

## Compliance

The Pastoral Assistant is the representative under The National School Chaplaincy and Student Welfare Program funded by the Australian Government Department of Education, Employment and Workplace Relations.

Awareness of The National School Chaplaincy and Student Welfare Program at St Paul's is advertised quarterly to parents in the St Paul's Newsletter. At any time you are most welcome to provide written support or otherwise during the year by directing this to the Principal's Secretary.

Should you wish to raise a complaint regarding the Pastoral Assistant under The National School Chaplaincy and Student Welfare Program, the Complaints Officer is the School Principal, and all correspondence should be addressed accordingly. All attempts should be made to resolve complaints at the local level which will be managed in accordance with the Catholic Schools Office Diocese of Lismore, Parent and Caregiver Concerns and Complaints Policy and The National School Chaplaincy and Student Welfare Program Guidelines.

However, if a complaint cannot be resolved at the school level, or if a complainant does not wish to address their complaint to the School Principal, Catholic Schools Office, Lismore, they may be made directly to the Department by:

Completing the complaint reporting form available at the Program website: [www.deewr.gov.au/schoolchaplaincyandwelfare](http://www.deewr.gov.au/schoolchaplaincyandwelfare)

or emailing [schoolchaplaincyandwelfarecomplaints@deewr.gov.au](mailto:schoolchaplaincyandwelfarecomplaints@deewr.gov.au)

or posting to:

NSCSWP - Program Manager  
GPO Box 9880  
ADELAIDE SA 5001

or telephoning the National School Chaplaincy and Student Welfare Program Hotline on 1300 363 079.

The Department will endeavour to maintain a complainant's anonymity where requested. However, information collected in the course of complaints reporting may be disclosed to other parties without consent in accordance with the Privacy Act 1988.

Complaints about breaches of privacy should be referred to the Privacy Contact Officer in the Department's Legal and Investigations Group:

Privacy Contact Officer – Loc C148CW2  
Department of Education, Employment and Workplace Relations  
GPO Box 9880  
Canberra ACT 2601

Privacy complaints can be made directly to the Office of the Australian Information Commissioner; however, the Information Commissioner will generally prefer that the Department be given an opportunity to deal with the complaint in the first instance.

#### Disclaimer

The views expressed herein do not necessarily represent the views of the Australian Government Department of Education, Employment and Workplace Relations.

#### Acknowledgement

This project was funded by the Australian Government Department of Education, Employment and Workplace Relations under the National School Chaplaincy and Student Welfare Program.