



**ACT**  
Government  
Education and Training

## The National School Chaplaincy Program - Application Form

Funding Period 2015 to 2018

**Closing Date for applications: Monday 8 December 2014 by COB email to:**  
**[ETDStudentWellbeing@act.gov.au](mailto:ETDStudentWellbeing@act.gov.au)**

Before starting your Application you should have read the ACT National School Chaplaincy Program (ACT NSCP) Guidelines and Application Guide.

Please be aware that submitting an application does not guarantee that you will receive NSCP funding. Please ensure you provide all the required information to support your application. You will be advised of the outcome in writing.

*All schools are able to apply irrespective of their involvement with the current chaplaincy and student welfare worker program*

### Part A: School Details

#### A1. Amaroo School

Katharine Ave	Amaroo	2914
6205 2808	6205 2818	<a href="mailto:info@amaroos.act.edu.au">info@amaroos.act.edu.au</a>

#### A2. School Principal Details

Title	Mr	
First Name	Richard	
Last Name	Powell	
Telephone	6205 2808	Email <a href="mailto:Richard.powell@ed.act.edu.au">Richard.powell@ed.act.edu.au</a>
Preferred contact method		Email

#### A3. Parent Body

Amaroo School P&C  
Chris Blight  
President P&C  
Email [REDACTED]  
Preferred contact method Email

#### A4. School Governing Body

Name of body	Amaroo School Board
Contact person:	Trudie Wykes
Title	Ms

GPO Box 158 Canberra ACT 2601 | 220 Northbourne Ave, Braddon ACT 2612 | phone: 6207 5111 | [www.det.act.gov.au](http://www.det.act.gov.au)

First Name Trudie  
Last Name Wykes  
Position Board Chair  
Telephone [REDACTED] Email [REDACTED]  
Preferred contact method Email

**Part B: Funding Recipient Details (Chaplain Provider)**

The funding recipient must be incorporated under Commonwealth, state or territory law and will be contracted by the ACT Education and Training Directorate to receive funding.

Further information about eligible funding recipients is available in the ACT NSCP Guidelines

**B1. Has the school approached or identified a funding recipient to provide this service on the school's behalf?**

Please circle.

- Yes  No

If funding recipient details are unknown, the application can be submitted and a provisional assessment made prior to these details being provided later.

Eligibility checks of funding recipients are applicable. All details of funding recipients will be required by Education and Training Directorate before successful applicants receive their funding.

If Yes to B1, provide details of the Funding Recipient

**B1.1 Type of organisation**

Non-Government school Approved Authority  
Other Funding Recipient as a legal entity

Legal Name: Scripture Union Queensland  
Trading Name: School Chaplaincy ACT  
ABN: 74 009 669 569

Address Details:  
PO Box 4178  
Hawker ACT 2614

Contact Details  
Mrs Dianne Priest  
Director  
0407 118 387  
[diannep@scact.org.au](mailto:diannep@scact.org.au)  
Preferred contact method: Email

**Part C: Service Details**

This application is to the ACT Education and Training Directorate and it is for participation in the new National School Chaplaincy Program.

Schools may apply for this funding to deliver a chaplaincy service to oversee the spiritual,

social and emotional wellbeing of students. Schools who are successful in their applications may choose to continue with the Funding Recipient and chaplain employed with the previous program or to change as appropriate.

**Note:** The maximum amount of funding you can apply for is \$20,000.00 per annum to cover 400 hours of chaplaincy service.

**C1. Does the school currently have a chaplaincy service to oversee the spiritual social and emotional wellbeing of students?**

- Yes                       No

If yes, how is the existing chaplaincy service funded?

The current chaplaincy service has been funded through the NSCP and NSCSWP funding along with supplementary funding from SC ACT, who partner with local church communities and individuals to provide additional resources, PD and supervision for our chaplain. Additional funding has also been raised through a Craft Fair, supported by the P&C, school community and local churches.

**C2. Please give details of the services your chaplain will provide to oversee the spiritual, social and emotional wellbeing of students.**

The chaplain is available to provide support and guidance about ethics, values, relationships, spirituality and religious issues. She facilitates groups to help students with particular needs, such as those suffering grief and loss, bullying, anger issues or family breakdown. She listens to, cares for, encourages and advocates on behalf of students with disabilities and other special needs.

The Chaplain works with individual students to break down assignments into manageable parts and provides a supportive, safe and quiet space to conduct research and brainstorm. She also provides simple healthy meals, access to information about healthy lifestyle (such as mental health, diet and sleep hygiene) and free samples of sanitary products. A cooking group, based in part on "Project Dinnertime" has also been helpful for targeted students who have had to take on adult responsibilities at home for themselves and siblings, providing simple, healthy, flexible and inexpensive meals and snacks that students can make at home.

The chaplain organises and facilitates activities that strengthen relationships, such as parent morning teas, the Amaroo Angels (a weekly parent group which prepares resources for the teaching staff and supports one another) and activities for Mothers' and Fathers' Days. The chaplain provides a safe place for students (and staff and parents) to feel heard and access resources.

The chaplain organises and facilitates charitable fundraisers, information sessions and activities to help students to understand and develop compassion for the needs of less fortunate people through international aid charities, such as Samaritan's Purse and Days for Girls. (maximum 400 words)

#### **Part D: Consultation and School Community Support**

The key requirement of the NSCP is broad consultation with the school community including the parents, students and staff before the introduction of a chaplaincy program to oversee the spiritual, social and emotional wellbeing of students (See Guidelines **Section 5.3**)

This consultation is a requirement even if the program will in effect continue from the previous National School Chaplaincy and Student Welfare Program.

**D1. Does the school have evidence that the school community supports a chaplaincy service in their school?**

- Yes                      No

**D1.1 If Yes, please provide details of how the school determined the support of their community for a chaplaincy service in their school and the support from the different elements of their community, namely the students, staff, parents, and the school board.**

Attached are letters of support from the school community and responses to invitations to consultation in the school newsletter.

Support for the chaplaincy service is also evident in the relationship the Chaplain maintains with the P&C. A chaplaincy report was personally presented and minuted at every P&C meeting in 2014. The P&C were also significantly involved in the major Chaplaincy fundraiser: running stalls, volunteering, providing equipment and arranging corporate sponsorship.

From feedback forms of students in groups co-facilitated by the Chaplain, results show that 96% rated the presentation of the group as good or excellent, and 100% rated the group as very well or excellently organised (taken from 28 feedback forms from four different small groups lasting 6-10 weeks in 2013/2014.)

(maximum 500 words plus attachments of parent body meeting notes, school survey results or equivalent) – see appendix of emails

**D1.2 Provide details of how the school plans to demonstrate the ongoing support of the school community of the chaplaincy service. (maximum 400 words)**

Each term the chaplain will provide a written report on the outworking of the AOP that is presented to the P&C and the Board for discussion.

Updates on the work and role of the chaplain will be posted on the school website, notice boards and newsletters as appropriate with opportunity given to the community to make comment.

Upon receipt of the Chaplaincy Annual Review in October each year from SC ACT the Board, P&C and Staff are given opportunity to comment, question and engage in discussion about the on-going effectiveness and relevance of the service to our school community.

