

JUNE 2025

Chaplaincy and Wellbeing Services in Tasmanian State Schools Procedure

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Version 1.2 – 17/06/2025

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1 Purpose

This Procedure supports the [Chaplaincy and Student Wellbeing Services in Tasmanian State Schools Policy](#) (the Policy) by providing advice to all Department for Education, Children and Young People (DECYP) employees, schools and school associations, Approved Chaplaincy/Student Wellbeing Providers, Chaplains, and Student Wellbeing Officers.

All schools engaging the services of a Chaplain and/or Student Wellbeing Officer must consider relevant provisions of this Procedure regardless of their funding source (National Student Wellbeing Program or other). Where Chaplains/Student Wellbeing Officers work directly one-to-one with students they must comply with the [Working with External Support Providers Procedure](#) (see Section 5.5 below).

The [Schools Checklist](#) must be completed prior to a Chaplain/Student Wellbeing Officer commencing duties and a copy of the checklist held on file in the school records.

2 Overview

This Procedure outlines the considerations and actions that must be undertaken by schools engaging a Chaplain and/or Student Wellbeing Officer to provide pastoral care services and wellbeing support strategies, including:

- an initial determination that the school community supports the engagement of a Chaplain/Student Wellbeing Officer
- the roles, responsibilities, and obligations of DECYP schools, Approved Providers, Chaplains/Student Wellbeing Officers
- the process for engaging the services of a Chaplain/Student Wellbeing Officer
- the process for the ongoing management of chaplaincy/student wellbeing services.

3 Roles and Responsibilities

Roles and responsibilities are outlined in detail in this Procedure, as well as more briefly in the Policy, the [National Student Wellbeing Program Federation Funding Agreement Schedule](#) (FFA Schedule) and the Chaplaincy/Student Wellbeing Contract for Services.

3.1 The Department for Education, Children and Young People (DECYP)

The role of DECYP is to administer the National Student Wellbeing Program (NSWP) in Tasmania on behalf of the Australian Government. DECYP is responsible for:

- all aspects of delivering the NSWP as outlined by the Australian Government in the FFA Schedule
- administering and allocating funding to government and non-government school sectors to participate in the NSWP

- establishing and maintaining relevant documentation that supports the provision of chaplaincy/student wellbeing services in Government schools regardless of whether or not they receive NSWP funding
- reporting on delivery of the NSWP as outlined in the FFA Schedule
- requesting additional information from participating schools and Approved Providers as required to meet its obligations under the FFA Schedule
- supporting schools with advice on how to deliver the NSWP.

3.2 Schools

The role of participating schools is to manage the provision of chaplaincy/student wellbeing services through the Principal (or their delegate). The following responsibilities are to be considered by the Principal when considering engaging the services of a Chaplain/Student Wellbeing Officer and must be followed when chaplaincy/student wellbeing services are provided in DECYP schools:

3.2.1 Selection of Chaplains/Student Wellbeing Officers

Schools must:

- confirm that the school community, particularly parents, support the engagement of a Chaplain/Student Wellbeing Officer
- select their preferred Provider from the [Panel of Approved Providers](#):
 - NB Tasmanian State Schools who are not participating in the NSWP must only engage in a contract to deliver chaplaincy or student wellbeing services with an Approved Provider.
- negotiate the chaplaincy/student wellbeing services to be provided to their school community with their chosen Approved Provider through completion of the [Official Order](#)
- work with their chosen Approved Provider to engage an appropriately qualified Chaplain/Student Wellbeing Officer for their school community and induct them as outlined below.

