

# UNION COLLEGE POLICIES 2019

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These policies will be reviewed every 3 years and should be read in conjunction with the Terms and Conditions of the Residential Contract

# UNION COLLEGE POLICIES

## COMMUNITY LIVING

**Key concepts for a harmonious College: Personal Accountability & Respect for others. Pursue a meaningful individual life, always being mindful of the needs of others.**

The Union College Residential Contract sets out its expectations for community living and binds both the College and each resident (and, if the resident is under 18, the parents) to work in partnership in the best interests of all members of College. It is up to each person to ensure that personal choices do not impact upon the rights of others. All residents, in the interests of harmonious community life, are required to abide by the College Policies as published in the current Union College Resident Handbook.

No one is to harass, intimidate or impose themselves or their behaviours on any other person in the College or on those in the adjacent community. The space and privacy of others living in the community must be respected. To avoid any potential for negative impact, care should be taken not to disturb/offend another resident and to be considerate of those whose needs and tastes will differ from your own. This is a personal responsibility. It is not another resident's responsibility to monitor your behaviour for you.

# **ACADEMIC PROGRESS POLICY**

## **Fulltime Load**

All residents in College must be engaged in the study of **4** subjects per semester. If a student wishes to reduce their fulltime load, (and there are circumstances when this is a reasonable course of action) the Head of College's permission is required.

## **Satisfactory Academic Progress**

Residents are required to maintain satisfactory academic progress and achieve a cumulative GPA of at least 4 each semester. Where a student is under threat of Academic Exclusion or achieves a cumulative GPA of less than 4, membership of College may be at risk, although this will depend on the circumstances.

## **Change of Program/ Institution**

Changes to a different Program within the University of Queensland should be notified to the Office within 7 days. If you were accepted to College as a UQ student and wish to change to another university, discussion with the Head of College is required to obtain approval

## **Accessing Your Tertiary Results**

It is a condition of residency at Union College that at the completion of every semester that residents attending an alternate tertiary institution, email a screen shot of their results to the Dean of Students within 48 hours of release of results.

For residents attending UQ, in order for us to access your results, you must update your mySI-net semester address to Union College. This update can be actioned via Student Home Page > Studies Report.

# ALCOHOL POLICY

## Reasonable Use

This Policy applies to all residents who consume alcohol anywhere on the College site and also when alcohol-related behaviours beyond College bring the College into disrepute.

Union College accepts that most residents are over 18 and consume alcohol in a reasonable manner, and the College agrees that for personal use, a small amount of alcohol may be stored and consumed in a resident's room.

Union College does not accept or condone the abuse of alcohol either on College grounds or elsewhere. The use of alcohol in such a way that a negative impact on others is created, and/or either the resident or the resident's peers (or other parties) are placed at risk, or significant inconvenience is caused to others, or damage or loss is sustained by the College or other parties, will result in sanctions. All loss or costs of restoring property (including cleaning) will be the responsibility of the resident.

Union College recognises and respects the right of all residents over 18 years of age to engage in private activities off College grounds. However, Union College has a reasonable and legitimate interest in protecting its reputation from harm caused by the actions of its residents when off College grounds.

Any resident involved in an incident or engaging in behaviour off College grounds which has the potential to damage the College's reputation (and in which the consumption of alcohol is a contributing factor) may be the subject of sanctions. If a resident is involved in such conduct, they must notify the College as soon as reasonably practicable to enable us to take steps to protect the College's reputation.

## Alcohol Use on the College Site

To avoid disturbing others, **no alcohol may be consumed anywhere in College other than a resident's room, and a maximum of 5 persons is permitted in a room when alcohol is being consumed.** All public places, including corridors and the grounds are strictly alcohol free areas. College may at its discretion confiscate alcohol being consumed in any public place in College. The only exception to this aspect of the policy is when a 'Terrace Thursday' or 'Terrace Sunday' is arranged via the pre-approval of College Administration.

## Storage/ Equipment/ Drinking Games

The use of eskies, kegs, funnels, yard glasses, any other drinking implements, home brewing and distilling equipment are prohibited on the site, as is the playing of drinking games.

## UNDER 18's

Residents under 18 are particularly reminded that it is against the law to access alcohol. **Residents under the age of 18 years, storing or accessing alcohol, will be subject to sanctions.** Any resident, member of staff or contracted employee who aids and abets the supply or sale of alcohol to a resident under 18 will be in breach of this Policy and the Law, and could be sanctioned and dismissed from College

## ANTI BULLYING POLICY

Union College does not tolerate bullying. Bullying behaviour creates an intimidating and unwelcoming environment and undermines the creation and maintenance of a harmonious College. There is no place for bullying behaviour in Union College.

Bullying behaviour is behaviour that is *repeated* and *unreasonable*, is directed towards one or more people and creates a risk to their health and safety (well-being).

Repeated behaviour refers to the persistent nature of behaviour and can involve a range of behaviours over time.

Unreasonable behaviour means behaviour that a reasonable person, having considered the circumstances, would see as unreasonable, including behaviour that is victimising, humiliating, intimidating or threatening.

Bullying can result from an imbalance of power. It can be intentional or unintentional and initiated by individuals and/or by groups. It is a form of harassment.

Examples of behaviour that may be bullying if they are repeated, unreasonable and create a risk to a person's well-being include but are not limited to the following:

- Physical: fighting, pushing, shoving, offensive gestures or invasion of personal space, offensive body language, "death stares"
- Verbal: name calling, use of offensive language, and slander, picking on people because of their race, sex or religious creed, taunts because of culture, race, religion, gender,
- Appearance, sexuality or economic circumstances.
- Victimisation: stand-over tactics, picking on others, threats to "get people" where groups try to dominate others.
- Electronic: sending malicious emails, text messages, posting of offensive, hurtful or intimidating information on social media sites.
- Social: exclusion, prejudice, gossip, spreading rumours, unwelcome practical jokes.

**Personal possessions: Damaging or tampering with a person's property or equipment**

Union College has a number of trained Contact Officers to assist in ensuring that residents have ready access to advice about bullying. It is the role of Contact Officers to provide confidential and impartial information in order to support any resident make an informed decision about how to resolve an issue. It is not the role of Contact Officers to solve the problem for you, however, they can assist you make a practical and effective decision that meets your needs.

If, after seeking assistance from a Contact Officer, you continue to feel troubled by your situation, it is important to talk with the Dean of Students or Head of College.

