

Our Lady of Lourdes- Sunnybank Safeguarding Plan 2026



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Our Safeguarding Commitment

As an agency of the Archdiocese of Brisbane, we have a zero tolerance for all forms of abuse and are committed to safeguarding everyone involved in its activities, ministries, and services. The safety and wellbeing of children and adults-at-risk is paramount.

Accessibility



Brisbane Catholic Education is committed to providing accessible services to people from all culturally and linguistically diverse backgrounds. If you have difficulty understanding this document, you can contact Translating and Interpreting Service National on 13 14 50 to arrange for an interpreter to translate it for you.

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Attributions

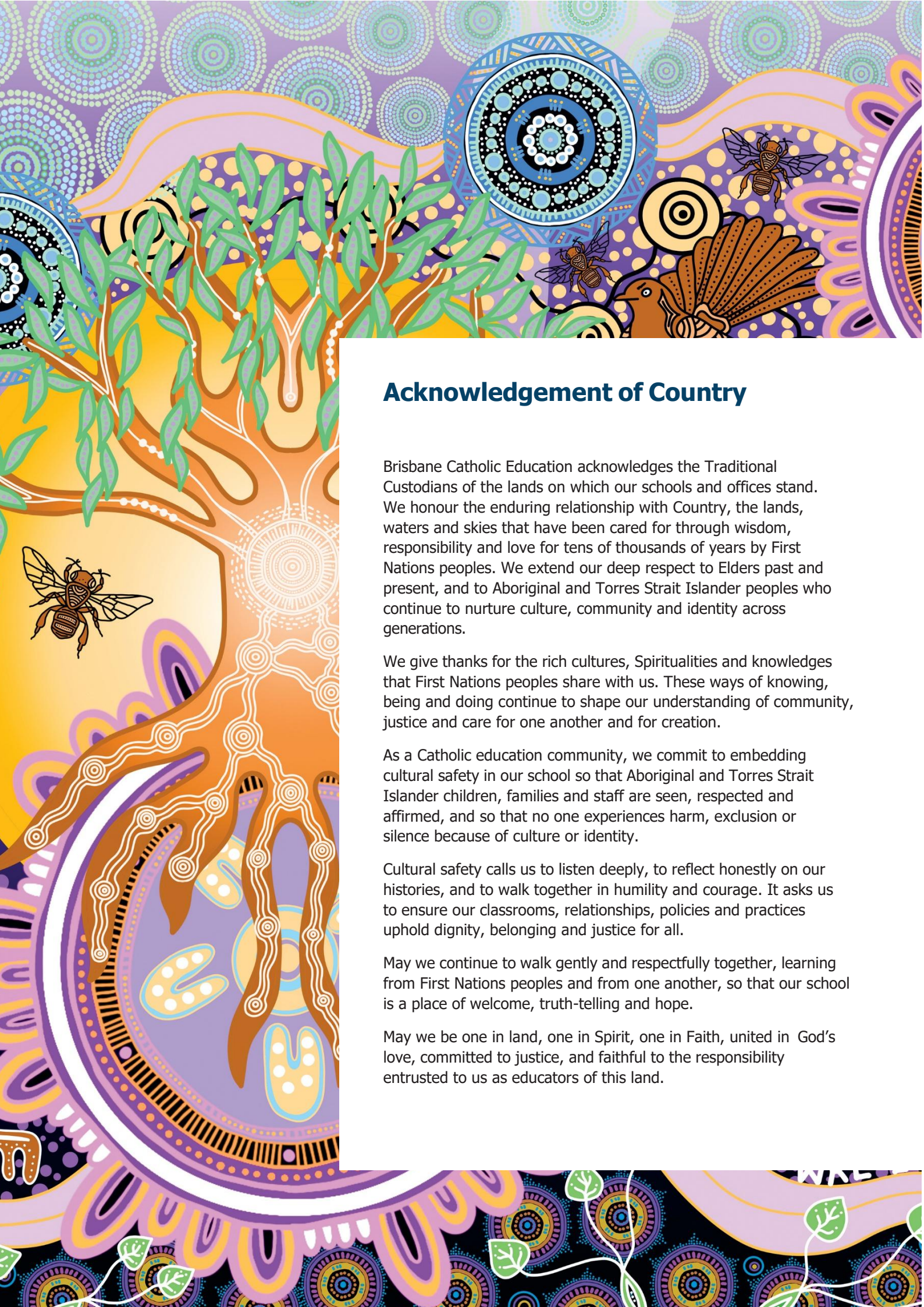
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Acknowledgement of Country

Brisbane Catholic Education acknowledges the Traditional Custodians of the lands on which our schools and offices stand. We honour the enduring relationship with Country, the lands, waters and skies that have been cared for through wisdom, responsibility and love for tens of thousands of years by First Nations peoples. We extend our deep respect to Elders past and present, and to Aboriginal and Torres Strait Islander peoples who continue to nurture culture, community and identity across generations.

We give thanks for the rich cultures, Spiritualities and knowledges that First Nations peoples share with us. These ways of knowing, being and doing continue to shape our understanding of community, justice and care for one another and for creation.

As a Catholic education community, we commit to embedding cultural safety in our school so that Aboriginal and Torres Strait Islander children, families and staff are seen, respected and affirmed, and so that no one experiences harm, exclusion or silence because of culture or identity.

Cultural safety calls us to listen deeply, to reflect honestly on our histories, and to walk together in humility and courage. It asks us to ensure our classrooms, relationships, policies and practices uphold dignity, belonging and justice for all.

