentially and not discussed with students.
- The media should not be given access to students or allowed entry to the school without the expressed permission of the Principal.
- Staff should not access personal mobile phone calls during a teaching lesson. They may carry their phone with them and keep it on vibrate if they are expecting a very important phone call.

PACIFIC HOPE STAFF CODE OF CONDUCT 2017

AGREEMENT

I, _____ of _____
[Staff member's name] [Staff member's address]

have read and I understand the terms of the Teaching and Support Staff Code of Conduct. I understand that this document is to be read in conjunction with the school's Child Protection Policy. I have been given a copy of the Teaching and Support Staff Code of Conduct for my records. I have been given a copy of the school's Child Protection Policy.

[Staff member's signature]

[date]

[Principal's signature]

[date]