



## Duty of Care Policy

When referenced in this document International School of Performing Arts (ISPA) includes the Australian International Girls Choir.

### Duty of Care

International School of Performing Arts (ISPA) staff members have a duty to the ISPA students in their care. This duty of care requires ISPA staff to:

- take positive steps towards maintaining mental and physical health and safety
- protect ISPA students in their charge from risks of injury that are reasonably foreseeable
- adequately supervise ISPA students
- assist ISPA students who may be injured or unwell.

### Standard of Care

ISPA staff members are held to a high standard of care in relation to ISPA students and to each other. The ISPA team's first duty is to the ISPA students in our care. This duty requires ISPA to take all reasonable steps to reduce risk including:

- provision of suitable and safe premises
- provision of an adequate system of supervision
- ensuring that medical assistance is provided to a sick or injured chorister or participant
- implementation of strategies to prevent bullying and psychological harm

Whilst each case regarding a staff member's duty of care will be judged on the circumstances that occurred at the time, the following common examples may be times when a staff member has *failed* to meet their legal duty of care responsibilities:

- leaving ISPA students unattended in the rehearsal space
- inadequate supervision at a public engagement, special event, performance or competition
- ignoring dangerous play
- allowing ISPA students to leave a venue without a parent or guardian (unless the Permission to Arrive and Depart Independently form has been submitted for AGC choristers)
- failing to act appropriately to protect a student who claims to be bullied
- believing that a child is being harmed but failing to adhere to their mandatory reporting obligations (See 'Child Protection Policy')
- physically or psychologically harming a student

### Negligent Advice

ISPA staff members are also cautioned against giving advice on matters that they are not professionally competent to give (negligent advice). Advice is to be limited to areas within the bounds of a staff member's own professional competence and given in situations arising from a role specified for them by ISPA management. For example, 'counselling' choristers should be avoided. If ISPA staff members are concerned about a participant who has confided in them, they should contact their manager who will take relevant steps.

### Supervision during session times

Participants are to be supervised in the rehearsal space at all times.

- It is unacceptable to leave participants unsupervised
- In an emergency situation contact the nearest staff member for additional help (if appropriate, send a pair of ISPA students for assistance)
- No student should be sent outside the rehearsal space unsupervised
- Discretion is to be used when allowing ISPA students to visit the toilet during class time; depending on the location of the toilet, ISPA students should be escorted by a non-teaching staff member or, by a fellow classmate.
- It is ISPA policy that no participant is to be alone with an ISPA staff member at any time; either other ISPA students, or a staff member, must be present during all interactions.

### **Supervision outside of session times**

The ISPA staff duty of care is not confined to rehearsal, event days or Holiday Program session times. The duty also applies to situations both before and after sessions where staff members can be deemed to have assumed the teacher/pupil relationship.

The ISPA team will take reasonable steps to protect ISPA students from risk outside session times in the following ways:

- Participants are supervised by an ISPA employee at all times
- Participants will not be allowed to leave the venue without a parent/guardian collecting them
- Participants are never left alone at a venue or public engagement; a staff member will wait until late parents arrive
- ISPA will follow up suspected instances of bullying with the participants and parents in question

### **Social Interaction**

ISPA staff must maintain professional teacher/student relationships with ISPA students at all times. This includes face to face, electronic or phone contact being entirely limited to classes and the activities for which they are employed.

#### *Social functions and performances*

It is not appropriate for ISPA staff to socialise with ISPA students. Staff members should not accept invitations to ISPA students' social functions or to attend their performances. This applies to organised social functions (birthday parties, break up parties etc) and to casual social events (coffee catch ups, movies). Where a prior social relationship exists between the ISPA staff member and ISPA participants' family, this rule does not apply but appropriate discretion is required.

#### *Telephone*

It is inappropriate for ISPA staff to communicate with an ISPA student by phone or text other than as required in the execution of their duties as a staff member.

#### *Social Networking*

ISPA's policy relating to social networking is covered in our Social Media Policy.

#### *Transport*

ISPA staff must not offer or provide transport to ISPA students to or from ISPA rehearsals, events or public engagements.

### **Parents' Access to ISPA students**

Parents whose daughter is subject to a court order that affects who can collect their daughter/s from rehearsals and events must provide ISPA with the relevant documentation. ISPA venue staff will be made aware of these requirements and will make every effort to comply with the order. ISPA will adhere to this order until a new order is provided. It will be assumed that both parents and guardians have access to their child unless ISPA is notified otherwise, in writing.

### **Health and Medical Matters**

In the event of illness or accident while under our care, the manager in charge will contact the parents or guardian, and an ambulance if required. If the parents or guardian cannot be reached, the manager is authorised to consent to your child receiving medical treatment as may be deemed necessary.

It is a requirement that parents provide details of any pre-existing medical conditions, including mental and physical health considerations. Some health matters may require a specific action plan in case of an emergency. We require a Medical Action Plan (MAP) provided by a doctor for any condition that is rated severe and requires specific medical equipment or medicine. Equipment may include autoinjectors, inhalers or medications and must be brought to weekly classes and all event days, such as production rehearsals and concerts, in order for your child to participate. ISPA must be notified if any medical information changes during your child's enrolment.

### **First Aid**

First Aid is exactly what its name implies – a first level of assistance administered to an injured or sick person before professional medical care is available. Young children with communication difficulties are sometimes unable or unwilling to describe the onset of illness or the nature of injury and pain. This means that ISPA staff need to be observant and actively enquire about the wellbeing of participants as part of their standard first aid procedure.

First Aid support in education and childcare settings is the same as that provided to the wider community. It is provided in response to unpredictable illness or injury to:

- preserve life
- protect a person, particularly if the person is unconscious
- prevent a condition worsening
- promote recovery

First Aid incorporates basic life support. It comprises emergency procedures to:

- recognise and manage a clear and open airway
- restore breathing and/or circulation
- monitor wellbeing using techniques as described by approved first aid training providers, until the person is transferred to the care of an ambulance officer, nurse or doctor.

At ISPA the provision of first aid support looks like:

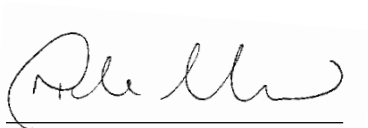
- Venue Managers and Event Managers ensure a safe environment for participants at all times
- Tutors and Instructors deliver curriculum that supports participant wellbeing
- Staff members provide basic first aid in the case of an injury or illness to a participant
- Staff members report incidents to parents and guardians
- Staff members contact parents before administering medication unless the parent has specifically requested ISPA staff to administer medication
- Staff complete an ISPA Incident Report for any follow up action, and telephone the CEO Nicole Muir in any instance when an emergency service is called.

Further medical assistance should be sought if the staff members at the scene determine it is needed. Seeking medical assistance can involve calling for an ambulance. In a less urgent circumstance, it can mean informing the child's emergency contacts. Please see ASPA's First Aid and Incident Action Plan for further detail.

### Reporting Incidents

For record keeping purposes and follow up after an incident, it is important that details of accidents, injury or illness at venues, public engagements or special events are reported using ISPA's Incident Report Form.

The safety and wellbeing of all children in our care is our highest priority and our staff members will do everything they can to act in the child's best interests in the case of an emergency, however our venue staff members are not trained first aiders and cannot personally guarantee each child's safety.



Nicole Muir  
CEO

This policy will be regularly reviewed to take into account workplace and legislative change.  
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