# COMPLAINTS POLICY & PROCEDURE

## Introduction

This policy and procedure outlines the process by which Union College receives, manages and responds to complaints.

This model of operation will assist Union College to resolve matters in an efficient manner and at the local level where possible. Monitoring complaints in this way will allow Union College to follow trends, identify opportunities and operate in a continual business improvement environment.

## Policy Statement

The following statements inform how complaints are viewed and managed at Union College:

- Complaints are opportunities to resolve issues, ensure a safe place to work and live and generally improve life at Union College;
- It is expected that where possible, people should attempt to resolve issues directly with those concerned. If this is unsuccessful or they feel unsafe or it is not possible (for example in more serious cases such as sexual harassment and criminal matters), then a formal complaint should be made as soon as possible;
- Complaints should be made in good faith and not for vexatious or vindictive reasons;
- Every effort should be made to address complaints fairly, as quickly as possible and at the lowest possible level;
- The complaints process should be visible and accessible;
- People who make complaints or assist with resolving complaints in good faith should not be treated unfairly or inappropriately; and
- All Union College Board Members, Staff and Residents have a responsibility to be aware of the different complaint types and their obligations to report incidents in particular circumstances.

## Definitions

**Authorised Decision-maker** – a Union College staff member or Board Member who has the authority to make a determination regarding the outcome of a complaint. The Authorised Decision-maker will always be at a level higher than the subject(s) of the complaint. For example, in the case of a complaint against the Head of College, the matter will be managed by the Chair of the Board.

**Child** – a person under the age of 18 years

**Complainant** – a person or organisation that makes a complaint or expression of dissatisfaction.

**Complaint** is an expression of dissatisfaction, orally or in writing, about the service, decisions, actions or behaviour of any Union College staff member, contractor, resident, Board Member or any other person engaged by or representing Union College in any way.

**Complaints Monitor** – a person or organisation that is responsible for coordinating and reporting in relation to Union College's complaint management process.

**Natural justice** – a set of principles to ensure fair and just decision making, including a fair hearing, an absence of bias, decisions based on evidence, and the proper examination of all issues.

**Union College Staff** – includes a permanent, temporary, casual, contract or volunteer member of Union College's staff.

## Complaint Types

Further information regarding each of the following complaint types is contained within Union College's Handbook and associated Policies.

**Criminal** – behaviour in the workplace that is (or is alleged to be) a criminal breach of State or Commonwealth legislation.

**Child Protection** – where a young person under the age of 18 years is subjected to sexual abuse or is likely to be subjected to sexual abuse or behaviour that causes or is likely to cause harm.

## Workplace Bullying<sup>1</sup>

*Repeated and unreasonable behaviour* directed towards a worker or a group of workers that *creates a risk to health and safety*<sup>2</sup>.

Repeated behaviour refers to the persistent nature of the behaviour and can involve a range of behaviours over time.

Unreasonable behaviour means behaviour that a reasonable person, having considered the circumstances, would see as unreasonable, including behaviour that is victimising, humiliating, intimidating or threatening.

Examples of behaviour, whether intentional or unintentional, that may be considered to be workplace bullying if they are *repeated, unreasonable and create a risk to health and safety* include but are not limited to:

- Abusive, insulting or offensive language or comments;
- Unjustified criticism or complaints;
- Deliberately excluding someone from workplace activities;
- Withholding information that is vital for effective work performance;
- Setting unreasonable timelines or constantly changing deadlines;
- Setting tasks that are unreasonably below or beyond a person's skill level;
- Denying access to information, supervision, consultation or resources to the detriment of the worker;
- Spreading misinformation or malicious rumours; and
- Changing work arrangements such as rosters and leave to deliberately inconvenience a particular worker or workers.

A single incident of unreasonable behaviour is not considered to be workplace bullying, however it may have the potential to escalate and should not be ignored. Such behaviour may be a breach of the Code of Conduct.

If workplace bullying behaviour involves violence, for example physical assault or the threat of physical assault, it should be reported to the police.

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<sup>1</sup> Guide for Preventing and Responding to Workplace Bullying (Nov 2013) Safe Work Australia

<sup>2</sup> Guide for Preventing and Responding to Workplace Bullying (Nov 2013) Safe Work Australia

## DRUGS POLICY

The object of this policy is to encourage members to promote a College environment free of drugs and the accompanying risk to wellbeing and to state the very serious position the College takes in relation to possession, supply or use of illegal and /or unsanctioned substances in situations when there are reasonable grounds to believe that:

- Illegal drugs or substances have been brought onto the College site/buildings or to College events and /or students at College or at College events are affected by illegal drugs/unsanctioned substances.
- Events outside the College have impacted, or will impact, on members' well-being or the reputation of the College.

Students attending the College are adult or near-adult in age and are expected to avoid decisions and situations that place them and others at risk of harm, and in breach of the Law and of College Policies.

A student at College, in the vicinity of the College, at College events or events interpreted as being under College control, must not:

- Knowingly possess any drug, or prohibited or unsanctioned substance other than that for which they hold a current medical prescription.
- Supply and/or administer such to self or others.
- Have in possession any piece of equipment for use in connection with the smoking or consumption or administration of a drug or substance or the preparation of a drug or substance, for smoking, consumption or administration.

Union College recognises and respects the right of all residents over 18 years of age to engage in lawful private activities off College grounds. However, Union College has a reasonable and legitimate interest in protecting its reputation from harm caused by the actions of its residents when off College grounds.

Any resident involved in an incident or engaging in behaviour when off College grounds which involves unlawful drugs or prohibited or unsanctioned substances and which has the potential to damage the College's reputation may be the subject of sanctions. Residents involved in or witness to any such events must notify the College as soon as reasonably practicable. We may be required to report such incidents or behaviour to appropriate authorities in order to comply with our legal obligations.

Police will be notified in any circumstances where:

- A student is found to be in possession of an illegal substance or an object used in connection with the use of an illegal substance (e.g. pipe, hypodermic syringe). The illegal substance and/or object must be delivered immediately into the custody of the College Head/delegate. Parents will be contacted at the earliest opportunity and relevant items will be passed to the Police who will then determine whether further action or investigation is necessary.

The above process will also apply if such an item is found in the possession of, the room of or in the belongings of the student. A student may be required to make possessions available for scrutiny in certain circumstances e.g. where in the reasonable view or suspicion of the Head an illegal or illicit substance may be in the student's possession/room/belongings.