**Part E: Minimum Requirements (See Guidelines Section 5.5)**

**E1. Will the school commit to ensuring the school chaplain meets the minimum qualification requirements as per the ACT NSCP guidelines?**

- Yes                      No

**E2. Will the school and their chaplaincy providers agree to implement the ACT NSCP Guidelines to support the effective running of the program in the school?**

- Yes                      No

**E3. Will the school commit to supporting the school chaplain to oversee the spiritual, social and emotional wellbeing of students? (This may include support and guidance about ethics, values, relationships, spirituality and religious issues; the provision of pastoral care and enhanced engagement with the broader community.)**

- Yes       No

**E4. Will the school have quality management strategies, as specified in the ACT NSCP Guidelines, including complaints handling practices and processes to ensure chaplains adhere to the NSCP Code of Conduct at all times?**

- Yes       No

**E5. If yes, provide details of the risk management plan to be implemented by the school.**  
See appendix

**E6. If yes to E4, provide details of the schools complaints process and procedures.**  
See appendix

#### **Part F: Demonstrated Need**

##### **F1. Demographics of your school**

FTE enrolments	1724
Indigenous FTE enrolments	25
Education Level	Preschool to Year 10

**F2. Are student wellbeing services available at the school? (for example, school counsellor, pastoral care worker, student welfare executive etc)**

- Yes       No

**F2.1 If Yes, identify the number of people working in the following fields.**

- 1 Chaplain (0.3 FTE)
- 2 School Counsellors (1.2 FTE)
- 1 Pastoral Care Coordinator
- 2 Teacher Career Counsellors (0.1 FTE)
- 1 Youth worker
- 2 Part time Defence workers (DTM/DSTM - 1FTE)

**F3. Provide details outlining the need for a chaplaincy service in your school and community, including details about the special needs of your students.**

With over 1700 students, Amaro School is the largest public school in the ACT. It has two Autism units, 69 students identified as having funding for special needs, 189 students with parents in the Defence Forces, and students from refugee backgrounds and various other religious and culturally diverse backgrounds. A chaplain is the only Pastoral Care staff member who supports students from any year group, as well as family members and staff. (maximum 500 words plus attachments of any evidence including details of special needs of your students).

**Part G: Declaration**

I declare that:

- I have read, understood and am prepared to comply with the ACT NSCP Guidelines on behalf of our school
- Appropriate steps will be taken to ensure all stakeholders are aware that participation in this program is voluntary
- I will comply with all relevant Commonwealth, state and territory laws and policies'
- I have consulted with the school community, and
- There is school community support for this program and the nature of this service at my school
- A risk management document specific to the National School Chaplaincy Program will be implemented
- A specific complaints procedure will be implemented for the National School Chaplaincy Program
- All evidence of school community consultation will be kept in a centralized file at the school for a period of seven years
- The information contained in this application is true and correct
- The information contained in the attached documents is true and correct.

Signed: Position: *PRINCIPAL*Date: *8/12/14***Privacy Statement**

Personal information collected on this form will be used by the ACT Government Education and Training Directorate for the purpose of administering the National School Chaplaincy Program. The ACT Government Education and Training Directorate may also use this personal information for research and evaluation of the Program. The ACT Government Education and Training Directorate may also use personal contact details collected on this form in future correspondence with the applicant's school.

The ACT Government Education and Training Directorate will disclose this personal information as part of the Program assessment process where it will be used to assess your application and make recommendations to the Minister for Education and Training.

The ACT Government Education and Training Directorate and/or the Minister for Education and Training may disclose to media organisations and post on the Minister's and ACT Government Education and Training Directorate's websites details of any successful application(s). This may include the publication of the name of the principal and/or representative of the successful school.

The ACT Government Education and Training Directorate will not otherwise use or disclose personal information collected on this form unless authorised or required by law.

**Amaroo School – NSCSWP – Risk Management Assessment**

As per Section 3.3.1 of the NSCSWP Guidelines – Risk Management Requirements for School Principals

Risk	Assessed Risk (before doing anything)			Strategy to Deal with the Risk	Assessed Risk (after doing something)		
	Likelihood	Impact	Risk		Likelihood	Impact	Risk
Resignation of worker	Possible	Minor	Low	Inform Director Chaplaincy Services School Chaplaincy ACT.	Possible	Minor	Low
Poor performance of worker	Unlikely	Moderate	Medium	Pastoral Care coordinator to liaise regularly with Chaplain. Regular review of Annual Operational plan	Unlikely	Minor	Low
Planned absence of leave by worker.	Likely	Moderate	High	Inform Director Chaplaincy Services S C ACT. Organise in advance for a person to replace Chaplain during time of leave. Plan programs around absence.	Likely	Minor	Medium
Mismatch of worker to the school	Unlikely	Moderate	Medium	New placements negotiated with Director Chaplaincy Services Inform Director Chaplaincy Services S C ACT. School must approve new placements. Probationary period.	Unlikely	Minor	Low
Complaints against worker by staff	Unlikely	Moderate	Medium	Follow Chaplain code of conduct Communication with staff about the programs and staff approval where required. Formal Complaints process	Unlikely	Minor	Low
Complaints against worker by students	Unlikely	Moderate	Medium	Participation in programs is optional. All programs approved by Pastoral care. Follow Chaplain code of conduct Formal Complaints process	Unlikely	Minor	Low
Complaints against worker by parents	Unlikely	Moderate	Medium	Follow Chaplain code of conduct Communication with parents about the programs and parent permission where required. Formal Complaints process	Unlikely	Minor	Low
Diminished school community support	Unlikely	Low	Low	Regular reports to P & C Newsletter articles Information on school website	Unlikely	Low	Low
False claims made by Chaplain	Rare	Major	Moderate	Supervision by Pastoral Care coordinator Pastoral Care Team environment. Formal Complaints process	Rare	Minor	Low
Injury/illness of Chaplain	Possible	Moderate	High	Inform Director Chaplaincy Services S C ACT. Organise for a person to replace Chaplain during time of leave. Plan programs around absence.	Possible	Minor	Medium
Conflict between staff and Chaplain	Unlikely	Minor	Low	Follow Chaplain code of conduct Supervision by Pastoral Care coordinator	Unlikely	Minor	Low

Likelihood	Consequence				
	Low	Minor	Moderate	Major	Serious
Almost certain	M	M	H	H	H
Likely	M	M	H	H	H
Possible	L	M	H	H	H
Unlikely	L	L	M	H	H
Rare	L	L	M	M	H

