

Mandatory All-Staff Training program

MAST

Key messages guide 2024

for contractors, volunteers, visitors, and preservice teachers
and other adult students on placements



Introduction (cont.)

Even if you're not classed as any of these, you may still need to complete this guide for your supervisor, manager or principal.

Here's what you need to do.

1. Read this guide.
2. Complete the *Declaration* section, which you'll find on the last page. Don't forget to fill out the relevant section of the *Record of Completion* form.
3. The supervisor, manager or principal at the location you're visiting will verify your declaration and complete the other section of the *Record of Completion* form. (If you've visiting a school, they'll also stamp it.)
4. Once your *Record of Completion* form is complete, you can use it to visit our schools and offices for 12 months. Simply show the form, and then write your details in the *Attendance register* provided by the supervisor, manager or principal.

And keep this guide handy for future reference.



Working SAFELY



Here are some examples of putting students at risk

- A clinical placement student notices a number of cuts on a student's arm. Later, they overhear the student telling a friend he often cuts himself. The clinical placement student decides to do nothing because it's none of their business.
- A student tells a consultant she's been repeatedly beaten by her stepfather over the past few weeks. The consultant discusses the situation with the principal, but then talks about it over dinner with their [the consultant's] own family.

7. Communicating with students

- Always act with the highest integrity.
- Never
 - call or text a student using your personal or work phone
 - email a student (using any email account)
 - arrange to meet a student face to face or online.
- Never ask for a student's contact details, and never give a student yours.
- Don't communicate with or contact students on any social media platform.

8. Restrictive Practices

Restrictive practices are interventions or strategies that restrict a student's rights or freedom of movement. Restrictive practices can be used in schools only to reduce the risk of harm or injury to people. They cannot be used:

- for school discipline
- as a tool of convenience
- to enforce compliance

A restrictive practice can potentially cause harm to students and employees. As a result, some restrictive practices are strictly prohibited in Queensland state schools. This includes:

- **Chemical restraint** (using medication to control a student's behaviour rather than to treat a medical or mental health condition).

Restrictive practices must be the least restrictive measure. In other words, they must be the only appropriate response to the risk associated with the student's behaviour.

The following restrictive practices can be used under specific conditions in Queensland state schools:

- **Seclusion** (preventing a student from exiting a space)
- **Physical restraint** (holding a student to stop them or part of their body from moving)
- **Containment** (deliberately being alone with a student in a confined space, and not allowing the student to exit that space by choice)
- **Mechanical restraint** (using an item to hold a child or young person to intentionally restrict movement of some or all of their body)
- **Clinical holding** (using your body to hold a student to stop them from moving in order to provide essential health care).

Working SAFELY



Further information

Blue Card Services fact sheets

[Rights and obligations of blue card holders](#)

[Contractors and tradespeople](#)

[Restricted person and restricted employment explained for individuals](#)

[Blue Card Services – 1800 113 611](#)

Department of Education policies, procedures and guidelines

[Working with children authority procedure](#)

[Working with children authority guidelines](#)

[Flow chart – Blue card requirement for contractors/tradesperson working in schools](#)

Appendix 1 (cont.)

You must also tell the principal if you become aware of or suspect any sexual behaviour or relationships involving students, including sexting

Any adult in Queensland who believes a child is being or has been sexually abused by another adult must report it to the Queensland Police Service (QPS). If you form this belief in the course of your duties, you must instead report it to the principal. If your information meets the threshold for reporting, the principal will forward a report to the QPS and/or Child Safety.

How do I contact the principal?

Every school has a different process. However, you can usually contact the school office and ask to speak with the principal about a confidential matter. If you can't contact the principal, either ask to speak with the deputy principal or contact the relevant regional office.

What if my concerns relate to the principal?

If you suspect the principal or another departmental employee has harmed, is harming, or could potentially harm a student or child, you must report it. Refer to the [Allegations against employees](#) in the area of student protection procedure to find out how to report your suspicions.

What do I need to remember about my own behaviour?

- **ALWAYS** interact professionally with students – even outside school hours.
- **NEVER** intentionally harm a student or child – physically, psychologically or emotionally.
- **NEVER** touch a student or child in a sexual way, or engage in any other inappropriate interactions with them whether in person, online or through other forms of communication.

What if I'm concerned about a student's online safety?

While the internet can be a great learning resource for students, it can also potentially expose them to:

- unwanted online contact
- cyberbullying
- violent or inappropriate content.

If you think a student or child has been harmed or is at risk of harm from these or other online activities, you must tell the principal as soon as possible.

A great way to stay up to date with online safety issues and advice is to visit the *eSafety Commissioner* website. There you'll find a guide on the key online safety issues for young people, as well as practical tips and advice on what to do if things go wrong. And if you need extra support, their *Online safety: A guide for parents and carers* publication has a list of services that can provide it.

Declaration

I've read the Mandatory All-Staff Training *Key messages guide 2024*, and acknowledge that:

- I need to work ethically, protect departmental information, work safely, and respond appropriately to any suspicion of student harm
- I need to follow the department's policies and procedures (including blue card requirements) as required
- I know where to get further information or support.

I also know the *Key messages guide 2024* Record of Completion:

- is valid for 12 months
- is recognised in all departmental facilities and schools
- can be used to show I have read the *Key messages guide*.

Contractor, volunteer, visitor, or preservice teacher or other adult student on placement to complete

Name	
Signature	
Name of parent/caregiver*	
Date	

* To be signed by a parent/caregiver if the preservice teacher or other student on placement is under 18 years.



Record of Completion

The Mandatory All-Staff Training program's *Key messages guide 2024* is valid for 12 months from the date of issue.

Contractor, volunteer, visitor or preservice teacher or other student on placement	Principal or manager	School stamp
Name:	Name:	
Signature:	Signature:	
Date:	Date:	

If you have any questions or concerns about the information in this guide or completing the declaration, please speak to a supervisor, manager or principal.