May we continue to walk gently and respectfully together, learning from First Nations peoples and from one another, so that our school is a place of welcome, truth-telling and hope.

May we be one in land, one in Spirit, one in Faith, united in God's love, committed to justice, and faithful to the responsibility entrusted to us as educators of this land.

Introduction

Because wherever a child or vulnerable person is safe, there you serve and honour Christ.

Pope Francis written address to the Pontifical Commission for the Protection of Minors' plenary assembly in Rome March 24-28, 2025.



Our Lady of Lourdes, Sunnybank, is committed to creating environments where children and young people feel protected, valued, and heard. Safeguarding is a shared responsibility, and every child has the right to grow and thrive free from harm.

We are guided by our Christian Catholic Tradition and the teachings of Jesus Christ who advocated for the protection of children and the marginalised. Our mission to teach, challenge and transform through our educational endeavours is actioned by Catholic Social Teaching, as part of the Archdiocese of Brisbane.

The Queensland Government recently introduced new Child Safe Standards. These Standards clearly outline what child safe organisations must do to create environments where children are protected, respected and able to speak up. They focus on building safe, welcoming cultures, hearing and valuing children's voices, working closely with families, celebrating diversity, making sure the right people work with children, responding quickly to concerns, and always looking for ways to improve safety.

Throughout 2026, our school will review its compliance against the new Child Safe Standards using a phased approach in line with Queensland Family and Child Commission guidelines. We will review, self-assess and report against selected Standards each term, building towards full implementation and continuous improvement across all Standards by the end of the year. This staged process allows Our Lady of Lourdes to embed the Standards meaningfully and ensure our practices reflect the needs, voices and safety of our students.

As a Catholic school within the Archdiocese of Brisbane, we honour the Archdiocesan Safeguarding Commitment and uphold the values of Catholic education in our safeguarding practices.

This School Safeguarding Plan is developed in consultation with students, families, and employees, and is contextualised to our local school environment. It reflects our commitment to continuous improvement, cultural safety, and child-centred practice, and is supported by both Brisbane Catholic Education policies and procedures and school-specific safeguarding actions. Further Information about BCE wide practices can be accessed [here](#).

For more information or to request accessible formats, please contact the school Principal.

The Archdiocese has zero tolerance for all forms of abuse and is committed to safeguarding everyone involved in its activities, ministries, and services. The safety and wellbeing of children and adults-at-risk is paramount.

The Child Safe Standards



Standard 1: Leadership and Culture

Child safety and wellbeing is embedded in the entity's organisational leadership, governance, and culture.



Standard 2: Voice of children

Children are informed about their rights, participate in decisions affecting them and are taken seriously.



Standard 3: Family and community

Families and communities are informed and involved in promoting child safety and wellbeing.



Standard 4: Equity and diversity

Equity is upheld and diverse needs respected in policy and practice.



Standard 5: People

People working with children are suitable and supported to reflect child safety and wellbeing values in practice.



Standard 6: Complaints management

Processes to respond to complaints and concerns are child-focused.



Standard 7: Knowledge and skills

Staff and volunteers of the entity are equipped with the knowledge, skills, and awareness to keep children safe through ongoing education and training.



Standard 8: Physical and online environments

Physical and online environments promote safety and wellbeing and minimise the opportunity for children to be harmed.



Standard 9: Continuous improvement

Implementation of the Child Safe Standards is regularly reviewed and improved.



Standard 10: Policies and procedures

Policies and procedures document how the entity is safe for children.



Universal Principle

Requires child safe entities to provide an environment that promotes and upholds the right to cultural safety.

Safeguarding Focus Areas

The 10 standards are grouped under four key focus areas:



The Universal Principle

Ensuring cultural safety through the Universal Principle is essential for Aboriginal and Torres Strait Islander students and families.



While the Principle intentionally focuses on First Nations children, the cultural safety indicators which make up the Principle are designed to adopt a proactive and comprehensive approach to safeguarding, ensuring that policies, and practices are inclusive for all children, particularly those who may be marginalised or vulnerable. The Universal Principle is embedded within all 10 Standards.

Cultural Safety Indicators

- 1 Transformational unlearning** – Organisations must challenge unconscious bias, racism, and discrimination within their structures and workforce.
- 2 Negotiating values, motivations, and paradigm** – Policies and programs should be co-designed with Aboriginal and Torres Strait Islander communities to reflect their perspectives on child safety.
- 3 Prioritising social and emotional wellbeing and health** – A holistic, strengths-based approach must be adopted to support the wellbeing of Aboriginal and Torres Strait Islander children, staff, and families.
- 4 Sharing power and decision-making** – Decision-making processes should be led or co-led by Aboriginal and Torres Strait Islander peoples to ensure genuine partnerships.
- 5 Sharing resources** – Organisations should dedicate resources to Aboriginal and Torres Strait Islander led initiatives, research, and governance mechanisms, where appropriate.
- 6 Creating a strategic enabling environment** – Leadership must set clear priorities and accountability structures ensure cultural safety into daily operations.
- 7 Operating on Aboriginal and Torres Strait Islander terms of reference** – Service delivery to Aboriginal and Torres Strait Islander children should be grounded in Aboriginal and Torres Strait Islander knowledge systems and self-determination principles.
- 8 Accountability and continuous quality improvement** – Progress should be measured using Aboriginal and Torres Strait Islander-defined success indicators, ensuring sustained improvement.