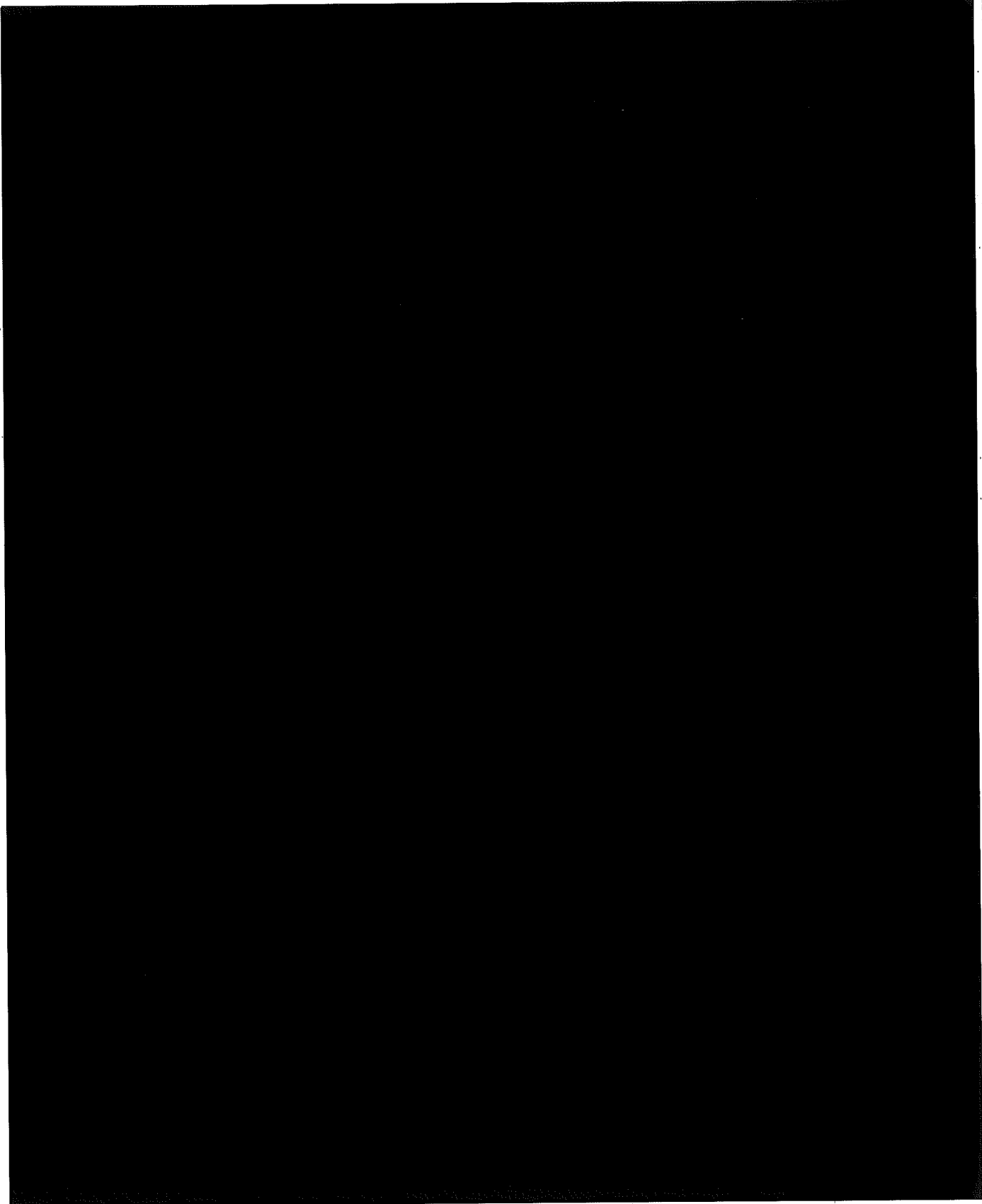
Explanation of risk categories

Extreme	High	Medium	Low
Risk exceeds school's risk appetite and requires URGENT attention.	Risk exceeds School's risk appetite and requires PROMPT attention.	Risk meets School's risk appetite and requires regular attention.	Risk meets School's risk appetite and requires routine attention.



**Minutes of Amaroo School P&C Meeting**

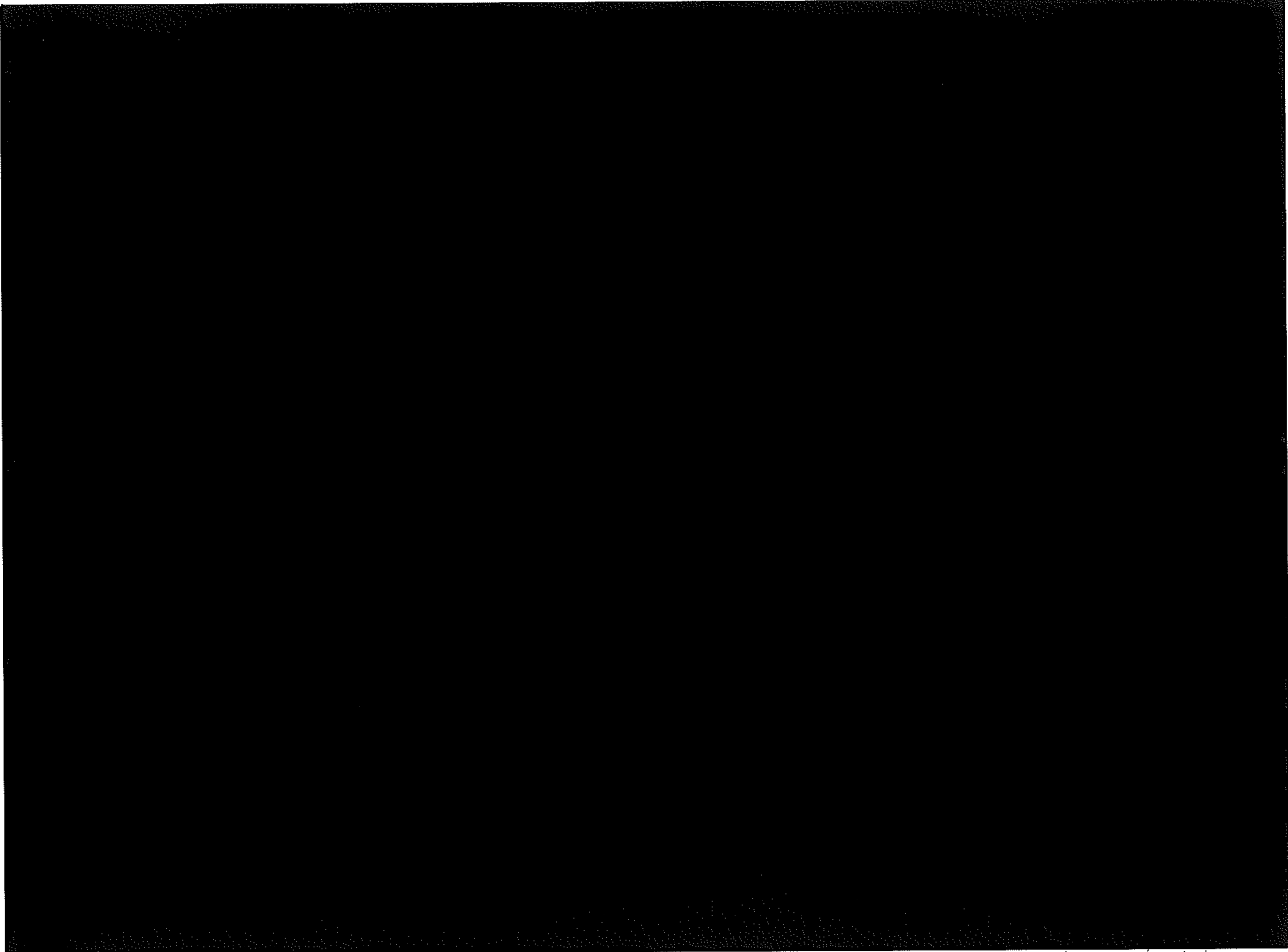
**17 November 2014  
Staff Room**





**3.3.5. Chaplain's Report - Deborah Horscroft**

A busy time in Pastoral Care, preparing year 10 students for graduation. New Pastoral Care Worker next year. PC team attending PTSD and Eating disorder PDs. Children dealing with Grief information booklets bought and distributed to staffrooms. Annual Operational Plan being written for 2015 even though funding still not completely certain. Thanks to P&C for ongoing support. Moved [redacted] and Seconded [redacted].  
**That the Chaplain's report be received.**



**Moore, Karen**

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**From:** [REDACTED]  
**Sent:** Tuesday, 2 December 2014 3:26 PM  
**To:** Moore, Karen  
**Subject:** Re: Feedback on chaplaincy required for application

Hi Karen,

Here's my blurb in support of Deb and the pastoral care team.

