



# Procedure

## Safety and wellbeing of students residing at a state school operated residential boarding facility procedure

**Version:** 1.2 | **Version effective:** 08/11/2021

### Audience

All state schools operating a residential boarding facility.

### Purpose

This procedure outlines the responsibilities and processes to ensure the safety and wellbeing of students residing in state school operated residential boarding facilities. This procedure also sets out the processes for registration of students at the residential boarding facility.

### Overview

The responsibilities and processes outlined in this procedure are informed by [the Australian standards: 5725: 2015: Boarding standard for Australian schools and residences](#) (Department of Education (DoE) employees only). The responsibilities and processes required to support all students in state school operated residential boarding facilities are focused on the priorities of student protection, safety, health and wellbeing and holistic development. Having collaborative partnerships between parents, families and the school is essential to ensure all students are provided with the support they need for a positive boarding experience. This procedure also provides the registration process for students who wish to reside at a state school operated residential boarding facility.

### Responsibilities

#### Regional Directors (or delegates)

- provide leadership to principals of state schools with residential boarding facilities
- ensure residential boarding facilities meet the requirements of the [Work Health and Safety Act 2011 \(Qld\)](#) and the [Work Health and Safety Regulation 2011 \(Qld\)](#)
- ensure residential boarding facilities align their operations with the Boarding standard for Australian schools and residences

- in the event of a declared public health emergency (e.g. a pandemic) or public health incident, provide support to principals of state schools with residential boarding facilities to manage the operation of their residential boarding facility in accordance with [Queensland Health Directives](#) and [DoE guidelines](#) (see also [Guidelines for state school operated residential boarding facilities](#)) (DoE employees only)
- support residential boarding facilities to provide any additional resources or [reasonable adjustments](#) required to support the individual needs of a student
- ensure information is provided, to a student whose application to register at a residential boarding facility has been unsuccessful, about other schooling and training options
- ensure residential boarding facilities act and make decisions compatible with human rights in accordance with the [Human Rights Act 2019 \(Qld\)](#) (see also [Factsheet: Human rights and decision-making](#) (DoE employees only)).

### Principals (or delegates)

- provide leadership and management of residential boarding facility and ensure compliance with all relevant legislation, DoE policies and procedures
- ensure the operating policies and procedure of the residential boarding facility align with this procedure, the [Australian standards: 5725: 2015: Boarding standard for Australian schools and residences](#) (DoE employees only), and the Child Safe Standards (see definitions section for details)
- develop a registration agreement with parents/carers and students that sets out the terms of residence of the student at the residential boarding facility
- ensure all employees [hold a blue card](#) unless an exemption applies (see also [Working with children authority procedure](#))
- ensure all and have undertaken all necessary training that applies to volunteers such as [Student protection](#) (DoE employees only) training as per the [mandatory annual training ready reckoner](#)
- ensure all DoE employees working at the residential boarding facility have undertaken annual [mandatory training](#) (DoE employees only)
- ensure any decision made regarding a child's application to register for a residential boarding facility is made in the best interests of the child
- ensure any decision to refuse a child's application to register is based on appropriate criteria, for example:
  - when a child is not being permitted to enrol at the school
  - there is no boarding space available at the residential boarding facility
  - there is a reasonable belief that it is not in the best interests of the child or others for the child to reside at the residential boarding facility.
- ensure facilities meet relevant Workplace Health and Safety legislation (see information on [Managing health and safety](#)) and are aligned with the Boarding standard for Australian schools and residences (Section 6) and other applicable Australian Standards such as AS 1428: Design for access and mobility – General requirements for access – new building work
- in the event of a declared public health emergency (e.g. a pandemic) or public health incident, ensure the operation of the residential boarding facility is in accordance with [Queensland Health Directives](#)

and [DoE Queensland COVID planning framework](#) and [Guidelines for state school operated residential boarding facilities](#) (DoE employees only)

- ensure the operating policies and procedures of the residential boarding facility are reviewed at least every two years using the Australian Boarding Schools Association Duty of Care self-assessment or equivalent tool (see [Australian Boarding Schools Association](#))
- act and make decisions compatible with human rights in accordance with the [Human Rights Act 2019 \(Qld\)](#) (See information on [Human Rights](#) and [Factsheet: Human rights and decision-making](#) (DoE employees only)).

