



The Springfield Anglican College

Student Care, Support and Counselling Procedure

Document Approval and Version Control			
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1 Overarching policy

Board Policy– Student Welfare Management Policy

2 Policy

The Springfield Anglican College Student Care, Support and Counselling Policy applies to this procedure.

3 Procedure statement

This procedure outlines the process to be followed to assist students access care, support and counselling services offered by the College.

4 Special note

This procedure should be read together with the Protecting Children and Young People in Anglican Education Policy, Guidelines and Procedures which deal with matters of harm, sexual abuse or inappropriate behaviour and must be kept at the forefront when considering and implementing the contents of this procedure. In the event that reasonable suspicions exist that harm, and/or sexual abuse has occurred or is likely to occur, the Protecting Children and Young People in Anglican Education Policy, Guidelines and Procedures must be followed.

5 Scope

This procedure applies to all members of The Board, College Council, staff, students, parents and volunteers associated with the College.



6 College student care leadership team

The College has established a Student Care Leadership Team (SCLT) which is responsible for:

- (a) maintaining the College's Student Care, Support and Counselling Policy and Procedure and Student Self Harm Procedure;
- (b) developing and managing the College's student care, support and counselling program and structure;
- (b) maintaining up to date knowledge of best practices in respect of student care, support and counselling; and
- (d) being the primary point of contact for any student in need of care, support and counselling.

Student Care Leadership Team
Principal
Deputy Principal
Head of Secondary
Head of Primary
Deputy Head of Secondary
Deputy Head of Primary
Heads of Clan
Head of Senior Years
Year 7 Coordinator
College Psychologist
Defence School Mentor
Learning Enhancement Coordinator (Secondary)
Learning Enhancement Coordinator (Primary)
College Chaplain

7 Access

7.1 Access to student care, support and counselling is generally on a voluntary basis and can be instigated in one of the following ways:

- (a) by the Principal, Deputy Principal, Head of Primary, Head of Secondary, Director of Teaching & Learning, College Chaplain or Learning Enhancement Coordinator;



- (b) self-referral by the student through their Head of Clan; or
 - (c) by a parent, in consultation with the Head of Primary or Head of Secondary.
- 7.2** In some instances, the College may request that a student attend counselling (e.g. to address behavioural issues).

8 College Psychologist

- 8.1** Counselling and support services at the College are provided by the College's full-time Psychologist and are free of charge for all students and staff.
- 8.2** Counselling and support sessions focus on offering short term support for students and problem centred outcomes. In circumstances where a long-term strategy is required, students may be required to seek counselling or treatment from an external care provider.
- 8.3** Counselling and support sessions are usually held during class time with the maximum duration of each session being the same as the duration of a lesson. It is the student's responsibility to ensure that:
- (a) appointments do not clash with assessments and exams; and
 - (b) they organise a catch-up session with their teacher after the appointment.
- 8.4** College staff may also seek support from the College Psychologist. Support offered is on a short-term basis only and where long-term support is required, the staff member may be referred to an external service provider for ongoing assistance.

9 Parental involvement

- 9.1** The usual practice of the College is to inform a student's parents/guardians that they are seeking and receiving student care support.
- 9.2** Where appropriate, parents/guardians are encouraged to be involved with any response plan developed for the student's care and support.



- 9.3** It may be necessary for the College Psychologist to see a student's parents/guardians in relation to issues affecting the student.
- 9.4** Students who access the College Psychologist on the Secondary Campus do so on the basis of informed consent, meaning that the College acknowledges they are of an age that enables them to make valid decisions about how to support their own well-being. In situations where a student attending the secondary campus specifically requests that their parents/guardians not be informed that they are seeking and receiving student care support, the student may be supported without the knowledge of the student's parents/guardians only if the SCLT consider that it is not in the best interests of the student that their parents/guardians be informed.

10 Referrals to external providers

- 10.1** The College Psychologist may refer students to external care providers for further assistance. Those external care providers may include (but are not limited to): other counselling services, paediatricians, psychiatrists or speech pathologists.
- 10.2** Referrals to external care providers will be discussed with the student and their parents/guardians and the rationale for such a referral explained.
- 10.3** Upon request, a list of suitable external care providers will be given to the student or parents/guardians, however students and their parent/guardians have no obligation to consult with any of the nominated parties and are free to make their own choice as to whom they consult.
- 10.4** The College Psychologist will facilitate referrals upon request and will organise written authority to obtain or release information to receive reports from the external care provider.

11 Confidentiality

- 11.1** Members of the SCLT (including the College Psychologist) regularly provide the Principal with a list of students who have sought assistance from them.
- 11.2** Subject to the exceptions listed in 11.3, discussions held between a student, their parents/guardians and a member of the SCLT (including the College Psychologist) in respect of a care, support or counselling matter involving that student are confidential.



11.3 Exceptions to confidentiality include:

- (a) information shared with other College staff on an as needs basis;
- (b) information discussed between members of the SCLT as part of their regular team meetings;
- (c) where in the reasonable opinion of a member of the SCLT:
 - (i) the information provided by the student suggests or indicates serious harm or risk of harm to the student themselves or to anyone else in the College or community;
 - (ii) the student discloses that another person is at risk of significant harm;
 - (iii) the student discloses criminal activity impacting on the welfare of the student, other persons or the reputation of the College;
 - (iv) the student discloses that he/she has suffered harm; or
 - (v) there is a reasonable suspicion that the student has suffered harm, sexual abuse or neglect or is likely to experience harm, sexual abuse or neglect;
- (d) where the student, parent or legal guardian consents to the release of information;
- (e) disclosure required by law; or
- (f) where a student care support matter falls within the reporting requirements of the Anglican Church Southern Queensland Protecting Children and Young People in Anglican Education Policy, Guidelines and Procedures.

12 Records

12.1 Members of the SCLT must maintain appropriate records including details of the student's name, the date of each session, those present at the session and a brief summary of the main issues discussed.

12.2 Members of the SCLT must also maintain appropriate records of meetings and telephone attendances regarding the student with parents/guardians, staff and external care providers.



- 12.3** Members of the SCLT must ensure that digitised records are maintained securely and that appropriate safeguards are in place to protect confidential student records.
- 12.4** All records maintained by members of the SCLT remain the property of the College and access to such records will only be provided where appropriate legal requirements are met.

13 Procedure administration

This procedure will be reviewed 3 years from the date of the approval shown herein unless circumstances require that an earlier review be conducted.