The Cultural Capability Framework

This framework enables Brisbane Catholic Education to develop a workforce grounded in Aboriginal and Torres Strait Islander cultural humility, enabling responsive and innovative practices that contribute to Reconciliation. The Cultural Capability Framework and Molum Sabe assists our workforce to critically reflect on individual and organisational practices and develop effective practices across four cultural standards:



Teaching

Culturally responsive teachers and education professionals create the conditions for respectful relationships with Aboriginal and Torres Strait Islander peoples, and learning of knowledges, identities, cultures and languages.



Relationships

We develop relationships and connections with Aboriginal and Torres Strait Islander employees, students, families and communities to build and sustain inclusive and culturally safe practices and environments.



Environment

We establish an inclusive and culturally safe environment, where Aboriginal and Torres Strait Islander employees, students, families and communities feel a sense of belonging and connection.



Leadership

All employees are accountable for building and sustaining inclusive and culturally safe practices and environments with Aboriginal and Torres Strait Islander employees, students, families, and communities. Leaders have additional responsibilities to articulate a clear vision and provide ongoing cultural capability development opportunities for employees.

Standard 1: Leadership and Culture

Child safety and wellbeing is embedded in the entity's organisational leadership, governance, and culture¹



Brisbane Catholic Education's commitment to Standard 1

At BCE, student safety is central to how we plan, think and act, shaping a safeguarding culture that protects their safety and wellbeing. We use a whole of organisation approach; led by strong leadership, embedded in practice and supported through shared responsibility. Clear policies, codes of conduct, Student Protection Processes and risk management plans set behavioural expectations and guide how we keep children safe. Our Safeguarding Policy aligns with the Archdiocese of Brisbane Safeguarding Framework and is available on our website. Leaders are accountable for ensuring these requirements are followed and continually improved. Safeguarding is a system critical foundation of the BCE Strategic Plan 2025–2027 and an identified enterprise risk, monitored through regular monitoring, internal audits and escalation pathways. Governance transparency is reinforced through quarterly reporting to the BCE Executive Team, Safeguarding Committee and Catholic Education Council, including assessments of practice effectiveness and improvement progress. We take a strong stand against discrimination, bias or harm toward any child and are committed to cultural safety for Aboriginal and Torres Strait Islander peoples.

What Standard 1 looks like at our school:

At Our Lady of Lourdes, we are committed to prioritising every student's safety and wellbeing, this includes ensuring Aboriginal and Torres Strait Islander children, families and community feel welcome, safe, valued, included and respected. At Our Lady of Lourdes, we publicly display visual representations such as Aboriginal and Torres Strait Islander flags, artwork, and Acknowledgment of Country that demonstrates our commitment to ensuring the safety and wellbeing of First Nations students and their families.

At Our Lady of Lourdes, we deliberately allocate time during our weekly administration, leadership and student support meetings focusing on student safety and wellbeing. It is a standing agenda item at our meetings where we also incorporate cultural learning and reflection opportunities. This ensures we put the safety (including cultural safety) and wellbeing at the front of our minds and centre of every decision we make, from curriculum planning to staff recruitment.

At Our Lady of Lourdes, we champion student safety and wellbeing by regularly visiting classroom and speaking on assemblies to engage directly with our students. This is a reminder of who our students can speak with if they have a concern. Our leadership team prioritises speaking with students and their parents when they have a concern.

Before every school event, excursion, incursion, we complete a risk assessment which specifically includes considerations about students' safety and wellbeing relevant to the activity such as supervision ratios, student privacy, transport arrangements, and consent for photos or recordings. We know Our Lady of Lourdes to be a child safe environment where every member of staff holds responsibility from our groundskeeper keeping our physical environment safe, our tuckshop volunteers making sure our students have access to healthy food, our front office staff being the warmest welcoming faces that greet our staff, students, parents and visitors to our school every day.

This School Safeguarding Plan is publicly available on Our Lady of Lourdes website. This is our commitment to ensuring our school is a child safe organisation which prioritises the safety and wellbeing of every student. Our School Safeguarding Plan also demonstrates how we do this at Our Lady of Lourdes' within the context of the Queensland Child Safe Standards.

The Archdiocese of Brisbane Safeguarding Commitment is displayed in our school foyer, gathering space and in the Principal's office. This Safeguarding Commitment serves as a regular reminder that at Our Lady of Lourdes, the safety and wellbeing of our students is paramount.

¹ Alignment with National Catholic Safeguarding Standard (NCSS): Standard 1: Committed Leadership Governance and Culture | Working with Children (Risk Management and Screening) Regulation 2020 (Qld), Schedule 1, Section 2(1), (2)(a) and (2)(b) | Education (Accreditation of Non-State Schools) Regulation 2017 (Qld) s 6 (1), (2) and s9 (e)

Standard 2: Voice of children

Children are informed about their rights, participate in decisions affecting them and are taken seriously²



Brisbane Catholic Education's commitment to Standard 2

We strive to create a culture where every child feels safe, heard and confident to share their ideas or concerns. Our employees and volunteers are supported to engage respectfully with students, listen carefully, and respond to their immediate needs. BCE's school safeguarding storybooks and animation series help explain our policies, processes and key safeguarding concepts to students in age appropriate ways. We also support schools to deliver Consent and Respectful Relationships Education so students understand their rights, identify trusted adults, and build positive, healthy and respectful relationships. Each year, students across all BCE schools are invited to share their views through the *Tell Them From Me* survey. This feedback helps us understand how students are feeling, their concerns and how we can strengthen safety and support in our schools. Our Student Voice Program gives students a platform to contribute to BCE wide decisions affecting their safety, wellbeing and learning. Our Archdiocesan First Nations Student Representative Council and our Aboriginal and Torres Strait Islander Education Team help co-design culturally safe policies and practices.