### Staff of state school operated residential boarding facilities

- follow all policies and procedures developed by the residential boarding facility, including those specific to a declared public health emergency (e.g. a pandemic) or public health incident
- [hold a current Blue Card](#) unless an exemption applies
- complete the DoE's annual [mandatory training](#) (DoE employees only) as per the [mandatory annual training ready reckoner](#) for employees of state schools and any other training appropriate to their role such as the Diversity Training Program, cultural awareness, Duty-of-Care (see [Australian Boarding Schools Association](#)) and first aid training (as recognised by the [DoE's supply arrangements](#) (DoE employees only))
- consider cultural and traditional factors when engaging with families and providing ongoing support to students
- where appropriate, utilise [Transition Support Service](#) to ensure remote Indigenous students and their family are supported.

### Parents/carers

- actively participate in regular discussions with staff of the residential boarding facility regarding the education and wellbeing of their child
- provide the residential boarding facility with updated personal information in relation to their contact details and their child's health and wellbeing to ensure their child receives appropriate support
- inform the principal (or delegate) in writing of any changes to their child's health support needs
- comply with the responsibilities set out by the residential boarding facility in the registration agreement
- if requested, provide feedback to the principal (or delegate) on the operating policies and procedures of the residential boarding facility.

### Students

- comply with the responsibilities set out by the residential boarding facility in the registration agreement
- comply with all rules and requirements in the residential handbook and any other policies and procedures notified to the parents/carers and student by the residential boarding facility
- immediately notify the staff at the residential boarding facility if feeling ill or in the event of any injury
- comply with all reasonable requests and instructions made by staff of the residential boarding facility
- if requested, provide feedback to principal (or delegate) on the operating policies and procedures of the residential boarding facility

- immediately notify staff at the residential boarding facility if they have any concerns or issues regarding their boarding either verbally or through the [child friendly complaints form](#).

## Volunteers

- [hold a current Blue Card](#) unless an exemption applies
- complete all necessary training as required by the principal or delegate
- understand their obligations in relation to [student protection](#)
- do not disclose any information about any student to a third party unless it is in accordance with s.426 of the [Education \(General Provisions\) Act 2006 \(Qld\)](#) and the [Information Privacy Act 2009 \(Qld\)](#)
- sign in and sign out using the residential boarding facility register when entering and exiting the facility
- follow the directions of residential boarding facility staff when at the facility.

## Process

### Registration

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#### Parents/carers

1. complete an [Application for student enrolment](#) if their child is not currently enrolled at the state school operating the residential boarding facility
2. complete an [Application to register – student in a state school operated residential boarding facility](#).
  - **Note:** Enrolment and registration of a student may occur at the same time.
3. follow advice in the [Administration of medications in Queensland state schools procedure](#) if your child requires medication
4. sign a registration agreement if the student's application to register at the residential boarding facility is accepted by the principal.

#### Principals (or delegates)

1. develop a registration agreement and residential handbook for the residential boarding facility
2. when registration is sought, provide parents/carers and students with all relevant information on the residential boarding facility's policies and procedures including the registration agreement, residential handbook, and documents relevant to the [Administration of medications in Queensland state schools procedure](#)
3. consider and make a decision on all applications to register at the residential boarding facility (see [entitlement to enrol](#) and relevant procedures on [Refusal to enrol – Risk to safety or wellbeing](#) and [Student discipline](#))
4. if application is accepted:
  - ensure parent/carer signs the registration agreement upon accepting the student's registration
  - consult with parents/carers and students about any [reasonable adjustments](#), if required, for the student to reside at the residential boarding facility and participate in activities organised by the facility
  - discuss with the regional office any additional resources or reasonable adjustments required to support the individual needs of a student if required

- discuss and negotiate a residential fee payment plan (such as a term-by-term boarding fee) with parents/carers where appropriate
  - provide an induction for all students immediately upon their commencement at the residential boarding facility including mandatory components of residential care services available at the residential boarding facility. **Note:** Residential boarding facility will be required to tailor induction materials and methods to support students from all backgrounds and all abilities including Aboriginal and Torres Strait Islander students and students with culturally and linguistically diverse backgrounds
  - provide students with access to services to support their [health and wellbeing](#) where appropriate (e.g. transition support services officer, guidance officer, school-based youth health nurse, youth support coordinator, community education counsellors, chaplain or student welfare worker)
  - provide parents/carers and staff (academic and residential boarding staff) with opportunities to communicate regularly, particularly during settling in and other vulnerable times.
5. if application is refused:
- notify parents/carers as soon as possible
  - provide parents/carers reasons why the application was unsuccessful and ensure natural justice is afforded
  - notify the region to ensure the following information is provided to the student whose application to register at a residential boarding facility has been unsuccessful:
    - reasons why the application was unsuccessful;
    - options regarding other schooling and training facilities; and
    - the [complaints process](#).

