



NUMBER	POL 061	PAGES	11
VERSION	V1.1	CREATED:	16/02/2021
		LAST MODIFIED:	16/03/2021
		REVISION:	16/03/2022

DOCUMENTS: – Complaint/Appeal Report Form

REFERENCES:

- Children and Young People (Safety) Act 2017
- Child Safety (Prohibited Persons) Act 2016
- Complaint Policy
- Staff Selection and Recruitment Policy
- Professional Learning and Development Policy
- Risk Management
- Dissemination of Information
- Code of Conduct Employee
- Student Code of Conduct
- IT Internet Email
- Access Equity and Fairness

RELEVANT STANDARDS

- Standards for Registered Training Organisations (RTOs) 2018
- ELICOS National Standards (2018)
- Education Services for Overseas Students (ESOS) Act 2018
- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Protective Practices for staff in their interactions with children and young people. Guidelines for staff working or volunteering in education and care settings 2017

AUTHORISED:  DATE 16/03/2021

POSITION: CEO

PURPOSE

The purpose of this procedure is to give clear direction as to the responsibility and way staff members, students, and all stakeholders are to conduct themselves when students leave out of hours classes.

POLICY

Adelaide Education Group (AEG) is committed to providing and maintaining safe and healthy processes for when students exit out of hours classes.

AEG will:

- provide appropriate resources to ensure appropriate Duty of Care when students exit out of hours classes.
- ensure a risk management process that specifically relates to the needs of individual students;
- ensure continuous improvement aimed at the elimination of injury and illness;
- implement a consultation process with all employees, temporary staff, clients and contractors to ensure the decision-making process is transparent and inclusive;
- disseminate Duty of Care information to all employees, temporary staff, contractors, clients and visitors as appropriate and in a timely manner;
- implement the Duty of Care policy quickly and clearly.

In the event of an accident or injury the Accident/Injury Report Form is to be completed by the most senior person on site at the time of the incident.

The form is to be submitted to the Program Administrator by close of business the day of the accident or injury.

The Program Administrator will be responsible for managing all processes following the accident/injury report.

SCOPE

All students, staff, consultants, visitors and other stakeholders who are involved in out of hours classes.

PROCEDURE

Student Duty of Care Awareness

AEG will ensure that students and parents/caregivers are provided with the appropriate information required to meet student's safety when exiting class out of hour.

Managers and Senior Staff are responsible for:

- Ensuring the occupational health, safety and welfare of the employees, temporary staff, contractors and students they supervise; clients or visitors who enter the premises.
- Identifying, evaluating and controlling hazards specifically within their area of control and also throughout the workplace.
- Evaluating workplace practices with a view to mitigating hazards.
- All employees and students under their supervision comply and understand AEG policies and procedures.
- Training needs identification and provision of relevant training.
- Participation and involvement of employees and others in injury management and rehabilitation programs as necessary and appropriate.

All Employees

All AEG employees are responsible for:

- Ensuring a safe work and study environment by reporting to their Manager/Supervisor;
 - incidents, events or situations that may be hazardous.
 - behaviour of other employees, temporary staff, contractors, students, clients or visitors that is hazardous.
- Complying with AEG policies and procedures.
- Complying with the Duty of care Policy.
- Undertaking and participating in training, injury management and rehabilitation programs as necessary and appropriate.

Students

All students are responsible for their own safety and that of the other participants by:

- Their behaviour does not put them or others in harm's way;
- Reporting to the trainer any situation which may be hazardous.

Employee Duty of Care procedures

AEG will ensure that all employees are provided with information that ensures student and employee's safety and capacity to maintain Duty of Care requirements at the conclusion of each class, or when students seek to leave AEG premises during class.

Students and parents will inform AEG of the arrangements for how students will be collected at the conclusion of out of hours classes, or when students seek to leave AEG premises during class in a timely manner.

At the conclusion of classes, or when students seek to leave AEG premises during class, AEG staff will escort their students into Twin Street and wait with them until they are collected by their parents/caregivers. If students are to catch public transport, AEG staff will escort them to the train station or to the bus stop.

If a student is driving, AEG staff will escort them to their vehicle.

Students are not permitted to take any break outside of AEG premises unless they are accompanied by an AEG staff member.

Accident/Injury

Refer Accident & Injury Policy

In the event of an accident or injury, the Accident/Injury Report Form is to be completed by the most senior person on site at the time of the incident.

The form is to be submitted to the Program Administrator by close of business the day of the accident or injury.

The Program Administrator will be responsible for managing all processes following the accident/injury report.

Major or Critical Incident

Refer Critical Incident Policy

RESPONSIBILITIES

CEO

The CEO has ultimate responsibility for ensuring:

- Adequate human and financial resources are available to meet Duty of Care arrangements when students exit out of hours classes.
- WH&S policies and procedures are implemented, audited and reviewed.
- All employees are aware of their rights and responsibilities in relation to Work Health and Safety relevant to their states and other requirements as prescribed from time to time.

AEG Managers (Directors, Leadership Team, CEO)

Managers and Senior Staff are responsible for:

- Ensuring the occupational health, safety and welfare of the employees, temporary staff, contractors, and students they supervise; clients or visitors who enter the premises.

- Identifying, evaluating, and controlling hazards specifically within their area of control and also throughout the workplace.
- Evaluating workplace practices with a view to mitigating hazards.
- All employees and students under their supervision comply and understand AEG policies and procedures.
- Training needs identification and provision of relevant training.
- Participation and involvement of employees and others in injury management and rehabilitation programs as necessary and appropriate.

All Employees

All AEG employees are responsible for:

- Ensuring a safe work and study environment by reporting to their Manager/Supervisor;
 - incidents, events, or situations that may be hazardous.
 - behaviour of other employees, temporary staff, contractors, students, clients, or visitors that is hazardous.
- Complying with AEG policies and procedures.
- Undertaking and participating in training, injury management and rehabilitation programs as necessary and appropriate.

Students

All students are responsible for their own safety and that of the other participants by:

- Ensuring their behaviour does not put them or others in harm's way;
- Reporting to the trainer any situation which may be hazardous.