## EQUITY POLICY

Union College is committed to a just, safe, inclusive and friendly environment for everyone. When residents walk into Union they (and their families) need to be confident that they will be entering such an environment, one in which they are able to realise their full potential. Everyone at Union must be able to access opportunities and must be able to fully participate in the College community.

No one at Union is to be unfairly or unlawfully discriminated against, abused or exploited. Everyone at Union has a right to be **treated as an individual**, to be **treated fairly**, and to be **treated with respect**.

The behaviour of everyone at Union must contribute to ensuring that this environment exists and that all residents can access opportunities and fully participate in the College community. Everyone's behaviour should facilitate and not interfere with the way in which others can do this. Importantly, this includes ensuring that their behaviour in no way condones or encourages any bad behaviour from other College residents.

The Queensland Anti-Discrimination Act 1991 states that, discrimination on the basis of sex, marital status, pregnancy, race, age, religion, sexual preference, political beliefs, impairment, family responsibilities and family status is unlawful. Union College will not accept unlawful or unfair discrimination in any and all areas of College life. In some circumstances, federal legislation may also apply.

The College has a number of trained Contact Officers who are able to assist those concerned about equity issues. Contact Officers are able to provide confidential and impartial information and to support any resident make an informed decision about how to resolve an issue. However, it is not the role of Contact officers to solve your problem; they may assist you to make a practical and effective decision that best suits your situation.

## NOISE POLICY

1. Residents are required to avoid inconveniencing others with noise (e.g. loud music or computer games, running in hallways, calling out etc.) Security Officers are empowered by College to exercise judgment about action to be taken with regard to noise (and other matters). Resident Mentors will also assist.

**There is no time during the day or night when it is permissible to make loud noise of any kind.** Close the doors and windows, use head phones for music. Remember that loud talking in the corridor can disturb others. Avoid noise that disturbs other members of the St Lucia Community living nearby.

2. **A zero tolerance of noise policy** applies during SWOTVAC and examination periods. This will be strictly enforced.

3. A resident who is unable to respect the rights of others who still have exams will be asked to vacate the College early at the Head of College's discretion. **No refund will be payable in these circumstances.**

## **PENALTIES FOR POLICY BREACHES**

The College will raise with the resident, concerns which arise about that person's behaviour. Failure to address such behaviour after such discussions is considered a serious breach and may result in exclusion from College. The College reserves the right of instant dismissal in some circumstances.

A Resident Review Committee may be involved, at the discretion of the Head, in aspects of the disciplinary process.

The number and types of responses will be determined by the level and type of behaviour, and the impact on others or damage to property.

### **Penalties**

At the discretion of the Head of College/Dean of Students any of the following may occur:

- Informal caution or warning
- Public apology
- Withdrawal of privileges/access
- Formal Warning notice on your record to state that you have exceeded the boundaries of what is deemed to be acceptable and/or could include contact with parents/caregiver/university where appropriate.
- Financial penalties or fine.
- Suspension (Students who receive more than one formal warning letter or suspension could find their continuing membership of College in question).
- Show Cause (You will be given the opportunity to explain if special circumstances apply to your situation prior to your Membership being terminated).
- Termination of your Membership and requirement to leave the College.
- Police intervention and legal action

# PRIVACY POLICY

Union College is committed to handling personal information in accordance with the Australian Privacy Principles under the *Information Privacy Act 2009 (QLD)* and the *Privacy Act 1988 (Cth)* as amended.

This Privacy Policy sets out how Union College collects, stores, uses and discloses personal information. Personal Information is defined in section 12 of the *Information Privacy Act 2009 (QLD)*. It is a very broad definition that encompasses any information about an individual who can be identified directly from the information, or whose identity can be reasonably ascertained by reference to the information. Information does not necessarily have to be true, or written down, to be personal information, and neither does it need to be sensitive or 'important'. The definition is limited in that an individual can only be a natural person, meaning that companies, for example, do not have personal information and neither do deceased persons.

## **Collection of Personal Information**

Union College will, where it is reasonable or practicable to do so, collect personal information directly from an individual using a number of different methods, including websites, electronic transmissions (email), post, telephone, in person or portable devices. Union College may also collect personal information from third parties, including clients, contractors, service providers, publicly available records or other individuals.

## **Use of Personal Information**

Union College will use the personal information in connection with the primary purpose of the collection and will only use the information for a secondary purpose if that is related to the primary purpose and in circumstances where an individual would reasonably expect us to use personal information for a secondary purpose.

## **Disclosure of Personal Information**

Union College will not disclose personal information to third parties unless:

- as set out in this Privacy Policy
- permitted by law; or
- the individual consents.

If Union College does disclose personal information to third parties, it will do so in accordance with the purpose for which the personal information was collected, or a related purpose. The types of third parties that Union College may disclose personal information to include:

- experts or other third parties contracted as part of an engagement
- professional advisors; and
- if the individual is an employee or contractor to a client, then the individual's personal information may be disclosed as part of providing services to that client

## **Information Security**

Union College takes reasonable steps to protect any personal information that it holds from misuse, loss, unauthorised access, modification and disclosure.

Personal information will be retained for as long as necessary to fulfil the purposes for which the information was collected, as required by law or in accordance with Union College documentation retention policies.

When personal information is identified as no longer needed Union College will take reasonable steps to destroy such information, by shredding in the case of paper records or other means in the case of electronic records.

## **Changes to the Privacy Policy**

Union College may modify this Privacy Policy from time to time to reflect its current privacy practices.

If you have any questions about this privacy policy please contact the Head of College

# SEXUAL ASSAULT POLICY

Sexual assault is a serious crime. While acts of sexual assault are often minimised and excused as “no big deal” by the perpetrators of these offences, sexual assault is often perceived as a life-threatening event by the victim of this crime and can cause long term trauma.

**Sexual Assault** - is any unwanted, unwarranted, forced, coerced sexual act or behaviour without consent. It covers a broad range of sexual activity including, but not limited to *groping, inappropriate touching of a sexual nature, forced sexual or indecent acts without consent.*

Sexual assault may be a criminal act, as defined by the *Criminal Code 1899 (Qld)*. In some circumstances, federal legislation may also apply.

Unwanted, non-consensual touching of someone in a sexual manner can cause fear, harm and shame to a person.