What Standard 2 looks like at our school:

At Our Lady of Lourdes, we make intentional adjustments for students living with disability or who have additional learning needs to ensure concepts are accessible and understood. This may include modified language, visual supports, smaller group delivery or collaboration with specialists. This extends to protective behaviour, consent, safety and rights education.

Students are explicitly taught about who the Student Protection Contacts (SPCs) are at Our Lady of Lourdes and child-safe reporting pathways in age-appropriate ways. This is done using the safeguarding storybook series as a conversation prompt, as well as during class discussions assemblies and classroom visits by the Guidance Counsellor, which happen regularly. Schools ensure students know who they can talk to, how to ask for help, and what happens when a concern is shared.

Staff on playground duty at Our Lady of Lourdes are proactive, visible and tuned into peer dynamics. They intervene early in conflicts, model respectful interactions, and support inclusive play. Playground supervision is understood as a safeguarding responsibility, not just risk management.

At Our Lady of Lourdes, we use The Resilience Project embedded within our curriculum that builds social and emotional resilience skills such as empathy, communication, conflict resolution and emotional regulation. These lessons support students to recognise healthy friendships, respond to peer conflict appropriately, and seek help when needed. During National Child Protection Week, Our Lady of Lourdes participates in Australia's Biggest Child Safety Lesson with the Daniel Morcombe Foundation. In addition to this we use the 'Day for Daniel' as an opportunity to spotlight and reinforce student safety messages across all year levels by doing protective behaviour activities such as 'Body Clues' and 'Safety Hands'.

Our Lady of Lourdes Leadership Team members at Our Lady of Lourdes have attended the BCE workshop on Consent and Respectful Relationships Education (CRRE) and will shortly attend the second workshop on CRRE curriculum planning, supporting the team to deliver high-quality, developmentally sequenced CRRE in a safe and supportive space.

Risk assessments are a key part of keeping students safe at Our Lady of Lourdes. Event and activity risk assessments include safeguarding considerations and are supported by structured pre-activity briefings for staff and volunteers, including how to respond to disclosures and incidents during excursions, camps and events, and (where relevant) consideration of individual student circumstances and needs.

² Alignment with National Catholic Safeguarding Standards: Standard 2 Children and Adults Are Safe, Informed and Participate | Working with Children (Risk Management and Screening) Regulation 2020 (Qld) sch 1 s 2(8) (a) (ii) | Education (Accreditation of Non-state schools) Regulation (Qld) 2017 s 16(4) (a)-(b)

Standard 3: Family and community

Families and communities are informed and involved in promoting child safety and wellbeing³



Brisbane Catholic Education's commitment to Standard 3

Student safety, wellbeing and learning are best supported when families and schools work together and share responsibility for protecting students. At BCE, we believe informed and engaged families and communities are essential to creating safe learning environments. We support schools to partner with families in ways that are consistent, respectful, culturally safe and shaped by local needs. We also make sure families and community members have clear, accessible information about our safeguarding approach and how to raise concerns. Each year, parents and caregivers share their perspectives through the *Tell Them From Me* Parent Survey. This feedback helps BCE understand family experiences and concerns, guiding improvements that make our schools safer and more supportive for students.

What Standard 3 looks like at our school:

At Our Lady of Lourdes, families are actively invited to take part in planning and decision-making that affects their child. This includes personalised learning plans, behaviour support planning, re-entry meetings following formal sanctions, and safety or wellbeing planning where needed. Meetings are scheduled flexibly, and families are asked how they would like to engage rather than being offered one pathway.

We create regular, informal opportunities to connect with families through community events such as Prep Welcome BBQs, coffee vans, liturgies and Masses, Celebration of Learning events, Mother's Day, Father's Day and Grandparents' Day breakfasts, morning teas and activities, open classrooms, discos, and fundraising events such as the Colour Run. Student safety, wellbeing and cultural safety are woven into these moments through conversation, check-ins, visible leadership and shared expectations, not just through formal policy documents.

Leaders at Our Lady of Lourdes communicate about safeguarding in plain language through newsletters, parent information sessions, school portals and face-to-face conversations. Families are encouraged to ask questions, and leadership is visible and accessible. This is especially clear at school events, where we regularly communicate safeguarding expectations such as photographing only your own child, clear signage for adult and student toilets, and staff supervision of bathroom areas so adults and children use separate facilities.

Safeguarding information is shared with families at enrolment, revisited at the start of each year, and reinforced when new programs, staff or activities are introduced. Families are clearly informed about who to contact if they have a concern and what will happen if they raise one. This information is discussed and documented in the Our Lady of Lourdes Parent Handbook, which is shared each year through the newsletter and is available on BCE Connect Online. Parent Carer Information toolkits are also shared through the newsletter and BCE Connect Online at least once a semester, including resources for First Nations families and families from EALD backgrounds.

We also use existing events such as school open days and tours, discos, sports carnivals, and community celebrations including Mother's Day, Father's Day, Grandparents' Day and Celebration of Learning open classrooms to promote the school's child safety and wellbeing approach. This happens through opening addresses, informal conversations between staff and parents/carers, and by sharing key resources and contacts such as school SPCs. These events provide natural opportunities to connect with families and the community during gatherings that are already well attended, rather than relying on one-off child safety and wellbeing sessions, which have historically had lower attendance.