3.2.2 Induction of Chaplains/Student Wellbeing Officers

Schools must:

- provide the Chaplain/Student Wellbeing Officer with an induction to relevant DECYP and school-based policies, procedures, and training, including:
 - [Behaviour Standards and Code of Conduct for Chaplains and Student Wellbeing Officers in Tasmanian State Schools](#)
 - [Duty of Care for Students on Departmental Educational Sites Procedure](#)
 - [Enquiries and Complaints Management Policy](#)
 - [eSafety Training Module for the NSWP from the eSafety Commissioner](#)
 - [Safe. Secure. Supported. Our Safeguarding Framework](#)
- ensure Chaplains/Student Wellbeing Officers undertake all mandatory training required by DECYP, including but not limited to [Safeguarding Training](#)

- inform parents/carers/students in writing of the availability and nature of chaplaincy/student wellbeing services and activities
- ensure Chaplains/Student Wellbeing Officers sign the [Behaviour Standards and Code of Conduct for Chaplains and Student Wellbeing Officers in Tasmanian State Schools](#) prior to commencement
- complete the [School Checklist](#) prior to the Chaplain/Student Wellbeing Officer starting work at their school
- allow the Chaplain/Student Wellbeing Officer access to appropriate professional development (Generally this would occur outside of school hours and at the Approved Provider's expense.)
 - If a school wishes for a Chaplain/Student Wellbeing Officer to undertake additional training for a unique school context this may be negotiated between the school and the Approved Provider.
- allocate workspace and support facilities for the Chaplain/Student Wellbeing Officer, including access to a device (A DECYP login for new Chaplains/Student Wellbeing Officers will be coordinated by DECYP's NSWP team.)
- ensure the Chaplain/Student Wellbeing Officer is integrated into the life of the school through professional and personal support and supervision.

3.2.3 Operation of the NSWP

Schools must:

- ensure chaplaincy/student wellbeing services are delivered in a location that can be observed and/or accessed by school staff at all times
- establish appropriate processes to ensure that participation in chaplaincy/student wellbeing services and any related activities by all students is voluntary
- give parents the opportunity to object, as a matter of conscience, to their children participating in any chaplaincy/student wellbeing related services and activities
- ensure the Chaplain/Student Wellbeing Officer is subject to the overall management structures and procedures of the school
- provide Chaplains/Student Wellbeing Officers with an understanding of the roles of Social Workers and School Psychologists and the referral process for their services, and assist Chaplains/Student Wellbeing Officers to develop skills in discerning when referrals to professional staff are warranted
- retain copies of all documents relating to a chaplaincy/student wellbeing service
- advise nwsp@decyp.tas.gov.au where a complaint is made regarding the chaplaincy/student wellbeing service provided by a school's Chaplain/Student Wellbeing Officer (Information and resources to support complaints management are available at [Enquiries and Complaints Management](#).)
- approve all services and materials to be delivered by the Chaplain/Student Wellbeing Officer and ensure that they contribute to the wellbeing of students and that these services are consistent with the Chaplain/Student Wellbeing Officer's qualifications and the requirements of the [Policy](#) and the FFA Schedule

- provide regular reports, including an acquittal of expenditure for NSW funding, to DECYP to enable the department to monitor and evaluate chaplaincy/student wellbeing services and fulfil its reporting obligations to the Australian Government
- ensure that the Chaplain/Student Wellbeing Officer understands the principles, ethics and practical implications of confidentiality in accordance with various regulations and the policies and procedures of the school
- ensure that Chaplains/Student Wellbeing Officers only collect student information that is necessary to provide the agreed chaplaincy/student wellbeing service, and that all student information is held securely to avoid loss, unauthorised access, use, modification or disclosure, and all other misuse in accordance with the [Personal Information Protection Act 2004](#) and the DECYP policy on [Personal Information Protection Policy](#)
- follow [Off Campus Activities Planning Procedures](#) when Chaplains/Student Wellbeing Officers attend school camps, off-campus activities, and excursions organised by the school:
 - Chaplains/Student Wellbeing Officers cannot be included when the school is calculating staff supervision ratios.
- ensure that under no circumstances is the school's duty of care for students delegated to its Chaplain/Student Wellbeing Officer.

3.2.3.1 Religious events or instruction

- The principal must approve all instances where Chaplains/Student Wellbeing Officer intend to promote external events run by religious organisations to students, to conduct religious services or ceremonies, or to lead students in religious observances. Principals should consult with their school association to inform their decision.
- Where religious instruction is provided in a school (in accordance with the [Education Act 2016](#) and the [Religious Instruction Programs in State Schools Policy](#)) it must be provided independently of the Chaplain/Student Wellbeing Officer.