Deb Horscroft, our school chaplain has continued to provide high quality and professional support services to our school community. Earlier this year, [REDACTED] Deb, [REDACTED] with our pastoral team, provided a range of support services to the family, students and staff in their time of need. As a teacher, I am very grateful and thankful for the work of Deb and the rest of our pastoral care team. Our school community is indebted to the fabulous services Deb and the pastoral care team provide.

Thanks,

[REDACTED]  
Sent from my iPad

On 1 Dec 2014, at 2:57 pm, "Moore, Karen" <[Karen.Moore@ed.act.edu.au](mailto:Karen.Moore@ed.act.edu.au)> wrote:

I am in the process of coordinating an application to renew our chaplaincy position for next year. If staff have any feedback they would like to share with me, positive or negative, can they please email it to me. The feedback need not be extensive but a sentence or two describing the way you, or a student, used the Chaplain's services would be much appreciated.

*Regards,  
Karen Moore*

Karen Moore  
Pastoral Care Coordinator  
Amaroo School

✉ Katherine Ave, Amaroo, ACT 2914  
☎ Office [REDACTED]  
📧 [karen.moore@ed.act.edu.au](mailto:karen.moore@ed.act.edu.au)

**Moore, Karen**

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**From:** [REDACTED]  
**Sent:** Tuesday, 2 December 2014 8:55 AM  
**To:** Moore, Karen  
**Subject:** RE: Feedback on chaplaincy required for application

Deb invited Year 5 to help her with Operation Christmas Child this year. The students were really engaged with the tasks she had planned and she also shared with them the background of the program and where the gifts would go. Deb was really organised and has a lovely nature with the kids in the classroom.

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**From:** Moore, Karen  
**Sent:** Monday, 1 December 2014 2:57 PM  
**To:** #Amaroo School School Staff; #Amaroo Preschool  
**Subject:** Feedback on chaplaincy required for application

I am in the process of coordinating an application to renew our chaplaincy position for next year. If staff have any feedback they would like to share with me, positive or negative, can they please email it to me. The feedback need not be extensive but a sentence or two describing the way you, or a student, used the Chaplain's services would be much appreciated.

*Regards,  
Karen Moore*

Karen Moore  
Pastoral Care Coordinator  
Amaroo School

✉ Katherine Ave, Amaroo, ACT 2914  
☎ Office [REDACTED]  
📧 Karen.Moore@ed.act.edu.au

**Moore, Karen**

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**From:** [REDACTED]  
**Sent:** Tuesday, 2 December 2014 8:04 AM  
**To:** Moore, Karen  
**Subject:** RE: Feedback on chaplaincy required for application

Hi Karen,  
I used Deb specifically once to engage a student at B2 time. She joined their cooking group. I know there is also a core group of students who have appreciated her support and she offered great assistance during [REDACTED]  
[REDACTED]

[REDACTED]  
**Amaroo School**  
[REDACTED]

---

**From:** Moore, Karen  
**Sent:** Monday, 1 December 2014 2:57 PM  
**To:** #Amaroo School School Staff; #Amaroo Preschool  
**Subject:** Feedback on chaplaincy required for application

I am in the process of coordinating an application to renew our chaplaincy position for next year. If staff have any feedback they would like to share with me, positive or negative, can they please email it to me. The feedback need not be extensive but a sentence or two describing the way you, or a student, used the Chaplain's services would be much appreciated.

*Regards,  
Karen Moore*

Karen Moore  
Pastoral Care Coordinator  
Amaroo School

✉ Katherine Ave, Amaroo, ACT 2914  
☎ Office [REDACTED]  
📧 Karen.Moore@ed.act.edu.au

**Moore, Karen**

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**From:** [REDACTED]  
**Sent:** Monday, 1 December 2014 8:31 PM  
**To:** Moore, Karen  
**Subject:** Re: Feedback on chaplaincy required for application

Karen,

Deb Horscroft was a valuable assistance to [REDACTED] She supported [REDACTED] directly by one to one support [REDACTED] She also supported them indirectly by keeping their teachers up to date on their welfare during this most difficult time.



On 1 Dec 2014, at 2:57 pm, Moore, Karen <[Karen.Moore@ed.act.edu.au](mailto:Karen.Moore@ed.act.edu.au)> wrote:

I am in the process of coordinating an application to renew our chaplaincy position for next year. If staff have any feedback they would like to share with me, positive or negative, can they please email it to me. The feedback need not be extensive but a sentence or two describing the way you, or a student, used the Chaplain's services would be much appreciated.

*Regards,  
Karen Moore*

Karen Moore  
Pastoral Care Coordinator  
Amaroo School

✉ Katherine Ave, Amaroo, ACT 2914  
☎ Office [REDACTED]  
📧 [Karen.Moore@ed.act.edu.au](mailto:Karen.Moore@ed.act.edu.au)

**Moore, Karen**

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**From:** [REDACTED]  
**Sent:** Monday, 1 December 2014 4:07 PM  
**To:** Moore, Karen  
**Subject:** RE: Feedback on chaplaincy required for application

Hi Karen  
Re: Chaplaincy feedback

- Chaplain makes herself available to students and staff over and above her paid workload
- Is pastoral in her approach and not religious, especially with activities for vulnerable students
- Is friendly and approachable, confidentiality is key (unless safety concerns of course)
- Adds another valuable dimension to Pastoral Care support at Amaroo School
- Thanks to the chaplains multi talents, she is able to engage students and parents/carers in promoting the inclusion value of Amaroo School...through Amaroo Angels volunteering work, dance class for students at break time and 'giving' activities such as Samaritans purse, special day craft activities etc.

Hope this helps.

Kind regards

[REDACTED]  
Amaroo School [REDACTED]  
[REDACTED]

Education and Training Directorate | ACT Government

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**From:** Moore, Karen  
**Sent:** Monday, 1 December 2014 2:57 PM  
**To:** #Amaroo School School Staff; #Amaroo Preschool  
**Subject:** Feedback on chaplaincy required for application

I am in the process of coordinating an application to renew our chaplaincy position for next year. If staff have any feedback they would like to share with me, positive or negative, can they please email it to me. The feedback need not be extensive but a sentence or two describing the way you, or a student, used the Chaplain's services would be much appreciated.

*Regards,  
Karen Moore*

Karen Moore  
Pastoral Care Coordinator  
Amaroo School

✉ Katherine Ave, Amaroo, ACT 2914  
☎ Office [REDACTED]

✉ Karen.Moore@ed.act.edu.au



**Moore, Karen**

---

**From:** [REDACTED]  
**Sent:** Monday, 1 December 2014 3:04 PM  
**To:** Moore, Karen  
**Subject:** RE: Feedback on chaplaincy required for application

Hi Karen,

Last year a few of my girls were struggling with issues [REDACTED] Once a week Deb took these girls and worked with them (something fun such as craft or cooking) and had a chat to them. These chats really helped my girls find ways to deal with the feelings they were having. Deb's work was a really positive contribution to these girls and the environment of my classroom.

