



Tanglin Gippsland Welfare Services Policy

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Prepared By	Approved By	Reviewed & Revised	Reviewed By	Next Review
Head of Campus	Tanglin Australia Board – September 2024			September 2026

1 Overview

- 1.1 Tanglin has a responsibility and desire to provide welfare services for all members of the campus community within the reasonable limits of its capacity to do so, and to exercise care for their total wellbeing.
- 1.2 Notwithstanding its responsibility to all members of the campus community, Tanglin has a specific duty of care for the safety and wellbeing of all students. Due to the nature of the campus and its programs, such duty of care extends beyond the normal 'school' day and premises (for example, in cases of mandatory reporting).

2 Definitions

- 2.1 *The campus community* refers to all staff members and volunteers, and to all currently enrolled students and their families.
- 2.2 *Welfare services* include pastoral care and counselling, and a range of both proactive and responsive programs.
- 2.3 *Wellbeing* refers to meeting a range of personal needs including social, emotional, physical, cognitive and spiritual.
- 2.4 *Duty of care* refers to the requirement that Tanglin and teaching staff members (in particular) take all reasonable care to provide a suitable and safe environment for students, and to ensure that no student is exposed to unreasonable risk of injury. Such duty of care to students is referred to, both explicitly and implicitly, in many policy documents.

3 Details

- 3.1 The Head of Pastoral Care, in consultation with the Head of Campus, shall coordinate the delivery of all specific welfare services at Tanglin.
- 3.2 Tanglin acknowledges and respects parental and guardian authority and shall endeavour to work "in partnership with families", while at the same time respecting the needs, rights and wishes of individuals. In instances where a student does not want their parents informed of meetings with staff/counsellors, if appropriate, the child shall be encouraged to inform their parents of the discussion. If they choose not to accept this guidance and the child is considered to understand the nature of confidentiality, then, consistent with confidentiality expectations of counsellors, the decision of the child shall be respected.
- 3.3 The delivery of welfare services shall comply with all legislative and statutory requirements, including mandatory reporting.

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- 3.4 Detailed case file and case notes shall include: (1) information regarding external referrals; (2) information regarding internal referrals; and (3) clear guidelines in relation to confidentiality, documentation and reporting requirements, if applicable.
- 3.4.1 Whilst it is recognised that Tanglin is the ‘owner’ of notes made by staff and counsellors employed by the campus, the Head of Pastoral Care is responsible for ensuring that the files are treated according to the Record Management Policy
- 3.4.2 Counsellors will notify the Head of Campus if a student divulges anything that would be to the detriment of the student or to other students that, according to its duty of care, Tanglin would be reasonably expected to act upon if it were to know about it.
- 3.4.3 If the Head of Pastoral Care requests access to a file or a briefing from a counsellor about a particular student, the counsellor will comply with that request to the extent that their professional judgement permits. If there is a dispute between the Head of Pastoral Care and the counsellor regarding access to this information, the matter will be referred to the Head of Campus for a final decision.
- 3.4.4 If the files become the subject of legal action, Tanglin will comply with properly executed legal directives.
- 3.4.5 Counsellor's files will be stored digitally on Tanglin’s network and in compliance with Tanglin’s Record Management Policy and Privacy Policy.
- 3.4.6 The only exception to 3.4.5 above is according to the Head of Campus’s direction as per 3.4.3 or in response to legal action as per 3.4.4.
- 3.5 Staff members have a responsibility for the wellbeing of the students in their care. As such, they are the primary pastoral care providers to students and shall be alert to welfare needs.
- 3.6 In the case of mandatory reporting, staff members must inform the Head of Campus immediately that such action is deemed necessary and/or has been taken.

4 Related Tanglin Gippsland Policies

- Child Safety and Wellbeing Policy
- Privacy Policy
- Record Management Policy

5 Policy Review

- 5.1 This policy is approved by the Board of Tanglin Australia and will be reviewed at least every two years by Tanglin’s Leadership Team. *Leadership Team* consists of the Tanglin Gippsland Head of Campus, Head of Learning and Head of Pastoral Care.
- 5.2 Any significant changes to this policy must be approved by the Board.

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