3.3 Approved Providers

- The role of an Approved Provider is to employ Chaplains/Student Wellbeing Officers to provide chaplaincy and/or student wellbeing services in Tasmanian schools.
- Approved Providers must enter into a formal contract with DECYP for the delivery of chaplaincy and/or student wellbeing services before commencing that delivery in any state school.
- Principals and Approved Providers must work collaboratively to select a Chaplain/Student Wellbeing Officer for appointment to a school and must negotiate and document a work plan which details the duties and tasks the Chaplain/Student Wellbeing Officer will undertake in the school.
- Approved Providers must complete an [Official Order](#) with each school for which they are providing services.
- Approved Providers are fully responsible for all employment-related matters for Chaplains/Student Wellbeing Officers and for paying the salary and other employment-related costs for the provision of chaplaincy/student wellbeing services, and the provision of professional development and support for Chaplains/Student Wellbeing Officers. However, Chaplains/Student Wellbeing Officers

are subject to the direction and management of the Principal (or their delegate) in their day-to-day tasks.

- Approved Providers must not pressure schools or school associations to fund additional chaplaincy hours beyond the level funded under the NSWSP.
- Approved Providers must ensure that they and their employees adhere to the requirements outlined in this Procedure, the Policy, the Contract for Services, and the [NSWP FFA](#), including establishing appropriate complaint mechanisms (for complaints referred to them by DECYP).
- Approved Providers must verify and provide evidence to the school of a Chaplain/Student Wellbeing Officer's relevant qualifications and current and valid Registration to Work with Vulnerable People (RWVP) and ensure that the Chaplain/Student Wellbeing Officer has signed the Behaviour Standards and Code of Conduct for Chaplains and Student Wellbeing Officers prior to the Chaplain/Student Wellbeing Officer commencing work at that school.
- **NSWP ONLY:** Approved Providers must ensure that NSWSP Chaplains/Student Wellbeing Officers undertake professional learning, in particular the eSafety Training Module for the NSWSP from the eSafety Commissioner within three months of commencing NSWSP services and refresh this professional learning at least once every two-and-a-half years. However, such activity must not be undertaken within the minimum hours (360 hours or 180 hours depending on funding) of Chaplaincy/Student Wellbeing services provided to a school, unless agreed by the Principal.
- In the first instance, Approved Providers must report all complaints about Chaplains/Student Wellbeing Officers to DECYP by emailing nswp@decyp.tas.gov.au. DECYP will then advise Approved Providers on the appropriate response.
- Approved Providers must report to schools and other business units within DECYP as requested and provide feedback regarding chaplaincy/student wellbeing related matters. This will include, but not be limited to, providing information for the completion of reporting to meet DECYP's requirements under the NSWSP FFA and supplying Chaplain/Student Wellbeing Officer details to DECYP to enable manual accounts to be generated. Information required from Providers will generally comprise the following:
 - names of schools receiving services from the Provider
 - hours provided to each school (and funding source)
 - Chaplain/Student Wellbeing Officer name (and associated school)
 - evidence of completion of the eSafety Training Module for the NSWSP from the eSafety Commissioner (new chaplains or student wellbeing officers only)
 - evidence of completion of Safeguarding Training (new chaplains or student wellbeing officers only)
 - Chaplain/Student Wellbeing Officer qualification details
 - Registration to Work with Vulnerable People (RWVP) number and expiry date (all chaplains and student wellbeing officers)
 - details of any complaints received and resolution status
 - any other relevant details as required in the Policy, this Procedure or for reporting under the FFA Schedule.

3.4 Chaplains and Student Wellbeing Officers

The role of the Chaplain/Student Wellbeing Officer is to work with wellbeing and student support staff in schools to support students and the wider school community to provide:

- pastoral care and guidance to students
- strategies that support the emotional wellbeing of the broader school community
- a contribution to the School Support and Wellbeing Team in the delivery of chaplaincy and/or student wellbeing services
- referrals for students, or sourcing appropriate services to meet their needs
- support to improve student engagement and connectedness
- a safe, inclusive and supportive learning environment.