Thanks,

[REDACTED]

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**From:** Moore, Karen  
**Sent:** Monday, 1 December 2014 2:57 PM  
**To:** #Amaroo School School Staff; #Amaroo Preschool  
**Subject:** Feedback on chaplaincy required for application

I am in the process of coordinating an application to renew our chaplaincy position for next year. If staff have any feedback they would like to share with me, positive or negative, can they please email it to me. The feedback need not be extensive but a sentence or two describing the way you, or a student, used the Chaplain's services would be much appreciated.

*Regards,  
Karen Moore*

Karen Moore  
Pastoral Care Coordinator  
Amaroo School

✉ Katherine Ave, Amaroo, ACT 2914  
☎ Office [REDACTED]  
📧 Karen.Moore@ed.act.edu.au

**Moore, Karen**

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**Subject:** FW: Support for Amaroó School Chaplaincy Program [SEC=UNCLASSIFIED]

**From:** Wykes, Trudie [REDACTED]  
**Sent:** Wednesday, 3 December 2014 8:39 AM  
**To:** Moore, Karen  
**Cc:** Powell, Richard; [REDACTED]  
**Subject:** Support for Amaroó School Chaplaincy Program [SEC=UNCLASSIFIED]

Dear Karen

The chaplain at Amaroó School has long been an invaluable part of the Pastoral Care Team. The chaplain is the only member of that team whose role has responsibilities across the entire school, providing support and continuity of care for students and their families across the years from Preschool to Year 10. This year, the chaplain has been a crucial member of the team supporting students experiencing tragic events [REDACTED]. She has worked with these students, their families and school staff to provide ongoing support in a caring and professional manner, and coordinated additional support for staff to help them to best meet the needs of their students. Our Year 5 students have benefitted from their involvement in Operation Christmas Child, which was coordinated by our chaplain, further developing their understanding of lives experienced by children in impoverished communities. Our school and community is highly supportive of our chaplain, as demonstrated by the successful community craft fair she coordinated that received significant community support. With enrolment of more than 1700 students and servicing one of the most rapidly growing communities in Australia, the chaplain of Amaroó School, does an exemplary job in providing much needed support to students, staff and the extended community.

Trudie Wykes  
Chairman, Amaroó School Board

[REDACTED] | Trudie Wykes

**Moore, Karen**

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**From:** Horscroft, Deborah  
**Sent:** Wednesday, 3 December 2014 10:14 AM  
**To:** Moore, Karen  
**Subject:** FW: Chaplaincy feedback

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**From:** [REDACTED]  
**Sent:** Wednesday, 3 December 2014 10:10 AM  
**To:** Horscroft, Deborah  
**Subject:** Chaplaincy feedback

Good morning Karen,

I just wanted to express my support [REDACTED] for the work Deb Horscroft has performed in her role as chaplain at Amaroo School this year, 2014.

As in previous years I have really appreciated and valued the excellent work Deb continues to deliver as vital component of the Pastoral Care system here at Amaroo School.

[REDACTED] I have had the opportunity to both work with and observe Deb in the areas of individual student support, student management, developing and running school wide activities, running of programs and clubs. I have never failed to be impressed with her work ethic and her personal calling to support student and staff.

Deb has highest expectation of herself when communicating with staff of our school community and the broader community at large. In all these areas, Deb's professionalism and positive focus have represented herself and our School to the highest level.

In addition to her usual chaplaincy duties, this year Deb has taken on further responsibility in our team leading two important Pastoral Care Programs being:

"Managing the Bull" a program to assist students that have been the victims of bullying,  
"RAGE - Renavigating Anger and Guilty Emotions" in a school Anger Management program.

Deb took on training in her own time to learn about these programs and is a vital part of continued delivery of these programs. I look forward to our School and students continuing to reap the benefits of these programs with Deb over the next school year.

Please let me know if you would like any further information from me to support the good work Deb does here at Amaroo both for the student, staff and our community.

Regards,

[REDACTED]

*Amaroo School*

[REDACTED]

**From:** Horscroft, Deborah  
**Sent:** Tuesday, 30 October 2012 3:37 PM  
**To:** [REDACTED]  
**Subject:** Re: chaplaincy feedback

On 30/10/2012, at 10:28 AM, [REDACTED] wrote:

Good morning Karen

I just wanted to express my support [REDACTED] for the work Deb Horscroft has performed in her role as chaplain at Amaroo School this year.

Over this past year I have had the opportunity to work with the Chaplin in many settings including student groups, developing whole school activities, focus meeting to name just a few.

Deb and I have worked successfully together assisting students as team and also when appropriate referred students to each other as to suits the student or their needs at the time. I found Deb to be very professional and helpfully when working with students, parents, staff and outside agency.

Deb Horscroft is a great asset to the Pastoral Care Team here at Amaroo.

Please let me know if you would like any further information for me to support the good work Deb does here at Amaroo.

Regards;

[REDACTED]

Sent from my iPad

On 30/10/2012, at 8:33 AM, "Moore, Karen"  
<[Karen.Moore@ed.act.edu.au](mailto:Karen.Moore@ed.act.edu.au)> wrote:

It's that time of year when we require feedback on the role of the Chaplain (Deb Horscroft). This is an important part of the process of applying for funding for the position for next year.

If you could take a few moments of your time to email me some thoughts on the role of the Chaplain that would be much appreciated.

Regards,

Karen Moore  
Pastoral Care Coordinator  
Amaroo School



**Moore, Karen**

---

**From:** Powell, Richard  
**Sent:** Friday, 5 December 2014 9:13 AM  
**To:** Glen Storrar  
**Cc:** Glen Storrar; Deborah Horscroft [REDACTED] Moore, Karen  
**Subject:** RE: Chaplaincy

Glen,

Thanks again for your feedback, [REDACTED]

We will use you email as further evidence to support our case for maintaining a Chaplain at our school.

**Richard Powell**  
Principal  
**Amaroo School**  
Katherine Ave  
Amaroo ACT 2913  
P 62052808  
F 62052818  
E [Richard.Powell@ed.act.edu.au](mailto:Richard.Powell@ed.act.edu.au)



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**From:** Glen Storrar [REDACTED]  
**Sent:** Thursday, 4 December 2014 10:41 PM  
**To:** Powell, Richard  
**Cc:** Glen Storrar  
**Subject:** Chaplaincy

Good evening Richard,

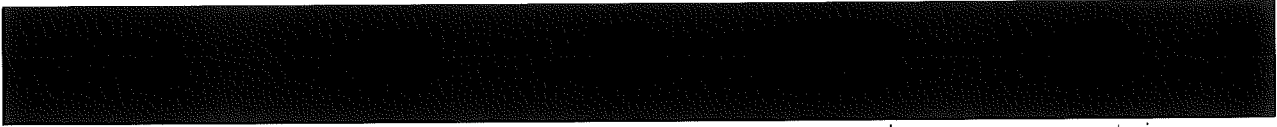
I would like to express my strong support for the retention of a School Chaplain at Amaroo School in 2015 and beyond.

Our School Chaplain, Deb Horscroft, provides an invaluable contribution to the Amaroo School community. Deb's activities strongly reinforce the School's value of 'inclusion of all members of our school community through respect, tolerance and recognition of difference.'

Her work within the Pastoral Care Team has directly supported and empowered students across all year levels to successfully work through their personal or family problems and address any specific concerns they have as they grow into young adults. As our chaplain, Deb also provides for the spiritual needs of those students seeking religious guidance or prayer support, complimenting the School's voluntary Christian Education program.

