WORKING TOGETHER WITH DIGNITY & RESPECT

A CALM APPROACH

Throughout your student life, you may sometimes feel concerned or worried about your education or about something happening at college. We want to help.

St Joseph's College is committed to providing a safe and supportive environment where everyone is treated with respect, fairness and dignity. We guarantee that all students can confidentially register their concerns and work with the college through an easy to follow process towards resolution.

We take all concerns seriously and believe that the calm approach is the best approach for everyone.

To address your concerns, please contact the appropriate person or call **03 5018 8000**

Resolutions are in line with college policies and based on a restorative framework.
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OUR VISION

St Joseph's aspires to be a living sign of faith, hope and love as we build a welcoming learning community for students, staff and families.

OUR MISSION

We aim for the education of the whole person in an inclusive Catholic community, where dignity and respect for the individual complements the fulfilment of potential in all of our endeavours.

COLLEGE WELCOME

All faiths, genders, sexualities, and cultures are respected and welcome within the St Joseph's College community.

ACKNOWLEDGEMENT OF COUNTRY

We acknowledge the Traditional Custodians of the land and pay our respects to their Elders past and present. We extend that respect to all Aboriginal and Torres Strait Islander peoples.

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ST JOSEPH'S COLLEGE MILDURA

Mercy Education

CONCERNED OR WORRIED ABOUT SOMETHING AT COLLEGE?

A GUIDE FOR STUDENTS

ST JOSEPH'S COLLEGE MILDURA

PATH TO RESOLUTION

1

Something's bothering me. What should I do?

Register your concern when you're ready. Talk to an adult you trust, such as a parent, caregiver or teacher.

All St Joseph's College staff are here to help.

2

"Where do I begin?"

STEP A

Think about it.

Is the issue a complaint, concern or question?

STEP B

Write it down.

Putting thoughts on paper can help you make sense of things.

Write as much as you need to.

STEP C

Talk about it calmly.

Staying calm will help others understand you better.

3

"How should I express my concern?"

IN PERSON

Speak with a teacher, Homeroom teacher, House Leader, a member of the Wellbeing Team or a Deputy Principal.

THROUGH A PARENT

Explain the situation to your parent/caregiver and ask them to contact the college.

IN WRITING

Please describe the issue with as much detail as you can. Make sure to include your name and Homeroom. You can email the appropriate person or leave your submission at Reception.

4

"What happens next?"

It may be possible to resolve the issue quickly if you register your concern in person. Sometimes, the person you speak with may need to discuss the matter with other staff members.

SJC may choose to reply to concerns in writing. You may be invited to attend a meeting to discuss the issue and your concerns. You can choose to bring a support person with you.

5

A positive outcome

The college will assist with a resolution which will be best for the welfare of all parties.

We hope that you will feel satisfied with the outcome and that your concerns have been fully and fairly considered.

Confidentiality is **important**

Your concern will be kept confidential and treated with respect. Whatever the outcome, issues you raise will never count against you or your education.

Occasionally, it may be necessary to involve third parties outside the college who would need to know the identities of those involved to resolve the issue.