Student safety, behaviour support (OLOL Student Behaviour Support Plan), complaints processes and available services are explained in plain English, both verbally and in writing, through newsletters and school documents such as the Parent Handbook on BCE Connect Online. This information is revisited over time so families can reflect, ask questions and consult with family and community, rather than receiving one-off messages.

³ Alignment with National Catholic Safeguarding Standards: Standard 3 Partnering With Families Carers And Communities | Working with Children (Risk Management and Screening) Regulation 2020 (Qld) sch 1 s 2(8) (a) (ii) | Education (Accreditation of Non-state schools) Regulation (Qld) 2017 s 16(4) (a)–(b)

Standard 4: Equity and diversity

Equity is upheld and diverse needs respected
in policy and practice⁴



Brisbane Catholic Education's commitment to Standard 4

Every student deserves to flourish and has the right to learn in a safe, supportive and inclusive environment, free from discrimination, bullying and harassment. BCE supports all students, regardless of background, identity or ability, to access and fully participate in their learning. We embed equity at the heart of our culture through the Student Diversity and Inclusion Policy, the Student Wellbeing Policy and the Queensland Catholic Education Council's Inclusive Practice in Catholic Schools. We expect school practices to reflect each child's circumstances and needs, and to prioritise culturally safe, trauma informed approaches in planning, communication and engagement. The Engage Student Support System and the Multi Tiered System of Supports (MTSS) help schools provide a student centred, comprehensive continuum of support. These systems enable collaborative, targeted and personalised assistance for diverse learners. We also provide children with opportunities to learn about different cultures, people and communities through the Aboriginal and Torres Strait Islander Histories and Cultures Cross Curriculum Priority and the Australian Curriculum.

What Standard 4 looks like at our school:

At Our Lady of Lourdes, staff are committed to considering each student's unique circumstances before addressing issues related to behaviour, learning, or wellbeing. When needed, routines, expectations, and supports are changed - either temporarily or long-term - to match what the student is experiencing instead of applying a uniform approach. These modifications are noted in the student's individual support plan (if applicable), which is routinely reviewed with everyone involved: the student (in an age-appropriate way), their family, and any additional supports, including external agencies if parents provide consent. By considering these factors, we can address each child's needs effectively and reinforce our commitment to a strong, individualised, trauma-informed approach.

Our Lady of Lourdes staff collaborate when developing activity risk assessments to ensure the individual needs of students are appropriately considered during activity planning. By carefully and considerably managing the information shared, staff evaluate each activity in relation to how it may be experienced by the students involved. With parent input and the student's participation, staff adjust activities (for example, excursions and camps) so that students can attend with appropriate support, while maintaining dignity and privacy. As a staff group, we do the required Student Protection Refresher Training modules each term and then use the activities to reflect as a team how we will embed the learnings from that term's module. At Our Lady of Lourdes students are regularly reminded of who they can talk to if they feel worried or unsafe. This happens through classroom discussions, assemblies, visual resources and informal conversations, rather than being limited to induction or one-off lessons.

At Our Lady of Lourdes, our school leadership team regularly review student protection, behaviour, wellbeing and attendance data to identify patterns and trends for student cohorts impacted by harmful behaviour. This includes reflecting on incident and process learnings and identifying strategies to reduce the likelihood of recurrence and minimise the impact of harm. For example, when the team identified an increase in incidents of unsafe behaviour in the pick-up zones after school the school responded by delivering targeted education sessions that clearly retaught expected student behaviour in the pickup zones reinforcing safety messages.

At Our Lady of Lourdes, the school Behaviour Support Plan is aligned to Multi-Tiered Systems of Support, so wellbeing and behaviour support responses sit on a clear continuum of tiered supports (universal, targeted and individualised) to promote learning environments that are inclusive, safe, respectful and support the dignity of each child. We undertake weekly support planning (Request for Support Meetings, Wrap Around Meetings, Admin and Leadership Team meetings to ensure key staff come together to align adjustments, clarify roles, and monitor progress for students with diverse needs or experiences.

⁴ Alignment with National Catholic Safeguarding Standards: Standard 4 Equity Is Promoted And Diversity Is Respected | Working with Children (Risk Management and Screening) Regulation 2020 (Qld) sch 1 s 2(3) (a) (ii) | Education (Accreditation of Non-State Schools) Regulation 2017 (Qld) s 11, s 15 (a)

Standard 5: People

People working with children are suitable and supported to reflect child safety and wellbeing values in practice⁵



Brisbane Catholic Education's commitment to Standard 5

BCE supports schools to ensure that everyone working or volunteering with students is suitable, safe and capable of upholding child safety and wellbeing. Our recruitment and screening processes embed safeguarding at every stage, from role design and advertising through to interviews, reference checks, onboarding and performance development. The Employee and Volunteer Screening Procedure includes a role risk matrix, Blue Card screening requirements and clearly defined responsibilities. These help leaders identify potential risks to student safety and wellbeing and respond appropriately. BCE's Human Resource Information System, Ignite, operationalises these procedures and helps employees monitor and maintain their safeguarding screening requirements. Our Procurement Procedure requires all external providers engaging with BCE offices or schools to be child safe and compliant with relevant legislation. The Risk Management Framework guides how we monitor safeguarding practices in schools through established quality control mechanisms. These processes ensure schools can safely engage employees, volunteers and third parties, with appropriate oversight, training and supervision in place before any child related work occurs.