Deb has had great success by working individually with students and in groups, delivering programs such as the recent RAGE (Re-navigating Anger and Guilty Emotions) course involving boys from the Middle School. Her other

activities, such as Operation Christmas Child, have helped our students develop a sense of community and encouraged them to consider the needs of others in our community and throughout the world.




I consider the School Chaplain position to be an essential part of Amaroo School and am fully supportive of the chaplaincy program for ACT schools.

If you require any amplification of the above points please don't hesitate to ask.

Regards,


Glen.

Glen Storrar, 

Parent Representative to Amaroo School Board

Vice President – Amaroo School P&C Association

Mob: 

E-mail: 



**Policy title: COMPLAINTS POLICY – EDUCATION AND TRAINING DIRECTORATE**

**Published: 2013**

**Identifier: CP201308**

**Legislation:**

- *Education Act 2004*
- *Human Rights Act 2004*
- *Human Rights Commission Act 2005*
- *Public Sector Management Act 1994*
- *Children and Young People Act 2008*
- *Privacy Act 1988*
- *Freedom of Information Act 1989*
- *Ombudsmans Act 1989*
- *Health Records (Privacy and Access) Act 1997*
- *Tertiary and Training Education Act 2003*

**Procedures:**

1. Guide to making a complaint about an ACT public school
2. Guide to making a complaint about a decision or process of the Education and Training Directorate
3. Complaints Form

**1. POLICY STATEMENT**

The Education and Training Directorate (the Directorate) will:

- 1.1 encourage complaints about schools and the Directorate to be initially handled at the local level
- 1.2 provide complainants with reasonable assistance to make their complaint
- 1.3 apply principles of procedural fairness so that:
  - 1.3.1 If the Directorate and the complainant are unable to reach agreement as to how the resolution of the complaint will be managed, the Directorate will develop a plan to fairly address the complaint and the complainant's interaction, and inform the complainant of the plan
  - 1.3.2 the person or section of the Directorate about whom the complaint is made will be advised of the identity of the complainant and the details of the complaint.

**Complaints Policy**

CPS201308 is the unique identifier of this document. It is the responsibility of the user to verify that this is the current and complete version of the document, located on the [policies page](#) of the Education and Training Directorate's website.



- 1.4 assist schools to provide information to members of their communities about their right to lodge a complaint under both the *Education Act 2004* (the Act) and the *Human Rights Commission Act 2005* (HRC Act)
- 1.5 determine on a case-by-case basis the extent to which an anonymous complaint shall be investigated
- 1.6 maintain a register of complaints received by the Directorate and will provide details of the number of written complaints investigated by the Directorate under this policy in the Directorate's Annual Report. Data will also assist the Directorate and schools to improve services or clarify policies and procedures. The register of complaints will record: date the complaint was received, details of the complainant, nature of the complaint and outcome.
- 1.7 The Directorate may not be able to provide information where it impacts on the privacy of others.

## 2. RATIONALE

This complaints policy and associated procedures have been developed to ensure the Directorate is compliant with:

- 2.1 Section (Sn) 22 of the Act which requires the Director-General of the Directorate to develop and implement a complaints policy for public schools to guide the Directorate's handling of complaints received from parents, students, and members of the community about ACT public schools and the Directorate that are not frivolous or vexatious in a manner that is courteous, efficient, fair and prompt
- 2.2 Sn 95 of the HRC Act which requires the Directorate to make available at all ACT public schools and offices of the Directorate information detailing the right to make complaints under the HRC Act.

## 3 DEFINITIONS

- 3.1 **Appeal** - A parent may lodge an appeal with the Office for Schools relating to out of area enrolment/placements, and suspensions and exclusions. Such appeals are not managed within the Directorate's complaints process.
- 3.2 **Community member** - may be an individual or organisation.
- 3.3 **Complainant** - A complainant is any community member making a complaint, including a child or young person.
- 3.4 **Complaint** - A complaint is a dispute, grievance or an expression of dissatisfaction about the administration, management or operation of a school or the Directorate.
- 3.5 **Complaints Form** - A written complaint may be lodged using the Directorate's Complaints Form, or by mail or email.
- 3.6 **Complaints Poster** - A poster displayed in relevant reception areas outlining the Directorate's complaint's processes and advising a complainant of their right to complain.

- 3.7** **Liaison Unit** – Is a business unit of the Education and Training Directorate responsible for assisting complainants to raise their concern initially with the local level and coordinating the response to written complaints.
- 3.8** **Local Level** - The local level refers to the school or Directorate area about which the complaint is made.
- 3.9** **Parent** – A parent is a person having parental responsibility for a child or young person under the *Children and Young People Act 2008 (ACT)*.
- 3.10** **Query** - A query is an issue of interest or question relating to a school, the Directorate, or ACT public education which is raised with the Liaison Unit.
- 3.11** **Reasonable Assistance** - Reasonable assistance includes access to large print documents and translation services
- 3.12** **School** - In relation to this policy, a school means an ACT public school.
- 3.13** **Unreasonable Complainant Conduct** - Unreasonable complainant conduct is behaviour that:
- is clearly and significantly outside the expectations of confidentiality, cooperation, courtesy and respect,
  - calls for staff resources and time unjustified by the nature or significance of the complaint, or
  - is vexatious (that is, an action or complaint that is brought without merit, often to cause annoyance to another person) or frivolous.
- 3.14** **Written Complaint** – Under this policy a written complaint may be lodged with the Liaison Unit when a complainant is not satisfied with the local level's response.

#### **4** **LEGISLATION**

The following legislation is relevant to the management of complaints:

- 4.1** The *Education Act 2004* requires the Director-General to develop and implement a complaints policy for public schools, and to investigate complaints about the administration, management and operation of ACT public schools.
- 4.2** The *Human Rights Act 2004* and the *Human Rights Commission Act 2005* provide a basis for respecting, protecting and promoting the human rights of people living in the ACT and for the resolution of complaints about various services, including services for children and young people.
- 4.3** The *Public Sector Management Act 1994* sets out the general principles for public administration by ACT Government agencies and the general obligations expected of public employees in carrying out their work.

- 4.4 The *Children and Young People Act 2008* provides for, and promotes the wellbeing, care and protection of children and young people. It includes mandatory reporting requirements for identified individuals.
- 4.5 The *Privacy Act 1988* and the *Health Records (Privacy and Access) Act 1997* contain principles governing the collection, safeguarding, access to, use and disclosure of personal information, and personal health information and provide information about complaints.
- 4.6 The *Freedom of Information Act 1989* provides a right to seek access to government documents and sets out a number of exemption provisions.
- 4.7 The *Ombudsman Act 1989* empowers the ACT Ombudsman to investigate complaints made about administrative action taken by an ACT agency.
- 4.8 The *Training and Tertiary Education Act 2003* refers to the provision of training and tertiary education services in the ACT.

## 5 PROCEDURES

- 5.1 The following documents may be accessed on the Education and Training Directorate's Website:
- Guide to making a complaint about an ACT public school ([Attachment 1](#))
  - Guide to making a complaint about a decision or process of the Education and Training Directorate ([Attachment 2](#))
  - Complaints Form ([Attachment 3](#))

## 6 POLICY OWNER

- 6.1 Director, Information, Communications and Governance.
- 6.2 For support in relation to this policy please contact Information, Communications and Governance Branch on (02) 6205 7661.