The primary role of the Chaplain/Student Wellbeing Officer is to support students. However, school staff may initiate access to support from the Chaplain/Student Wellbeing Officer on a voluntary basis where resourcing allows for this to occur.

Chaplains/Student Wellbeing Officers and school staff should ensure that chaplaincy/student wellbeing services are not accessed for matters that are more appropriately dealt with through [Wellbeing Connect](#), particularly matters relating to work.¹

3.4.1 Chaplains and Student Wellbeing Officers must:

- observe a high standard of professional conduct at all times
- ensure that participation by all students in all chaplaincy/student wellbeing services is voluntary
- respect, accept and be sensitive to other people's views, values, cultures and beliefs
- comply with all laws and DECYP policies and procedures, including the [Safe. Secure. Supported. Our Safeguarding Framework](#) and the policies and procedures contained within the Framework
- have a current and valid RWVP and provide proof of registration to their employer and the school before commencing work in any school
- meet the NSWSP's minimum qualification requirements
- sign and act in accordance with the [Behaviour Standards and Code of Conduct for School Chaplains and Student Wellbeing Officers](#)
- accept day-to-day direction from the principal (or their delegate)
- uphold their Mandatory Reporting obligations by notifying the Strong Families Safe Kids Advice and Referral Line (ARL) on 1800 000 123 if they know, believe, or suspect that a child is being neglected or abused, including child sexual abuse and grooming
- notify the principal (or their delegate) if they have concerns about the safety or wellbeing of a child
- refer students to other support staff or services where appropriate
- adhere to the [Social Media Policy and Procedure](#)

¹ Wellbeing Connect can assist staff with matters related to aspects of both their personal and professional lives.

- ensure that they take responsibility, and obtain prior approval from the principal, for any external people that they invite onto the school premises to provide student activities
- adhere to all DECYP policies for volunteers and [external providers](#), including the [Pre-Engagement Screening Policy](#) which covers Registration to Work with Vulnerable People
- review content provided by external providers to be delivered to students to ensure that it complies with this procedure as well as the [Working with External Support Providers Procedure](#)
- ensure that they only collect information about students that is directly relevant to their role as a Chaplain/Student Wellbeing Officer and adhere to the [Personal Information Protection Act 2004](#) and [Personal Information Protection Policy](#).

3.4.2 Chaplains and Student Wellbeing Officers must not:

- engage in concerning and unacceptable behaviour
- proselytise, evangelise, advocate for a particular religious view or belief, or attempt to convert students to a religion or set of beliefs
- provide professional services for which they are not qualified or that are beyond the scope of agreed services, such as teaching or counselling; where a Chaplain/Student Wellbeing Officer has qualifications in these areas, they are not permitted to provide these roles in their capacity as a Chaplain/Student Wellbeing Officer
- conduct themselves in a manner which negatively impacts the delivery of their services as a Chaplain/Student Wellbeing Officer, even in a private capacity
- breach the [Behaviour Standards and Code of Conduct for School Chaplains and Student Wellbeing Officers](#)
- put themselves, or allow themselves to be placed in, a compromising situation, for example becoming involved or assisting in a parenting dispute, family law matter or other legal proceeding
- visit students' homes to work with them or their families
- promote external events run by religious organisations (such as camps, excursions, youth conferences, and guest speaker presentations) to students without permission from the principal (or their delegate)
- deliver special religious instruction, conduct religious services or ceremonies, or lead students in religious observances without permission from the principal (or their delegate)
- initiate faith discussions with a view to coercing, persuading, or manipulating students to a particular view or spiritual belief
- make public comments which could be perceived as compromising their capacity to fulfil their duties in accordance with the [Behaviour Standards and Code of Conduct for School Chaplains and Student Wellbeing Officers](#).

3.5 School associations

School associations, usually via their committee, work with their principal (or delegate) and the wider school community to determine the need and support for a school chaplaincy/student wellbeing service for their school community.