What Standard 5 looks like at our school:

In line with our implementation plan, at the end of Term 4 we will explain:

- How we screen and onboard employees, volunteers and third parties
- How we ensure safe supervision and conduct
- How we apply BCE recruitment and HR procedures for employees and volunteers
- How we track and keep safeguarding screening requirements current
- Evidence of practice and planned improvements

⁵ Alignment with National Catholic Safeguarding Standards: Standard 5 Robust Human Resource Management | Working with Children (Risk Management and Screening) Regulation 2020 (Qld) sch 1 s 2(8)(b) | Education (Accreditation of Non-State Schools) Regulation 2017 (Qld) s 15 (b)

Standard 6: Complaints management

Processes to respond to complaints and concerns are child focused⁶



Brisbane Catholic Education's commitment to Standard 6

BCE fosters a culture where concerns about safety and wellbeing can be raised openly, respectfully and without fear. We support child focused complaint pathways that are accessible to students, families, employees and community members. Our policies and procedures outline reporting requirements, cooperation with authorities, and expectations for timely and safe responses to concerns. From 1 July 2026, BCE will implement Queensland's Reportable Conduct Scheme. This means BCE will report any reportable allegation or conviction, conduct investigations, provide interim and final reports to the Queensland Family and Child Commission, and immediately notify police of any suspected criminal conduct within required timeframes. BCE provides guidance and training to ensure complaints are handled in trauma informed and culturally safe ways, supported by Aboriginal and Torres Strait Islander Participation Officers and expertise from safeguarding, student protection, legal, wellbeing, school operations and program teams, and employee relations and investigations teams. System wide improvements are strengthening complaint handling processes, creating clearer pathways and embedding safeguarding expertise across the framework. These structures help schools respond to concerns with transparency, sensitivity and procedural fairness.

What Standard 6 looks like at our school:

The BCE Complaints Policy and Student, Parent and Guardian Complaints Management Procedure, establishes complaint pathways, roles, responsibilities, escalation processes, and obligations to respond and report. The BCE-wide policy recognises that all members of the community have a right to make a complaint and that complaints should be managed fairly, equitably and with student safety and wellbeing as a priority. Our Lady of Lourdes Primary School brings this system requirement to life in practice for students, families, staff and volunteers in the following ways.

Our Lady of Lourdes school leaders, Student Protection Contacts (SPCs) and other relevant staff understand their responsibilities under the BCE Complaints Policy and Complaints Management Procedure, including when concerns can be resolved at the school level and when they must be escalated to BCE or another authority. There are core policies and procedures (and several associated policies and procedures) in place organisation-wide that directly address the reporting of complaints and concerns, including mandatory reporting requirements. Some of these include the BCE Complaints Policy, Student, Parent and Guardian Complaints Management Procedure, Safeguarding Policy, Student Protection Policy and Student Protection Processes and Guidelines, establish BCE's requirements for reporting, escalating and responding to complaints and concerns, including mandatory reporting obligations and circumstances where matters must be referred to external authorities. These system-wide documents outline the responsibilities of staff and leaders and shape how Our Lady of Lourdes Primary School responds to and manages matters at school.

Our Lady of Lourdes school leaders acknowledge receipt of complaints promptly, explain next steps, and keep the complainant appropriately informed throughout the process. This includes early contact, clarifying the concern, identifying immediate support needs and providing timely updates. Our Lady of Lourdes prioritises face-to-face conversations with families wherever possible, particularly where families may prefer a relational approach, where English is an additional language, or where there may be distrust or discomfort with formal written processes. This helps families understand that their concerns are being taken seriously and that the school genuinely wants to listen, respond and communicate clearly.

Our Lady of Lourdes staff explicitly teach students that speaking up about feeling unsafe, uncomfortable or worried is a normal and supported part of school life. Staff check for understanding through classroom discussion, student voice activities, wellbeing check-ins and age-appropriate scenarios that help students practise who they can go to, what kinds of concerns can be raised, and what support they can expect.

⁶ Alignment with National Catholic Safeguarding Standards: Standard 6 Effective Complaints Management | Working with Children (Risk Management and Screening) Regulation 2020 (Qld) sch 1 s 2 (4) (b) | Education (Accreditation of Non-State Schools) Regulation 2017 (Qld) s7 | Child Safe Organisations Act (Qld) Chapter 3

Standard 7: Knowledge and skills

Staff and volunteers of the entity are equipped with the knowledge, skills, and awareness to keep children safe through ongoing education and training⁷



Brisbane Catholic Education's commitment to Standard 7

BCE builds a confident, capable and culturally aware workforce committed to children's safety and wellbeing. Our Mandatory Safeguarding Training Framework sets clear onboarding and refresher requirements for all employees. Every year, BCE employees complete online student protection training covering indicators of child harm, grooming behaviours, how to respond to disclosures and mandatory reporting requirements. School staff also participate in additional face to face training each term on topics related to student safety and wellbeing. Staff who serve as Student Protection Contacts (SPCs) receive advanced training in managing disclosures and supporting colleagues to keep students safe. Volunteers and third party providers complete mandatory safeguarding onboarding before commencing any child related work, along with annual refreshers recorded in school registers in line with the Volunteer Policy and Procedure and Third Party Safeguarding Guidelines. BCE has developed a Cultural Learning Plan and Cultural Capability Framework to strengthen cultural competency and responsiveness, promote cultural safety and BCE's Ngutana-Lui Centre provides curriculum-aligned cultural learning for students and staff. All employee training is tracked through BCE's Learning Management System (iLearn), which issues automated reminders and provides compliance reports to managers.