## 7 RELATED POLICIES

Nil



## Guide to making a complaint about an ACT public school

### Do you have a concern or complaint about your school?

Many concerns are resolved quickly and easily by first discussing the matter with the relevant teacher, school executive team member or school principal.

Contact details for ACT public schools are available in the [Directory of Schools](#) located on the School Education page of the Directorate's website.

### Complaint process

#### 1: Speak directly to the local level

Raise your concern with the relevant teacher or a member of the school's executive team. If you continue to be concerned you should make an appointment to speak with your school's principal.

If you require assistance please contact the Directorate's Liaison Unit by telephone: +61 2 6205 5429 or email: [DET.CommunityLiaison@act.gov.au](mailto:DET.CommunityLiaison@act.gov.au)

The Liaison Unit may liaise with the principal of the school to help resolve the concern.

#### 2: If you are not satisfied with the response, you may lodge a written complaint

You will receive an acknowledgment of your *Written Complaint* within five (5) business days and a written response within 25 business days. The relevant principal will be advised of the details of the complaint.

The Directorate's *Complaints Form* ([Attachment 3](#) to the policy) is available on the policy page of the Directorate's website.

*Written Complaints* should be sent to the Manager, Liaison Unit by email: [ETD.Complaints@act.gov.au](mailto:ETD.Complaints@act.gov.au) or mail: GPO Box 158 Canberra ACT 2601.

#### 3: If you would like the decision relating to your written complaint reviewed:

Please address written requests for review to the Director Information, Communications and Governance: email: [DET.Legal.Liaison@act.gov.au](mailto:DET.Legal.Liaison@act.gov.au) or mail: GPO Box 158 Canberra ACT 2601.

#### 4: At any time you may approach any of the following external agencies

For complaints relating to:

- Imminent danger of a child – contact: [ACT Police](#)
- A service for children and young people – contact: [ACT Human Rights Commission](#)
- Operation and administration of an ACT Government Directorate – contact: [ACT Ombudsman](#)
- Breaches of privacy – contact: [Office of the Australian Information Commissioner](#)
- Child protection – contact: [Community Services Directorate](#)

A pictorial version of the above guide is available by contacting the Liaison Unit by telephone: +61 2 6205 5429 or email: [DET.CommunityLiaison@act.gov.au](mailto:DET.CommunityLiaison@act.gov.au)



## Guide to making a complaint about a decision or process of the Education and Training Directorate

### Do you have a concern or complaint?

Many concerns are resolved quickly and easily by first discussing the matter with the relevant area of the Education and Training Directorate (the Directorate).

To contact an area in the Directorate please contact Canberra Connect by telephone: 13 22 81 or email: [ETD.ContactUs@act.gov.au](mailto:ETD.ContactUs@act.gov.au)

### Complaint process

#### 1: Speak directly to the local level

Raise your concern with the relevant area of the Directorate.

If you require assistance please contact the Directorate's Liaison Unit by telephone: +61 2 6205 5429 or email: [DET.CommunityLiaison@act.gov.au](mailto:DET.CommunityLiaison@act.gov.au)

The Liaison Unit may liaise with the relevant manager to help resolve your concern.

#### 2: If you are not satisfied with the response, you may lodge a written complaint

You will receive an acknowledgment of your *Written Complaint* within five (5) business days and a written response within 25 business days. The relevant manager will be advised of the details of the complaint.

The Directorate's *Complaints Form* ([Attachment 3](#) to the policy) is available on the policy page of the Directorate's website.

*Written Complaints* should be sent to the Manager, Liaison Unit by email: [ETD.Complaints@act.gov.au](mailto:ETD.Complaints@act.gov.au) or mail: GPO Box 158 Canberra ACT 2601.

#### 3: If you would like the decision relating to your written complaint reviewed:

Please address written requests for review to the Director Information, Communications and Governance: email: [DET.Legal.Liaison@act.gov.au](mailto:DET.Legal.Liaison@act.gov.au) or mail: GPO Box 158 Canberra ACT 2601.

#### 4: At any time you may approach any of the following external agencies.

For complaints relating to:

- Imminent danger of a child – contact: [ACT Police](#)
- A service for children and young people – contact: [ACT Human Rights Commission](#)
- Operation and administration of an ACT Government Directorate – contact: [ACT Ombudsman](#)
- Breaches of privacy – contact: [Office of the Australian Information Commissioner](#)
- Child protection – contact: [Community Services Directorate](#)



Attachment 3

## Complaints Form<sup>1</sup> (Version 1/2013)

The ACT Education and Training Directorate's *Complaint Policy – Education and Training Directorate* outlines the following steps when making a complaint about an ACT Public School or the Directorate:

1: speak directly to the local level.

2: If not satisfied with the response, a Written Complaint may be lodged.

This form relates to the second step in the complaint process.

Written complaint reference number:

Date written complaint received by the Liaison Unit:

*All fields marked with \* are required*

### Part A – About you<sup>2</sup> (the complainant)

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*A response to your complaint will be provided if you complete the following details:*

Name:

Address:

Post code:

Home phone:

Business phone:

Mobile:

Email:

What is your preferred method/s of communication?

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<sup>1</sup> This version of the complaints form is designed to be either completed by hand and posted or scanned and emailed.

<sup>2</sup> If you need help to complete this form please contact the ACT Education and Training Directorate's Liaison Unit on (02) 6205 5429.

## Part B – Your complaint

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**\*My complaint involves:**

*Please circle the relevant category*

**ACT Public School**

*please write the school name here:*

**ACT Education and Training Directorate**

*please write the area of the Directorate here:*

*If your complaint involves your children please write their names, dates of birth and year levels below.*

**\*My complaint is related to the following category:**

*Please circle or tick the relevant category*

**Attendance or non-attendance**

**Bullying**

**Communication**

**Curriculum matters**

**Enrolment including priority placement**

**Policy/procedures**

**Privacy**

**Safety**

**School facilities**

**Staff behaviour**

**Student behaviour**

**Violence**

**Other:** *please write a description here:*

*If your complaint is about:*

- *a public school outside of the ACT, please contact the relevant state or territory authority*
- *an ACT Catholic systemic school, please contact the Canberra Goulburn Catholic Education Office on (02) 6234 5440*
- *an ACT independent school, please contact the proprietor of the individual school*
- *out of area enrolments or reviews of decisions relating to student suspensions or exclusions in ACT Public Schools, please contact the Office for Schools on (02) 6205 7374*
- *ACT Education and Training Directorate or Public School employment related concerns or complaints, please contact Human Resources on (02) 6205 9202*

**\*What happened?**

*Describe the events that you want to complain about. We need to know what you say happened, where it happened and who did it. Please give us all the dates and other details that you can remember. If you require more space, please attach additional pages. Please provide details below.*

Are additional pages attached?

*Please circle: Yes or No*



## Part C – Further information

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**\*Under the Directorate's Complaints Policy – Education and Training Directorate complainants are asked to raise the complaint initially at the local level.**

For complaints about ACT public schools, the local level would include your child's teacher and/or the executive team at your child's school and then the principal of the school.

For complaints about a decision or process of the Education and Training Directorate, the local level would be the manager of the Directorate responsible for this matter.