- School associations may work with the principal (or delegate) and the Approved Provider to select an appropriate Chaplain/Student Wellbeing Officer to work in their school community.
- School associations may choose to form a sub-committee to oversee and provide advice on the services and materials to be delivered by the Chaplain/Student Wellbeing Officer and the development and implementation of the chaplaincy/student wellbeing service in partnership with the principal (or delegate).
- There is no obligation on the school or school association to fund additional chaplaincy/student wellbeing services beyond those funded under the NSWP.
- School associations may choose to work with the principal (or delegate) to fundraise to purchase additional chaplaincy/student wellbeing services beyond those funded under the NSWP, where there is prior agreement to do so between the school and the Approved Provider.

4 Process

The process for provision of chaplaincy/student wellbeing services is to be taken into account by the principal when considering engaging the services of a Chaplain or Student Wellbeing Officer and must be followed whenever chaplaincy/student wellbeing services are provided in Tasmanian State schools.

A [Checklist](#) has been developed to support schools to meet these requirements. The checklist must be completed and a copy should be kept in the school's records.

The steps are:

1. Schools with an available source of funding and the support of their school community to engage a Chaplain or Student Wellbeing Officer select an Approved Provider.
2. Schools (with input from their school association) and the Provider work together to select a Chaplain or Student Wellbeing Officer.
3. Schools inform parents/carers/students of chaplaincy and/or student wellbeing services and give them the opportunity to opt out of participating.
4. Chaplain/Student Wellbeing Officers obtain a Registration to Work with Vulnerable People (RWVP) and sign the [Behaviour Standards and Code of Conduct for School Chaplains and Student Wellbeing Officers](#).
5. After being inducted at the school, the Chaplain/Student Wellbeing Officer commences work under the day-to-day direction of the principal (or delegate).

4.1 Step 1 - selecting an Approved Provider

- Before applying for funding, a school must confirm that the school community, particularly parents, supports the engagement of a Chaplain/Student Wellbeing Officer. Consultation is to include:
 - the school association
 - parents, guardians, and families
 - teachers and other school staff
 - students.

- A school engaging the services of a Chaplain/Student Wellbeing Officer must choose their preferred Approved Provider from the panel of Approved Providers.

4.2 Step 2 - selecting a Chaplain/Student Wellbeing Officer

- The school, with input from the school association, must work with its chosen Approved Provider to select an appropriately qualified Chaplain/Student Wellbeing Officer for their school community.
- The school and Approved Provider complete an [Official Order](#) to detail the duties and tasks the Chaplain/Student Wellbeing Officer will undertake in the school.
- The Official Order sets out the agreed parameters of the chaplaincy/student wellbeing service, ensuring that a minimum of 360 hours of chaplaincy/student wellbeing service per annum is provided where the maximum funding is available to the school (or a pro-rata minimum service level for funding less than the maximum):
 - As schools will monitor the hours worked by their Chaplain/Student Wellbeing Officer, they are to maintain records that will objectively and periodically demonstrate the number of hours being delivered by the Chaplain/Student Wellbeing Officer to the school community, DECYP, and other key stakeholders on request.
- The school and its chosen Approved Provider must outline the nature of the chaplaincy/student wellbeing service to be provided, approved materials and activities, how performance will be jointly managed, the operation of any school association governance arrangements or any other matter that the parties wish to document, so long as it is consistent with the NSW FFA, this Procedure, the Policy, and the Contract for Services signed by each of the Approved Providers.
- The minimum details that must be included in the Official Order are:
 - name of school and chosen Approved Provider
 - amount to be paid for the service and associated minimum hours of service
 - for NSW funding recipients, details of any additional non-NSW funded chaplaincy service (cost and minimum hours)
 - distribution of chaplaincy/student wellbeing service throughout the school year (e.g. two days per week)
 - whether there is a shared chaplaincy/student wellbeing service with another school (identify school)
 - Chaplain/Student Wellbeing Officer's name
 - evidence of Chaplain/Student Wellbeing Officer's RWVP
 - details of qualifications for proposed Chaplain/Student Wellbeing Officer
 - payment terms.
- The Official Order must be renegotiated each year. Schools are required to retain a copy.
- The Approved Provider must send a copy of the completed Official Order to nswp@decyp.tas.gov.au.