What Standard 7 looks like at our school:

In line with our implementation plan, at the end of Term 4 we will explain:

- How employees, volunteers and third parties complete required safeguarding training
- How the school reinforces safeguarding practice throughout the year
- How cultural capability is embedded in training
- How the school monitors and supports employees and volunteers to undertake mandatory training
- Evidence of practice and planned improvements

⁷ Alignment with National Catholic Safeguarding Standards: Standard 7 Ongoing Education and Training | Working with Children (Risk Management and Screening) Regulation 2020 (Qld) sch 1 s 2(8)(b) | Education (Accreditation of Non-State Schools) Regulation 2017 (Qld) s16, 4 (c)

Standard 8: Physical and online environments

Physical and online environments promote safety and wellbeing and minimise the opportunity for children to be harmed⁸



Brisbane Catholic Education's commitment to Standard 8

BCE is committed to creating healthy, safe and productive physical and online environments that support student wellbeing, prevent harm and safeguard everyone involved in our activities. We take a holistic, strengths-based approach that recognises all dimensions of a child's wellbeing – physical, social, spiritual, emotional and cultural. Building plans are reviewed with a focus on environmental risks that may affect children's safety. The BCE Health, Safety and Wellbeing (HSW) Policy and BCE Safeguarding Guidelines for School Design provide practical guidance to build safe, inclusive spaces with strong visibility, supervision and access control. To support online safety, BCE aligns with the eSafety Commissioner's Best Practice Framework and delivers the Australian Curriculum for Online Safety (P–10). The Acceptable Use of Devices and Digital Resources agreement promotes safe digital behaviour and is supported by content filters and monitoring tools. Policies such as the Employee Code of Conduct, IT Acceptable Use Policy and Privacy Policy outline expectations for safe online behaviour. BCE provides guidance to help schools maintain safe digital environments, and student safety considerations are embedded in risk assessments, school risk registers and organisation wide risk management processes.

What Standard 8 looks like at our school:

Our Lady of Lourdes staff use a range of resources including 'Reboot' and 'The Resilience Project', daily routines and environments to support regulation, belonging and connection, such as greeting students by name, calm and predictable starts to the day, access to 'calm down' spaces, trusted adults for check-ins, and classroom and shared environments that reflect diverse identities and cultures in respectful and meaningful ways.

Our Lady of Lourdes supports a holistic, strengths-based approach to safety and wellbeing by celebrating student identity, culture, belonging and individuality through meaningful awareness days and school events. This includes NAIDOC Week, National Reconciliation Week, Harmony Week, R U OK? Day, Bullying No Way Week and Child Protection Week. These events are used to build understanding, promote respectful relationships, strengthen student voice and help all students feel safe, valued and included. Staff conduct regular environmental scans of playgrounds, tunnels, corridors and other student areas to identify safety risks. Findings are used to adjust duty rosters, staff positioning, visibility, access arrangements and transition routines where needed.

Our Lady of Lourdes has clear expectations for the safe use of school-owned devices at school, including when devices may be used, where they are stored, how students are supervised, how photos or recordings are managed, and how staff respond to misuse, unsafe contact, bullying, racism, inappropriate content or breaches of privacy. Safety controls, such as filtering, approved platforms, restricted settings, supervision and reporting pathways, are balanced with students' rights to learn, connect, seek help, access age-appropriate information and participate safely in digital learning.

Our Lady of Lourdes Primary School manages volunteers through a clear sign-in, induction and supervision process that helps reduce risks in physical and online environments while supporting students' participation in school life. Volunteers sign in and out at the office, wear visible identification while onsite, confirm any required Blue Card or screening requirements, and receive induction information before commencing their role. This includes expectations about professional boundaries, privacy, respectful and culturally safe interactions, supervision arrangements, use of mobile phones or personal devices, photography and recording, approved communication channels, and how to report concerns or unsafe behaviour. Staff make sure volunteers understand where they are allowed to be, which activities they are supporting, who they report to, and when they must seek help from a staff member. Volunteer roles are matched to the activity and level of risk, and staff maintain oversight, so volunteers are not placed in situations that compromise student safety, privacy, dignity, access to learning or appropriate social connection.

⁸ Alignment with National Catholic Safeguarding Standards: Standard 8 Safe Physical And Online Environments | Working with Children (Risk Management and Screening) Regulation 2020 (Qld) | Education (Accreditation of Non-State Schools) Regulation 2017 (Qld) s 18 (1) s19

Standard 9: Continuous improvement

Implementation of the Child Safe Standards is regularly reviewed and improved⁹



Brisbane Catholic Education's commitment to Standard 9

BCE is committed to continual review, learning and strengthening of safeguarding practice across both system and school levels. Ongoing improvement ensures our policies, frameworks and practices evolve in response to emerging issues, data and feedback, and remain effective in preventing harm and promoting wellbeing. System wide reviews are carried out by the Assurance Team, Risk and Compliance Team and through school accreditation processes. These reviews assess the effectiveness of safeguarding measures and identify opportunities to strengthen practice. Critical incidents also trigger structured post incident reviews to identify risks, evaluate responses and enhance wellbeing supports for students and employees. Governance committees, including Safeguarding, Risk and Assurance, and People and Safety, monitor trends and support system wide improvements. Schools are supported to monitor their own safeguarding indicators, such as Blue Card compliance, attendance, bullying and wellbeing data, enabling a local cycle of review, reflection and continuous improvement.