## **Sexual assault includes:**

- Acts of rape.
- Uninvited touching, kisses or embraces;
- Unwelcome, and unwarranted physical contact, such as massaging a person without invitation or deliberately brushing up against them, touching or fiddling with another person's clothing including lifting up skirts or shorts, flicking bra straps or putting hands in a person's pocket;
- Requests for sex, sexually explicit conversation, persistent questions or insinuations about a person's private life;
- Offensive phone calls, letters, emails or texts;
- Stalking

## **CONSENT**

The key to understanding what constitutes sexual assault is to understand consent. In order for any sexual act to be consensual, consent has to be freely given, to each and every act.

Consent cannot be given by someone under the age of 16 years. Consent cannot be given if someone is unconscious or falls asleep – even if the person “appeared to consent” or directly consented prior to falling asleep or becoming unconscious – any sexual act following their falling asleep or unconscious can be considered assault or rape.

Consent cannot (and is not considered to) be given if a person is under the influence of alcohol and/or drugs. While it would be unreasonable to expect that no alcohol is consumed at any time before sex, in order to satisfy the definition of consent, each person must be able to understand the act they are consenting to and the consequences of that act.

Consent cannot be considered freely given if the person is fearful, being blackmailed, or not given full understanding of the facts. For example if someone agrees to sex provided they and/or their partner uses a condom but the condom is then removed without their partner being aware of this – the act of secretly removing the condom potentially constitutes assault. Consent has to be continuous; consent can be withdrawn at any point and the act must immediately cease.

## **REPORTING SEXUAL ASSAULT**

Reporting sexual assault is extremely difficult. Around 80 per cent of sexual assaults are never reported. This is considered largely to be because of the mixed and often unhelpful responses from those in authority when a sexual assault is reported. Union College is working with the University of Queensland, EROC and others to develop an effective response to anyone connected to Union College who reports sexual assault.

Trained response officers within UQ and/or Union College understand the difficulty in reporting sexual assault. We will support the person reporting, giving them time and information so that they can make an informed decision on how to continue. The victim of the crime has a number of routes they can choose from. They can report to the Police, to the College or they can choose to access support without reporting the crime.

Union College understands that the actual act of sexual assault removes choice from the victim of the crime. Union College does not intend to replicate this by disempowering survivors of sexual assault in forcing them to take a specific route in reporting the crime and accessing support for their recovery. It must be noted however that the College and indeed the Police, cannot investigate and cannot take action against an alleged perpetrator unless the victim of the crime, is willing to proceed in this form. In order to proceed through an investigation the alleged perpetrator will be informed and given an opportunity to respond. While Union College will do everything possible to support the person reporting and to protect their privacy and confidentiality, action cannot be taken against an alleged perpetrator without giving them the opportunity to respond to specific allegations or reports.

It should be noted that, if in the course of a College investigation, the College disciplinary board has found on the balance of probabilities that it is likely that the incident took place – even if this does not meet the criminal standard of proof – Union College retains the right to withdraw its offer of residence to the alleged perpetrator and will inform the University of Queensland. For further details please read our support handbook or meet with one of our Response/counselling personnel.

## Sexual Harassment Policy

Sexual Harassment in any form will not be tolerated at Union College. Sexual Harassment creates an intimidating, alienating and hostile environment for those who are subjected to it and those who witness it. Sexual Harassment is also **unlawful** under the provisions of the Queensland Anti-Discrimination Act 1991.

Sexual Harassment is any unwanted, unwelcome or uninvited behaviour of a sexual nature which makes a person feel humiliated, intimidated or offended. Sexual harassment can take many forms and may include verbal comments, jokes, propositions, the display of offensive materials or other behaviour which creates a sexually hostile environment.

Sexual Harassment includes but may not be restricted to the following;

- Smutty jokes or comments
- Making promises or threats in return for sexual favours;
- Displays of graphic material including posters, pinups, cartoons, graffiti or messages left on notice boards, desks or common areas;
- Repeated invitations to go out after prior refusal;
- “Flashing” or sexual gestures, sex-based insults, taunts, teasing or name calling;
- Staring or leering at a person or parts of their body
- Requests for sex, sexually explicit conversation, persistent questions or insinuations about a person’s private life;
- Offensive computer screen savers.

A single incident is enough to constitute sexual harassment – it doesn’t have to be repeated. All residents have the same rights and responsibilities in relation to sexual harassment. Residents must ensure that their own behaviour in no way encourages or condones behaviour of other residents that could be experienced as sexual harassment.

Union College has a number of trained Contact Officers who are able to assist anyone with concerns about sexual harassment. Contact Officers are able to provide confidential and impartial information and to support any resident make an informed decision about how to resolve an issue. While it is not the role of Contact Officers to solve your problem; they can assist you to make a practical and effective decision that best suits your situation. The College will use all its resources to ensure a fair and balanced resolution is reached and that anyone genuinely reporting sexual harassment or indeed any breach of our values and policies, will be supported.

**Equity** – unfair or unlawful discrimination based on attributes listed in Section 7 of the *Anti-Discrimination Act 1991* (Qld), including sex, relationship status, pregnancy, breast feeding, age, race, impairment, religious belief or religious activity, political belief or activity, trade union activity, lawful sexual activity, gender identity, sexuality, family responsibilities and association with, or relation to, a person identified on the basis of any of the above attributes.

**Breach of the Code of Conduct** – any behaviour (other than specific behaviours defined above) that may be in breach of the Codes of Conduct for College Board Members and Staff.

**Performance / Service complaints** - a complaint regarding the quality or failure to provide a particular service by Union College or an individual Union College staff member.

### PROCEDURE

There are six steps in the management of complaints:

1. Receive;
2. Record;
3. Assess;
4. Respond and Resolve;
5. Communicate with the Complainant; and

6. Report.

## **1. Receive *Lodging a Complaint***

The preferred method of lodging a complaint is via the Complaint/Compliment FORM on the Union College Intranet, however, depending on the nature of the complaint, the type of complaint, who the complaint is against, or the comfort level of the Complainant, a complaint can also be made to any of the following:

- Head of College;
- Dean of Students;
- Resident Mentor;
- A member of the College Board of Management Risk Committee;
- College Reception
- External Complaints Recipient, Mr Bryan Cook (Managing Director and a Principal Investigator for Ashdale Workplace Solutions). Email: [bryan.cook@ashdale.com.au](mailto:bryan.cook@ashdale.com.au) Phone: 1300 782 974

Contact details for each of these persons are available on the Union College website, located under the 'Contact Us' tab.