4.3 Step 3 – informing the school community

- It is not compulsory for any student to participate in activities or receive services from a school Chaplain/Student Wellbeing Officer.
- The principal (or delegate) must ensure that parents, carers, and students have been fully informed of the program and the role of the Chaplain/Student Wellbeing Officer. It must also be clearly communicated that the program is not part of the school curriculum and that children do not have to participate in this service.
- Schools must establish communication processes to provide parents/carers at enrolment, at the beginning of the school year, and on request, information that details the school's chaplaincy/student wellbeing services (e.g. publishing information on the school's website, in the parent handbook, and/or school newsletter). This detailed information should include:
 - information about the chosen Approved Provider and Chaplain/Student Wellbeing Officer
 - the availability and nature of Chaplaincy/Student Wellbeing services and activities (There must be clear distinction between the activities of the Chaplain/Student Wellbeing Officer and support available generally as part of the school's wellbeing service.)
 - the processes for accessing a Chaplain/Student Wellbeing Officer and the requirements for written parental/carer consent in accordance with the Working with External Support Providers Procedure before a student participates in or receives one-on-one chaplaincy/student wellbeing service/activities (Refer to the Working with External Support Providers in Schools Consent Form.)
 - the opportunity to review permission annually and when there is a change to the Chaplain/Student Wellbeing Officer or to their program of services
 - that they may withdraw their consent at any time
 - the process to opt their child(ren) out of chaplaincy/student wellbeing services.

4.4 Step 4 – Chaplain/Student Wellbeing Officer credentialling and induction

- The Approved Provider must provide evidence to the school that the Chaplain/Student Wellbeing Officer meets the minimum requirements of a Chaplain/Student Wellbeing Officer as set out in the Policy, this Procedure, the Contract for Services, and the FFA Schedule.
- The Approved Provider must ensure and that the Chaplain/Student Wellbeing Officer signs the Behaviour Standards and Code of Conduct for Chaplains and Student Wellbeing Officers and that they hold a valid Registration to Work with Vulnerable People (RWVP) before they commence working in the school.
- On appointment of the Chaplain/Student Wellbeing Officer, the principal must outline to them the measures in place to ensure compliance with the Behaviour Standards and Code of Conduct for Chaplains and Student Wellbeing Officers and how breaches will be managed.
- Schools must retain copies of all documents related to chaplaincy/student wellbeing service including:
 - a Chaplain's/Student Wellbeing Officer's RWVP

- relevant qualifications of the Chaplain/Student Wellbeing Officer
- that the Chaplain/Student Wellbeing Officer has undertaken an induction process and relevant professional learning
- the Behaviour Standards and Code of Conduct for Chaplains and Student Wellbeing Officers signed by the Chaplain/Student Wellbeing Officer
- the annual Official Order.
- An effective induction process is essential to ensure Chaplains/Student Wellbeing Officers are aware of their responsibilities and what is expected of them, and also to ensure they are across key legislation, policies, procedures, safety, security, and the like.
- Examples of induction processes used by schools include:
 - school staff meetings
 - face-to-face meeting between principals and Chaplains/Student Wellbeing Officers.
- Whatever school induction process is followed, the principal must ensure that relevant school documents, policies, and procedures are discussed, for example:
 - Code of Conduct and Behaviour Standards for Chaplains and Student Wellbeing Officers in Tasmanian State Schools
 - DECYP Strategic Plan
 - Mandatory Reporting Procedure
 - Respectful Schools and Respectful Behaviour
 - Safe. Secure. Supported. Our Safeguarding Framework and the policies contained within
 - School Improvement Planning
 - Social Media Policy and Procedure
 - Working with External Support Providers Procedure and Induction Checklist.
- Schools must complete [the School Checklist – Chaplaincy and Student Wellbeing Officer Services in Tasmanian State Schools](#) prior to the Chaplain/Student Wellbeing Officer starting work at their school.