What Standard 9 looks like at our school:

Our Lady of Lourdes is currently self-assessing the Child Safe Standards (including the Universal Principle). This involves consulting with key stakeholders, reviewing our school's relevant safeguarding data and reflecting on our safeguarding strengths, as well as areas for improvement.

At Our Lady of Lourdes, we are committed to continually strengthening the way we respond to student protection matters. Each term, our whole school staff meets to review our school processes and procedures which are based on the Student Protection Processes and Guidelines. We reinforce our collective responsibility through regular scenarios and case studies at these meetings. These discussions help our whole staff understand how safeguarding responsibilities connect and how each person contributes to making Our Lady of Lourdes a safe space where students can speak up and raise issues if they need.

These reviews also ensure that our child safety practices evolve as our school community grows and changes. Our Lady of Lourdes Student Protection Contacts (SPC's) Team meets every week in our Leadership and Student Support Meetings. This ensures our SPC's are staying up to date with any student worries and ensures students have the right supports in place when they need them. Our team is able to look at matters holistically, identify trends in student behaviour and work proactively to keep every student's safe and well.

With the implementation of the Child Safe Standards in Queensland in 2026, Our Lady of Lourdes is undertaking a comprehensive and progressive review of all aspects of student safety and wellbeing. Across 2026 we will self-assess against all ten Child Safe Standards (including the Universal Principle), through consultation with a diverse range of students, families, and staff, review of safeguarding data, and reflection on existing strengths and areas for improvement. Findings from this process will inform ongoing actions and be documented in our School Safeguarding Plan, which will be regularly updated and available on our website to ensure our families and broader community can clearly see how Our Lady of Lourdes prioritises the safety and wellbeing of all students.

⁹ Alignment with National Catholic Safeguarding Standards: Standard 9 Continuous Improvement | Working with Children (Risk Management and Screening) Regulation 2020 (Qld) sch 1 s 2(6)(a) | Education (Accreditation of Non-State Schools) Regulation 2017 (Qld) s20

Standard 10: Policy and procedures

Policies and procedures document how the entity is safe for children¹⁰



Brisbane Catholic Education's commitment to Standard 10

The Archdiocese of Brisbane Safeguarding Framework guides safeguarding practice across all Catholic entities, including BCE. The BCE Safeguarding Policy sits within this framework and is supported by a range of policies, procedures and guidelines designed to protect student safety and wellbeing. Under the BCE Policy Governance Framework, all policies are reviewed at least every three years through consultation, governance checks and formal approval. This ensures they remain current, reflect best practice and continue to support student safety, wellbeing and cultural safety. Consultation ensures policies reflect lived experience and meet the diverse needs of school communities. BCE is also working to make policies easier to understand and use, including creating child friendly resources. Policies and procedures are accessible to students, families, volunteers and third parties through BCE and school websites, and are available internally to employees through Spire. Safeguarding responsibilities are embedded in the BCE Leadership Capability Framework, ensuring leaders consistently communicate, model and apply policy requirements.

What Standard 10 looks like at our school:

At Our Lady of Lourdes, we use BCE policies and procedures which are regularly reviewed and updated to ensure they address the requirements of the Child Safe Standards and the Universal Principle and include clear procedures for safeguarding children. Our onboarding process for new staff at Our Lady of Lourdes includes a briefing on the location, content and application of safeguarding policies and procedures and we talk through how our school is a child-safe environment.

At Our Lady of Lourdes, our Leadership Team regularly reinforces key safeguarding procedures during staff briefings, professional collaborations, assemblies and in newsletters. The Leadership Team models expectations in everyday practice - such as always signing in visitors, maintaining appropriate boundaries and following reporting pathways consistently. When the Leadership Team conduct classroom visits or playground walkthroughs, they intentionally highlight safe practice - checking visibility in classrooms, ensuring supervision zones are staffed and modelling calm, respectful interactions with students.

Our Lady of Lourdes SPC Team meet weekly to confer on current student protection matters and ensure student safety remains a top priority, actions are documented where required to ensure our SPC team are responding to student protection matters in line with the Student Protection Processes and Guidelines. All staff at Our Lady of Lourdes complete an annual safeguarding refresher that includes scenario based learning, ensuring they understand how to apply policies in real world situations.

On going Safeguarding modules are also presented each term to ensure the consistent implementation across the school. All people who volunteer at Our Lady of Lourdes receive a brief orientation before beginning their role, which reinforces the information they get in their mandatory training includes clear guidance on appropriate interactions and supervision expectations. This helps ensure volunteers uphold the same standards as paid staff. Teachers incorporate reminders of key safeguarding practices into classroom routines - for example, ensuring students know who the SPCs are at Our Lady of Lourdes by pointing out their photos on the SPC posters that are in each classroom, reviewing safe movement procedures, and modelling respectful communication.

¹⁰ Alignment with National Catholic Safeguarding Standards (NCSS): Standard 10 Policies And Procedures Support The Safety Of Children And Adults | Working with Children (Risk Management and Screening) Regulation 2020 (Qld) s 2 (3-6) | Education (Accreditation of Non-State Schools) Regulation 2017 (Qld)