If a complaint is in relation to a criminal matter, then the Complainant should consider making a report to the Police in the first instance.

The person receiving the Complaint has a responsibility to ensure it is managed in accordance with this Complaint Policy and Procedure and should, where possible, obtain at least the following details:

- name and contact details of the Complainant;
- basic details of their Complaint (when, where, what and who it involves); and
- the Complainant's desired outcome.

### ***Assistance to the Complainant***

Union College will ensure Complaints are received with sensitivity and take into account any special needs of the complainant.

### ***Anonymous complaints***

Union College will accept anonymous complaints but where possible, Complainants should be advised that information such as their name and contact details will assist Union College to deal with their Complaint more effectively.

## **2. Record**

Any person listed in Section 1 who receives information that *may* constitute a Complaint will consider the safety of parties involved and if necessary take immediate action to report the matter to the Head of College or appropriate authorities (e.g. Police), or in non-urgent cases refer the information to the Complaints Monitor, either via telephone or by submitting the Complaint/Compliment FORM on the College Intranet. If there is any doubt then the Complaints Monitor should be consulted as to whether the information should be referred.

The Complaints Monitor will record the information in the Complaints database and then overview the handling of the Complaint until the process is concluded.

It is essential that every action and decision made regarding the Complaint is recorded in the Complaints database.

The Complaints Monitor will contact the Complainant either by phone, email or letter acknowledging receipt of their Complaint, unless this is not possible (as in the case of an anonymous Complaint) or in circumstances where the matter is deemed not to be a Complaint or it is possible to resolve it quickly. In the latter case, the Complainant will be sent correspondence explaining the actions taken or decisions made regarding their Complaint.

### 3. Assess

Where possible, the assessment will be completed within 3 business days from receipt of the Complaint.

The Complaints Monitor will coordinate the collection of sufficient information about a Complaint so that an assessment of the matter may be made. This should normally occur in consultation with the Head of College, unless there is a specific reason why such consultation cannot occur (such as when the complaint may involve the Head of College). It may be possible to action the matter immediately.

Information obtained at this stage should include:

- the specifics of the complaint (who, what, when);
- the Complainant's desired outcome; and
- any other information that may assist in determining an appropriate response

If the Complaint was lodged in writing then consideration should always be given to contacting the Complainant, preferably in person or by telephone, to seek further clarity about the particulars of their Complaint and their desired outcome.

*Matters involving suspected criminal offences or child protection issues should be referred immediately to the Head of College or relevant authorities without any further action being taken (unless immediate action is required to render a situation safe).*

Once sufficient information has been obtained, the Head of College (or Authorised Decision-maker), with the assistance of the Complaints Monitor (and any other person deemed necessary), should assess whether the matter is a Complaint and if it is, then determine an appropriate response.

The following assessment criteria may assist the College to determine the type of complaint and the best process to use to resolve the matter.

*Is the matter a Complaint?*

The matter is not a complaint if it relates to:

- a request for information about Union College services, policies or procedures;
- a request for service or action to be taken by Union College;
- a report of damaged or faulty infrastructure or hazards;
- a suggestion for a proposed service or product improvement;
- an enquiry or request for clarification or more information; or
- a matter that is outside of Union College's jurisdiction (e.g. if it is a University of Queensland issue)

*What type of Complaint is being made?*

During the assessment phase it is important to make an early determination as to the type of Complaint being made. This will assist in deciding on how to respond.

The information at hand should be considered against the definitions referred to in the section 'Complaint Types' above.

*What priority level is the Complaint?*

In order to allow for appropriate prioritization and consistent responses, a priority grading system will be applied to Complaints – Level 1 to 3:

<b>Complaint Level</b>	<b>Complaint types</b>
Level 1 (high priority)	<ul style="list-style-type: none"><li>• Criminal;</li><li>• Serious Code of Conduct breaches.</li></ul>

	<ul style="list-style-type: none"> <li>• Child Protection; or</li> <li>• Any Complaint involving an imminent risk to the health and safety of any person.</li> </ul>
Level 2 (medium priority)	<ul style="list-style-type: none"> <li>• Bullying behaviour</li> <li>• Workplace bullying;</li> <li>• Sexual Harassment;</li> <li>• Equity;</li> </ul>
Level 3 (low priority)	<ul style="list-style-type: none"> <li>• Minor Code of Conduct breaches;</li> <li>• Performance / Service Complaints</li> </ul>

Any matters that are assessed as not being Complaints Level 1 or Level 2 should be dealt with by appropriate management action.

### **Contingencies for Special Cases**

As noted in the definitions, the Authorised Decision-maker who assists with the assessment and who ultimately determines the outcome of a Complaint should have authority / seniority over those complained about. If a Complaint is about senior officers or College Board Members, the following should apply:

<b><i>Person complained about</i></b>	<b><i>Authorised Decision-maker</i></b>
Chair of the Union College Board	In accordance with the Constitution of the Union College Board or alternatively, an appropriate external party
Member of the College Board	In accordance with the Constitution of the Union College Board or alternatively, an appropriate external party
Head of College	A vote of the Union College Board, excluding the Head of College
Dean of Students	A vote of the Union College Board

#### **4. Respond and Resolve**

This stage is to be completed within 20 business days from receipt of the Complaint. Extensions to this timeframe may only be granted by the Union College Board. Requests for extensions must be in writing and the reasons for the request must be stated.

The information gained during the assessment process should be used to determine an appropriate response to a Complaint and the Complainant should be advised accordingly. Where possible, Complaints should be responded to at the local level. Appropriate responses include, but are not limited to:

- **Immediate report to Queensland Police Service** (Appropriate for Level 1)

For Child Protection and Criminal matters, assistance must be sought as soon as possible from the Queensland Police Service.

- **No action (Appropriate for Levels 2 and 3 only)**

A decision may be made to take no action if the issue has been resolved or the situation complained about no longer exists. For example, a person might make a Complaint that they were overcharged but the error had since been identified and fixed. In that case it is a valid Complaint (that they were overcharged) but no further action is necessary.

In some instances, it may be determined (following a thorough assessment) that a Complaint should not be acted upon or action discontinued if:

- the circumstances clearly show that a Complaint is made frivolously, without grounds, lacking in substance, or with the intent to harass;
- the Complainant seeks to revisit a previously concluded complaint when no new evidence or material is provided; or
- the Complainant displays aggressive or abusive behaviour, or threatens or uses physical violence against themselves, a Union College staff member, or Union College property.