## Operations

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### Principals (or delegates)

1. Policies and procedures
  - develop a set of operating policies and procedures for the residential boarding facility for inclusion in the residential handbook, and ensure these align with this procedure, the Boarding standard for Australian schools and residences, and the [National Principles for Child Safe Organisations](#)
  - develop the residential boarding facility's operating policies and procedures in consultation with parent/carer representatives and student representatives
  - publish the residential handbook on the school's website
  - follow all required policies and procedures (see "other resources" section) to inform planning and staff training to safeguard the health, safety and wellbeing of students, staff and others.
2. Ratios of trained staff to students
  - undertake a [risk management process](#) to determine appropriate ratios of trained staff to students for all circumstances including but not limited to supervision of dormitories, recreation and common rooms, outside areas, canteen, bathrooms, toilets and change rooms, and during organised activities on and off-site.
3. Staff rosters

- develop staff rosters and procedures to ensure adequate supervision and manner of supervision of students at all times including supervision for students who are not able to attend school or organised activities due to illness or short suspensions from the school.
4. Daily records of student whereabouts
    - ensure a daily record of the whereabouts of each student is kept, including but not limited to morning, after school, early evening, bedtime and when participating in activities.
  5. Leave
    - develop processes for obtaining parent/carer permission for students to leave the residential boarding facility, travel to and from the residential boarding facility, applications for leave and routines during visiting hours. **Note:** Applications for leave require approval from both the parent/carer and staff of the residential boarding facility.
  6. Medications and health related matters
    - ensure medical authorisation from a prescribing health practitioner has been received
    - store, record and administer medications to students as per the [Administration of medications in schools procedure](#)
    - where informed parent/carer consent has not or cannot be obtained to administer a medication, and there is a risk to the student's health and safety, then the residential boarding facility should follow medical advice in relation to administration of a medication and record all attempts to contact the parents/carers
    - where required, ensure an up-to-date [health plan or emergency health plan](#) is completed for an individual student
    - manage contagious conditions according to the [Management of contagious conditions procedure](#).
  7. Declared public health emergencies (e.g. a pandemic) and public health incidents
    - when required, work with the Queensland Health's local [Public Health Unit](#) and DoE Region to develop a residential boarding facility-specific systematic risk assessment plan
    - maintain safe operation of the residential boarding facility by following the Queensland Health Directives and [DoE guidelines](#) (see also [Guidelines for state school operated residential boarding facilities](#))
    - communicate regularly with residential boarding facility students and their parents so they are well informed of management processes.
  8. Safety and wellbeing
    - implement processes to increase students' and parents'/carers' understanding and their effective response to the following:
      - evacuation, lockdowns and emergencies as outlined in the residential boarding facility's *Emergency response plan* (see [DoE Disaster and emergency management](#));
      - bullying and harassment (see [Behaviour, Student discipline](#) and [Bullying No Way](#)), personal safety and reporting processes (see [Student protection](#)); and
      - grievances and complaints (see [Customer complaints management](#)).
    - promote age-appropriate routines for students (e.g. sleep, physical activities, study, organised leisure activities and unstructured free time)

- promote a supportive environment and activities that support the development of students' social and emotional skills and positive mental health and wellbeing (see [Supporting students' mental health and wellbeing](#)).

#### 9. Information management

- follow [information management](#) processes and comply with s.426 of the [Education \(General Provisions\) Act 2006 \(Qld\)](#) and [Information Privacy Act 2009 \(Qld\)](#) to ensure appropriate protections are in place to protect against loss, unauthorised access, use, modification, disclosure or other misuse of a student's information, including personal details and medical history.

## Definitions

Term	Definition
<b>Declared Public Health Emergency</b>	Means an event or a series of events that has contributed to, or may contribute to, serious adverse effects on the health of persons in Queensland, declared by the Minister for Health by public health emergency order (definition from section 315 of the <a href="#">Public Health Act 2005 (Qld)</a> )
<b>Parent/carers</b>	Means a person who meets the definition of parent in Education <a href="#">(General Provisions) Act 2006 (Qld)</a> (s.10).
<b>Principal's delegate</b>	Means a school staff member nominated by the principal to be the head of the residential boarding facility. For example, a deputy principal or other senior staff member of the school.
<b>Public health incident</b>	Means any event that may have negative consequences for human health on a population basis as defined in the <a href="#">Queensland Health Disaster and Emergency Incident Plan</a> June 2019
<b>Reasonable adjustments</b>	An adjustment is a measure or action taken to assist a student with disability to participate in education on the same basis as other students. An adjustment is reasonable if it achieves this purpose while taking into account the student's learning needs and balancing the interests of all parties affected, including those of the student with disability, the education provider, staff and other students (as defined in Part 3 of the Disability Standards for Education 2005 (Cwlth)).
<b>Residential boarding facility</b>	For the purpose of this procedure, a residential boarding facility is a state school residential campus for students.