*Please provide details of your contact with the local level below.*

**\*What is the outcome you are seeking?**

*Please provide details below.*

*Signature:*

*\*Date:*

*Please print this form, complete it, and email or mail it to:*

Manager, Liaison Unit

[ETD.Complaints@act.gov.au](mailto:ETD.Complaints@act.gov.au)

ACT Education and Training Directorate  
GPO Box 158  
CANBERRA ACT 2601

*Where contact details are provided your written complaint will be acknowledged within 5 business days of its receipt by the Liaison Unit.*



## Guide to handling complaints about ACT public schools and the Education and Training Directorate.

### 1. OVERVIEW

- 1.1. The Education and Training Directorate (the Directorate) is committed to addressing the complaints it receives from parents, carers, students and members of the community about ACT public schools and the Directorate in a manner that is courteous, efficient, fair and prompt. The Directorate is also committed to establishing and nurturing positive partnerships between schools and their communities.
- 1.2. This procedural guide is designed to assist ACT public school and Directorate staff to manage complaints at the local level and respond to complainants who pursue further avenues of complaint resolution.
- 1.3. The following steps constitute the Directorate's complaints handling processes:
- i. In the first instance, complainants should take a concern or complaint to the school or the area of the Directorate responsible for the matter. This is referred to as the 'local level'. As appropriate, the Liaison Unit will assist the complainant to contact the 'local level' directly, unless there are special circumstances which prevent this.
  - ii. Having followed the local level's complaint's handling processes - a complainant may lodge a *Written Complaint* with the Directorate through the Liaison Unit.
  - iii. Having lodged a *Written Complaint* with the Directorate, and received a written response - a complainant may request a review of the decision relating to the complaint by writing to the Director, Information, Communications and Governance.
  - iv. A complainant may also request a review of the processes relating to their complaint through the relevant external agency such as the Human Rights Commission, ACT Ombudsman or Australian Information Commissioner.
- 1.4. All ACT public schools and areas within the Directorate are responsible for managing complaints referred to them as the 'local level'.
- 1.5.1 Local levels are responsible for:
- developing processes to receive and address concerns and complaints
  - communicating these processes to staff and stakeholders
  - providing information about the written complaint process to complainants who are not satisfied with the local level's response

- referring concerns or appeals about student non-attendance, out of area enrolment, suspensions or exclusions to the Office for Schools
- displaying the *Complaints Poster* in all relevant reception areas.

1.5.2 The Liaison Unit is responsible for:

- assisting complainants to identify the local level where the complaint should initially be raised
- providing complainants with information about the Directorate's *Complaints Policy, Education and Training* and procedures, access to the *Complaints Form* and assistance relating to complaints
- liaising with school principals and complainants to achieve a resolution of matters of concern and re-engage the complainant with the school
- notifying the appropriate Director or School Network Leader of all complaints raised with the Liaison Unit
- referring concerns about a principal to the Office for Schools
- recording and categorising all requests for assistance made to the Liaison Unit
- managing the *Written Complaint* process
- recording and categorising all *Written Complaints* lodged with the Liaison Unit
- developing and distributing the *Complaints Poster* to principals and managers
- communicating the complaints procedures to principals, directors and managers.

1.5.3 The Legal Liaison section is responsible for:

- managing requests for review of decisions relating to *Written Complaints*
- coordinating responses to complaints made under a range of administrative law provisions.

1.5.4 The Office for Schools is responsible for:

- providing parents with assistance with appeals relating to out of area placements/enrolments, suspensions and exclusions
- handling complaints relating to Principals.

1.5.5 The Human Resources Branch is responsible for handling complaints relating to staff or employment.

## 2 SCHOOL SPECIFIC PROCEDURES

2.1 Each school should develop processes by which concerns and complaints are addressed at the local level.

2.2 School processes should be communicated to staff and parents by:

- discussing them in regular staff meetings
- publishing them on the school's website and each term in the school newsletter

- displaying the *Complaints Poster*: Do you have a concern or complaint about your school?  
(Attachment 5) in all reception areas.

### 2.3 These processes should

- emphasise that complaints should initially be raised at the local level i.e. with the class teacher/ tutor/ pastoral care teacher/ subject teacher
- provide a pathway whereby complaints can be referred to a supervising staff member / executive team member and then to the principal if the concern has not been resolved
- specifically cater for the cultural needs of Aboriginal and Torres Strait Islander families
- specifically cater for the concerns of parents of students with a disability and the needs of parents with a disability
- ensure that staff are provided with appropriate training and support in the handling of concerns and complaints, including access to the guide which outlines the Directorate's complaints handling processes
- assist staff to keep accurate records about the concerns and complaints raised at the local level and how and when the matter was resolved
- refer complainants to the Office for Schools for appeal processes relating to out of area enrolments and placements, suspensions and exclusions.

- 2.4 Where a complainant is not satisfied with the local level's response, the principal should refer the complainant to the Directorate's *Complaints Form* which is attached to the *Complaints Policy – Education and Training Directorate* and available on the policy section of the Directorate's website.

## 3 PROCEDURES FOR MANAGING WRITTEN COMPLAINTS

- 3.1 If a complainant is not satisfied with a response to the complaint, the complainant may lodge a *Written Complaint* with the Manager, Liaison Unit at: [ETD.Complaints@act.gov.au](mailto:ETD.Complaints@act.gov.au) or GPO Box 158 CANBERRA ACT 2601 by using the *Complaints Form* (Attachment 3) or by letter or email. The *Complaints Form* is available on the Directorate's website at [www.det.act.gov.au/publications and policies/policy a-z](http://www.det.act.gov.au/publications_and_policies/policy_a-z)

### 3.2 The Liaison Unit will:

- acknowledge receipt of the complaint within 5 business days of receipt by the Liaison Unit
- provide the complainant with the reference number for the *Written Complaint* and the area of the Directorate that the complaint has been referred for further action
- provide the complainant with a copy of *Complaints Policy – Education and Training Directorate* and complainant guide *Attachment 1* which details the relevant time frames
- develop an investigation plan

- when necessary schedule a meeting with the Director, Information, Communications and Governance and the Office for Schools and/or relevant Director where the complaint is referred for action and response
- register the *Written Complaint* and record all actions and the outcome
- coordinate the written response to the complainant signed by the appropriated Director within 25 business days of complaint being lodged with Liaison Unit
- on case by case basis an Interim response will be provided to the complainant with the final written response provided within a further 25 business days.

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A pictorial version of the above guide is available by contacting the Liaison Unit by telephone: +61 2 6205 5429 or email: [DET.CommunityLiaison@act.gov.au](mailto:DET.CommunityLiaison@act.gov.au)



## Do you have a concern or complaint about your ACT Public School?

Many concerns are resolved quickly and easily by discussing the matter directly with the school.

First speak directly to your child's teacher or talk to a member of the executive team.

If you continue to be concerned please make an appointment to see your principal.

If you need assistance, contact the  
ACT Education and Training Directorate, Liaison Unit,  
on Tel: 6205 5429 or Email: [DET.CommunityLiaison@act.gov.au](mailto:DET.CommunityLiaison@act.gov.au)

If you are not satisfied you may lodge a written complaint.

The *Complaints Policy - Education and Training Directorate* and the *Complaints Form* are available from the policy section of the Directorate website: [www.det.act.gov.au](http://www.det.act.gov.au)

You have the right to approach the  
ACT Human Rights Commission.

Details are available from the Commission website:  
[www.hrc.act.gov.au/humanrights](http://www.hrc.act.gov.au/humanrights)