In certain situations it may be clear that despite the dissatisfaction expressed by the Complainant, the issue complained about is the result of a routine Union College process and the Complainant has not identified any departure from Union College policies, procedures or relevant legislation. For example, a person may complain about their access to certain facilities within a specific timeframe, but in the absence of any indication that a mistake has been made, no further action is required, other than possibly an explanation as to how and why such decisions are made.

- Management action (Appropriate for Levels 2 and 3 only)

If there is sufficient information, Union College may respond to a Complaint by changing a decision, providing a service or information, correcting a record, waiving a penalty or taking any other action within its power to take in order to resolve the Complaint.

For example, a person may complain that they are being underpaid. A check reveals that a technical error has occurred and once corrected, the Complainant is being paid at the correct level and has received back pay. In this case the Complaint is valid but the situation can be rectified immediately.

- Investigation (Appropriate for Levels 1, 2 and 3)

If there is insufficient information, the matter is complex/serious or there is no agreement on the circumstances, then the Complaint may be investigated. This may be done internally, or when a Complaint is more complex, serious or sensitive, then the investigation may be undertaken externally.

Investigations will be conducted in a fair, objective and timely manner in accordance with the principles of natural justice and procedural fairness.

The following process will be used for investigations:

- Gather and analyse information;
- Formulate decisions and recommendations;
- Write a report detailing the above; and
- Submit to an authorised officer for approval.

Investigations can consider oral evidence (from the Complainant and relevant witnesses), documentary evidence, technical/professional advice, site inspections, equipment or any other necessary source of relevant information.

The outcome of the investigation will determine an appropriate response from the relevant response categories in this section.

If during an investigation it becomes clear that the complaint type is different to what it was originally assessed as, the investigation should be suspended and the Complaint referred (if now a Level 1) or otherwise dealt with appropriately (if now less serious than first thought).

- Mediation / conflict resolution (Appropriate for Levels 2 and 3 only)

In situations where a relationship between parties and the Complainant has broken down then Union College may wish to engage in a mediation or a conflict resolution process.

Once approved by the Head of College (or Authorised College officer), the appropriate resolution to the Complaint should be implemented. In some cases it may be necessary or prudent to discuss the chosen course of action with the Complainant before implementing it.

If evidence is identified to strongly indicate the Complaint is vexatious, vindictive, intended to harass or knowingly made using false information, the Authorised Decision-maker should consider taking appropriate action against the Complainant.

## **5. Communicate with the Complainant**

The Complaints Monitor should regularly update the Complainant and advise of any changes to the process. Such updates can be by phone, email or letter, as appropriate. All updates are to be recorded in the Complaints database.

At the end of the process, the Complainant should be advised in writing of:

- the process followed to respond to the complaint;
- the outcome and the reasons for it; and
- the Complainant's options to have the matter reviewed (see Section 6 below) or refer it to an external agency if they do not agree with the outcome.

If the Complainant is dissatisfied with the outcome of the complaint process or the process itself, they can request a review in writing to the Secretary of the Union College Board.

The decision to conduct a review, the resources to be applied and whether a review will be conducted internally or externally will be at the discretion of the Union College Board.

The Complainant should be advised of the outcome of the review in a similar format to Section 5.

## **6. Report**

A Complaint should be formally finalised and closed at the end of the process. The Complaints Monitor will then report on Complaints to allow any trends or systemic issues to be identified that may inform improvements to Union College services.

The Complaints Monitor will report the following on 20 March, 20 May, 20 August and 20 October each year to the Risk Management Committee:

- Number of Complaints received;
- Number of Complaints resolved; and
- Number of Complaints remaining unresolved from the previous financial year.

Further information about these Complaints may be requested by any member of the Risk Management Committee and if so will be provided by the Complaints Monitor.

## **EVALUATION AND REVIEW**

The Risk Management Committee will conduct a regular review of the effectiveness of the Complaints Management Policy and Procedure.

The review will evaluate the performance of the procedure and may consider the following aspects:

- Accessibility – whether the Complaints process is readily available to stakeholders and is user-friendly;
- Trends – whether any Complaint trends have been identified and if so, proposed action; and
- Effectiveness – whether timelines for responding to complaints have been met and, if not, remedial action proposed.

# SOCIAL MEDIA POLICY

## Application

In accordance with your residential contract, you must comply with this policy while at Union College, however it does not vest enforceable rights in you. We may vary this policy at any time as we see fit and will notify you of any substantial changes. It is your responsibility to ensure you comply with this policy at all times while at Union College, and failure to do so may be subject to sanctions or other disciplinary action in accordance with your residential contract. You acknowledge and agree that we (or a service provider appointed by us for the purpose) may monitor your use of social media to ensure compliance. All existing College policies apply to social media use, especially (but not exclusively) those that relate to intellectual property protection, confidential information, privacy, harassment and bullying, and discrimination.

## Overview

Union College recognises the need to have a policy which ensures that residents who use social media either for College purposes, or in a personal capacity, have guidelines as to the College's expectations.

The College follows its values when participating in the online social media community, and we expect the same commitment from anyone who represents the College – including our residents.

In order to protect the Union College brand, we do not use social media to damage the goodwill, reputation, development and/or operation of Union College, our services, our employees, or our residents.

## Union College asks that you follow the 3 R's when engaging in social media:

- Be clear about who you are *representing*;
- Take *responsibility* for ensuring that any images of, videos of and references to Union College are factually correct and accurate, approved by Union College, and do not breach confidentiality;
- Show *respect* for others when interacting in social media communities and refrain from using bad and inflammatory language.

You must not comment on or disclose confidential College information, or information protected by intellectual property rights, and must not include College logos or trademarks in your postings (unless already approved).

## Responsibility

Remember that anyone may have access to the online content that you post.

You are personally responsible for the content of your posts online. You have a responsibility to ensure that:

- Any information about Union College you provide is informed and factually accurate;
- If you wish to express your opinions please state they are your personal opinions and not those of Union College;
- You do everything reasonable to maintain the security of the College's computer systems, networks, and servers, our confidential information, and our intellectual property.

## Respect

You are required to be respectful of all individuals and communities with whom you interact with online:

- Remember the Union College values and adhere to these in your interactions online;
- Be polite and respectful of other opinions, even in times of heated discussion and debate;
- Do not post material (words or images) which could be perceived to be embarrassing, offensive, harassing or defamatory to any person or entity;
- Do not post jokes, or derogatory comments based on an individual's gender, sexual orientation, race, ethnicity, age, or religion or any other discriminatory ground; and
- If you are unsure about whether to post something – ask us first.