## Legislation

- [Anti-Discrimination Act 1991\(Qld\)](#)
- [Child Protection Act 1991 \(Qld\)](#)
- [Education \(General Provisions\) Act 2006 \(Qld\)](#) Section 15

- [Disability Discrimination Act 1992 \(Cwlth\)](#)
- [Disability Services Act 2006 \(Qld\)](#)
- [Disability Standards for Education 2005 \(Cwlth\)](#)
- [Human Rights Act 2019 \(Qld\)](#)
- [Information Privacy Act 2009 \(Qld\)](#)
- [Public Health Act 2005 \(Qld\)](#)
- [Public Health Regulation 2018 \(Qld\)](#)
- [Work Health and Safety Act 2011 \(Qld\)](#)
- [Work Health and Safety Regulation 2011 \(Qld\)](#)

## Delegations/Authorisations

- Nil

## Policies and procedures in this group

- Nil

## Supporting information for this procedure

- [Application to register – student in a state school operated residential boarding facility](#)

## Other resources

- [Australian standards: 5725: 2015 Boarding standard for Australian schools and residences](#) (DoE employees only)
- [Australian standards: 1428 Design for access and mobility – General requirements for access – new building work](#) (DoE employees only)
- [COVID-19 Queensland Government actions in Education](#)
- [National Principles for Child Safe Organisations](#) (DoE employees only)
- [Student protection guidelines](#) (DoE employees only)

## Relevant departmental policies, procedures and frameworks:

- [Administration of medications in schools procedure](#)
- [Customer complaints management procedure](#)
- [Disaster and emergency management procedure](#)
- [Enrolment in state primary, secondary and special schools procedure](#)
- [Health, safety and wellbeing incident management procedure](#)
- [Infection control procedure](#)

- [Information asset and recordkeeping procedure](#)
- [Information sharing under the Child Protection Act 1999 \(Qld\) procedure](#)
- [Management of contagious conditions procedure](#)
- [Managing first aid in the workplace procedure](#)
- [Managing students' health support needs at school procedure](#)
- [Manual tasks – Assisting students with physical impairments procedure](#)
- [Parent and community engagement framework](#)
- [Refusal to enrol – Risk to safety or wellbeing procedure](#)
- [School excursions and international school study tours procedure](#)
- [Student code of conduct](#)
- [Student discipline procedure](#)
- [Student protection procedure](#)
- [Supporting students with asthma and/or at risk of anaphylaxis at school procedure](#)
- [Supporting students mental health and wellbeing procedure](#)
- [Temporary removal of student property by school staff procedure](#)
- [Working with children authority procedure](#)

Relevant online resources:

- [Annual workplace assessment](#)
- [Asthma Guidelines for Queensland schools](#)
- [Australian Boarding Schools Association](#)
- [Aware. Protective. Safe. Strategy](#) (DoE employees only)
- [Behaviour](#)
- [Blue Card Services](#)
- [Cardio pulmonary resuscitation \(CPR\)](#)
- [Child health](#)
- [Diversity training program](#) (DoE employees only)
- [Head lice management](#) (DoE employees only)
- [Health and safety risk management](#)
- [Human Rights in education](#) (DoE employees only)
- [Inclusive education](#)
- [Learning Place](#) (DoE employees only)
- [Managing health and safety](#)
- [Therapy and nursing services](#) (DoE employees only)

- [Prevention and management of a gastroenteritis outbreak in a camp facility](#)
- [Scabies: Management in residential care facilities](#)
- [Smart Choices – healthy food and drink supply strategy for Queensland schools](#)
- [Student health support needs](#)
- [Student mental health and wellbeing](#)

## Forms

- [Application to register – student in a state school operated residential boarding facility](#)
- [Application for student enrolment](#)
- [Administration of medication record sheet \(routine/short term\)](#)
- [Administration of medication record sheet \(emergency medication\)](#)

## Contact

For further information, please contact your nearest [regional office](#).

For information about Workplace Health, Safety and Wellbeing, contact the [Regional Health and Safety Consultant](#) from your nearest regional office.

For information about facilities development and management, contact the [Regional Infrastructure Manager](#) (DoE employees only) of your nearest regional office.

For health information or advice, contact Queensland Health on 13HEALTH (13 43 25 84).

## Review date

15/07/2022

## Superseded versions

*Previous seven years shown. Minor version updates not included.*

1.0 Safety and wellbeing of students residing at a state school operated residential boarding facility

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