## **Representation**

There is a big difference between speaking “on behalf of” Union College and speaking “about” Union College:

- Ensure you do not imply in any way that you are authorised to speak on our behalf; and
- Do not act in such a way as to damage the College’s reputation, commercial interests and/or bring the College into disrepute.

## **Scope**

To clarify, **social media** is websites and applications that enable users to create and share content or to participate in social networking. Platforms such as social networking sites (eg Facebook, Twitter), professional networking services (e.g. LinkedIn), video and photo sharing services (e.g. YouTube, Instagram, Snapchat), forums and discussion boards, online collaboration sites (e.g. Wikipedia), podcasting, and blogs, etc. This policy is intended to cover other social media services as they develop in the future.

## TECHNOLOGY AND COMPUTER SYSTEMS POLICY

This Policy applies to all users of technology provided by the College and sets requirements in respect of the use of **all other technology** (including personally owned technology) used at College.

Union College provides facilities for residents to connect to the Internet, College and University Network and College printers. The College Network can only be used by College residents, and only for, or in connection with, the research, educational or administrative functions of College residents. Under the Terms and Conditions of the Residential Contract, residents are expected to conduct themselves respectfully and in accordance with Union College and UQ policies and the Law.

**When a member connects to the Union College Computer and IT system, that member commits to abide by the relevant Union College and University of Queensland Policies and Codes of Practice.**

### Purpose

The purpose of this policy is to ensure that you understand your obligations when using the internet, email, digital communication technologies, and any digital information, network files, equipment, and software provided to you while at Union College (**Technology**). All existing College policies apply to Technology use, especially (but not exclusively) those that relate to intellectual property protection, confidential information, privacy, harassment and bullying, and discrimination.

### Security

When using any Technology, you must do everything reasonable to maintain the security of our computer systems, networks, and servers, our confidential information, and our intellectual property. As such, you must:

- select and keep secure passwords for Technology access and not share or divulge passwords or login details;
- not download or install any software on, connect any storage device from an untrusted or unknown source (such as a USB or external hard drive) to, or disclose any log in or other access details for, our computer systems, networks, servers, or any other device or hardware we provide to you, without our express consent;
- delete emails or other messages from unknown or suspicious sources without opening any attachments or clicking on any links;
- ensure that all devices with internet access have appropriate anti-virus/malware/spyware protection that is current for the duration of your stay in College, and abide by any direction we give you as to updating or upgrading any device, hardware, or software; and
- notify us immediately in the case of any suspected loss or theft of any College device, hardware, or data (including confidential information and intellectual property), or any suspected unauthorised access to any College device, hardware, computer systems, networks, or servers.

### Internet and Email Usage

Technology provided by the College are the property of the College and are provided to the user for educational pursuits, to support learning, and to create workplace efficiency and excellence. The Technology represent a considerable commitment by us of telecommunications, networking, software, and storage facilities. Technology therefore needs to be used primarily for the purposes for which it is provided.

Unnecessary or unauthorised internet usage can severely compromise us, so internet usage and web browsing activity of all residents while at College and/or using College resources or facilities may be monitored, audited, or recorded by appropriately authorised personnel or third party service providers appointed by us for that purpose.

All email sent from, and received at, an email address owned by us, provided for your use, or both, is our property and may be monitored, audited, and recorded by appropriately authorised personnel or third party service providers engaged by us for that purpose.

You are responsible and accountable for your use of email and internet, and for the format and content of messages and materials broadcast by you via email or the internet.

At times, you may receive emails which you have not solicited or encouraged and which breach our email standards as reflected in our policies. Such emails must not be forwarded. They must be deleted and reasonable steps must be taken to prevent a re-occurrence.

### **Reasonable Personal Use**

We acknowledge that you may use the Technology for reasonable personal use, provided that you at all times adhere to the standards expected of you. We may cease to allow such personal use at any time. Reasonable personal use of internet and email includes:

- sending and receiving personal email messages, provided that if email messages are sent with your College-provided email address, a disclaimer must accompany the email to the effect that the views expressed in the email may not represent our views;
- using instant messaging software or services for personal purposes;
- accessing the internet for personal purposes; and
- reading and posting personal messages or commentary on any third party website or service (including social media, blogs, comment sections of websites, forums, Usenet, etc), provided that if you have referenced in any way that you are a resident (including signing up to a website or service using your College-provided email address), a disclaimer must accompany the message or commentary to the effect that the views expressed in the message or commentary may not represent our views;
- utilising any other internet service or protocol for personal purposes after obtaining our permission to do so, provided in each case that the personal use is moderate in time, does not incur significant cost for us, does not interfere with your employment duties or the duties of your colleagues, and does not involve any prohibited use set out below.

### **Prohibited Use**

You must not use, or allow others to use, the Technology provided by us to you in such a way as to significantly interfere with your legitimate course-related research or university education, or to expose us to significant cost or risks or risk of liability, or for:

- personal commercial purposes;
- sending unsolicited bulk email (spam), or any other unsolicited mail, advertising material, or any other material contrary to law or relevant policies;
- disseminating, or trafficking in our or any third party's confidential information;
- disseminating personal contact information of officers, employees, or residents of ours without their consent;
- disseminating data or information belonging to us or other residents;
- infringement of our or any third party's rights (including intellectual property rights);
- sharing of files for unlawful purposes (including infringement of our or a third party's rights). Use of peer-to-peer file sharing or other similar technology is neither facilitated nor encouraged and is done at the personal risk of the parties involved in the exchange of permissions (including the risk of damage to personal computers);
- commission of a crime, activity in the course of commission of a crime, or for any illegal or unlawful purpose;
- knowingly or negligently interfering with, disrupting, or causing interruptions to any network, information service, equipment, or any user thereof, or attempting to do any such thing;
- accessing Technology other than through an authorised account registered in your name. Accounts must not in any other way be made available for the use of a person other than the account holder;
- supplying false or misleading data or improperly obtaining another's access details to gain access to, or accessing, monitoring, using, editing, deleting, or inserting any data, information, account, service, system, network, device (including a computer, tablet, mobile

phone, or storage device), or hardware for which you are not authorised. The negligence of another person in revealing access details does not constitute authorised use;

- defaming, harassing, discriminating against, bullying, vilifying, or abusing another person (sexually or otherwise), including via communication technology or via uploading or publishing material;
- composing or distributing material that is defamatory, menacing, threatening, or illegal under legislation where transmissions are sent from, viewed, or received;
- accessing, downloading, distributing, promoting, or making available illegal or unlawful material, pornographic material, or other obscene, offensive, or indecent material (as determined by us at our sole discretion);
- knowingly causing any other person to view content which could render us liable pursuant to harassment or discrimination legislation at the suit of that person;
- distributing, promoting or making available anything that is fraudulent, misleading, or deceptive, including any scam or 'phishing' attempt;
- knowingly or negligently degrading the quality of service provided to any other resident. This includes the running of any server, or downloading or requesting software or media files or data streams which will interfere with the operation of Technology (including, for example, by using a greater amount of network bandwidth than is appropriate);
- activity that is detrimental to, or adversely affects, our reputation and operations;
- purporting to express views on our behalf without official authorisation to do so, or causing another person to reasonably misconstrue that a personal view represents our official position; or
- any other activity that does not comply with your residential contract, or our operating procedures, other policies, or behavioural standards.

### **Privacy and Surveillance**

We do not generally monitor email, personal web sites, files and data stored on College equipment or traversing the College network. However, no usage of Technology is private under this policy. The College reserves the right to, at any time without notice, access and monitor all activity on Technology including email, websites, server logs and electronic files and any computer or electronic device connected to the College network, including personally owned equipment, if we determine that there is reason to do so. Such reason would include, but not be limited to, suspected or reported breaches of this Technology and Computer Systems Policy, or breach of your residential contract, or of any statutes, regulations, or policies of the College or the University of Queensland, or suspected breaches of the law.

The College also reserves the right to access and monitor the activity of students using third party services that have been engaged by the College. Use of third party products and services engaged by the College is also subject to the privacy and other terms and conditions of that service.

It is your responsibility to comply with this Technology and Computer Systems Policy, and you indemnify us for any direct loss and reasonably foreseeable consequential losses suffered by us by reason of your breach of this policy.

### **GUIDING DOCUMENTS**

Privacy Act 2000, Privacy Amendment (Private Sector) Act 2000, Criminal Law, Child Protection Legislation, Anti-discrimination Act 1991 (Qld), Workplace Health and Safety Act 1995 and Advisory Standard "Workplace Harassment" 2004, Copyright Act 1968 as Amended, The Spam Act 2003, University of Queensland Codes and Policies, The Convention Establishing World Intellectual Property Article 2 July 1967.

## **VISITORS POLICY**

Union College encourages residents to form friendships within College and also believes strongly in the value of maintaining existing social relationships beyond the bounds of College. This policy explains the College's position in relation to visitors to the College to ensure that both guests and residents who bring them to College understand their respective responsibilities.

1. A resident who brings a visitor onto the College site is guaranteeing that the visitor will abide by College Policies and any other constraints that apply to residents, and that the visitor will be accompanied by the resident at all times. Residents are responsible and accountable for the behaviour of their guest.
2. No overnight accommodation is to be made available to visitors. Queensland Fire regulate your room as a single occupancy dwelling. There is a legal obligation to ensure a clear path to your door is maintained in case of emergency. These requirements apply in all multi-occupancy buildings within Queensland). The College common rooms and other facilities (other than toilets) are not available for use by visitors.
3. Visitors may purchase a Meal Voucher to attend a meal, but no visitor may be in the Dining Room without a meal voucher. The College does not provide visitor meals at breakfast. Any resident who attempts to obtain a free meal for a non-resident will face financial and other penalties.
4. Visitors will be required to leave if they are disturbing or imposing on other residents.

## YOUNG PEOPLE PROTECTION POLICY

This Policy provides guidance on the issues related to the legislated “Duty of Care” that applies to the “Children and Young People” in the College. A child or young person is a person under the age of eighteen (18) years. The College must comply with requirements imposed by legislation in terms of their living arrangements at College, and aspects of their care.

### POLICY

- a) All forms of harm, and/or sexual abuse, carried out on a resident under the age of 18 are mandatory, notifiable offences. The College complies with mandatory reporting requirements.
- b) All College staff, including contracted staff and all Resident Mentors, are required to immediately notify the Head / Dean of Students of any event where it is known or suspected that any harmful or sexual abuse may have occurred against a student under the age of 18 years. Any knowledge or reasonable suspicion of harm or sexual abuse to a student will be reported to the Police.
- c) The College ensures that all who require “Blue Cards” for working with “Children and Young People” acquire such cards before they commence working as employees or engaging in volunteer activities. A register of “Blue Card” holders is maintained by the College.

### PRINCIPLES

- Every young person has a right to protection from harm and the welfare and best interest of the young person are at the heart of this policy.
- Any person who presents an unacceptable risk to young people will be removed from any contact with such.
- The College will co-operate and work in partnership with other state agencies that are involved in child protection.
- All employees must comply with this policy and legislative screening requirements and notifications should their criminal history change. Failure by an employee to act in accordance with the requirements of this policy will constitute a breach of the Contract of Employment.
- The College will respond diligently and promptly to a report of suspected or actual harm, sexual abuse to a student under 18. The College will support a student who is a victim harm/, inappropriate behaviour/ or sexual abuse.
- The College will act fairly and reasonably towards an employee or student who is the subject of an allegation of inappropriate behaviour, harm or sexual abuse.

### DEFINITIONS

- Abuse of Power – refers to abuse of the special relationships that exists between e.g. Student/staff member/Resident Mentor etc., where one is supposed to have the wellbeing of the others in special regard – it is called a fiduciary duty.
- Harm to a student is any detrimental effect of a significant nature on the student’s physical, psychological or emotional wellbeing by any cause e.g. physical, psychological or emotional abuse or neglect; or sexual abuse or exploitation;
- ‘Inappropriate behaviour’ is behaviour that does not reach the level of harm considered ‘significant detriment’. Such matters will be handled internally by the Head of College or delegate. Behaviours and speech which in the reasonable opinion of the College Head would bring the College into disrepute or would cause unacceptable risk to others include: improper conduct / speech or use of text / imagery within the College environment; improper conduct/speech or use of text / imagery in a private capacity that reflects seriously and adversely on the College; repeated inappropriate behaviours and/or comments; familiarity with students beyond professional bounds.
- Sexual Abuse of a young person (under 18) for the purpose of this policy includes abuse caused to students, by a College employee or fellow student.