4.5 Step 5 - Chaplain/Student Wellbeing Officer commences work

- The Chaplain/Student Wellbeing Officer is to be part of the School Support and Wellbeing Team. School Psychologists and Social Workers provide professional intervention and counselling to students in areas such as mental health. Chaplains/Student Wellbeing Officers work alongside these officers as part of a school team to support and provide advice to students in need.
- Chaplains/Student Wellbeing Officers are not permitted to provide professional services for which they are not qualified or that are beyond the scope of agreed services, such as teaching or counselling.
- As a member of the support team providing support to students in a school, the Chaplain/Student Wellbeing Officer should benefit from and be subject to the overall management structures and procedures of the school. This includes participation in relevant professional learning opportunities, including Professional Learning Days and Moderation Days where appropriate.

5 Operational requirements for Chaplains and Student Wellbeing Officers

5.1 Document retention

The [Archives Act 1983](#) stipulates that State and local government organisations must not dispose of records of any type or format without the written approval of the State Archivist. Disposal of records involves their destruction, their removal from the custody of their creating Agency, or their transfer to the Tasmanian Archive & Heritage Office. Practically, the retention of documents is crucial to business continuity, particularly if contact officers for each school are regularly updated. Schools must retain all documents related to chaplaincy and student wellbeing service provision. Such records are DECYP property and must not be kept solely by the Approved Provider.

5.2 Parent, student or community complaint

Parents/carers, students and other members of a school community have a right to raise complaints/concerns about the Chaplaincy/Student Wellbeing services at their school. Complaints must be managed in accordance with the [Enquiries and Complaints Management Policy](#).

- Schools must report all complaints about Chaplains/Student Wellbeing Officers to DECYP at nswp@decyp.tas.gov.au.
- Approved providers must report all complaints about Chaplains/Student Wellbeing Officers to DECYP at nswp@decyp.tas.gov.au.
- Schools must maintain/hold records of all complaints about Chaplains/Student Wellbeing Officers at the school.

5.3 Dispute between Chaplain/Student Wellbeing Officer and school

Chaplains/Student Wellbeing Officers are employees of the Approved Provider.

In the first instance, disputes between the Chaplain/Student Wellbeing Officer and the school should be resolved with the Chaplain's/Student Wellbeing Officer's manager and the principal as appropriate, according to the Approved Provider's dispute-resolution procedures.

In the event the Chaplain/Student Wellbeing Officer, Approved Provider and school are unable to reach agreement about a matter that is affecting service delivery to the school, DECYP may meet with the Approved Provider to discuss the matter in good faith and ensure the Approved Provider is complying with its obligations under the Policy, this Procedure or the FFA Schedule.

Any breach of the Behaviour Standards and Code of Conduct for School Chaplains and Student Wellbeing Officers or behaviour which poses a risk to students will not be tolerated. Any incident, disclosure or suspicion of child abuse perpetrated by a Chaplain or Student Wellbeing Officer, including child sexual abuse and grooming, must be reported to the Strong Families Safe Kids Advice and Referral Line (ARL) on 1800 000 123 and documented in accordance with the Mandatory Reporting Procedure. Illegal behaviour must also be reported to Police.

- Schools must report all complaints about Chaplains/Student Wellbeing Officers to DECYP at nswp@decyp.tas.gov.au.
- Approved providers must report all complaints about Chaplains/Student Wellbeing Officers to DECYP at nswp@decyp.tas.gov.au.
- Schools must maintain/hold records of all complaints about Chaplains/Student Wellbeing Officers at the school.

5.4 Dispute between Approved Provider and school

Schools must ensure that the Chaplain/Student Wellbeing Officer and the Approved Provider are aware of the Enquiries and Complaints Management Policy.

Principals must also ensure there are procedures in place at the school level to manage complaints about the Chaplain/Student Wellbeing Officer or service delivery with the Approved Provider concerned. This will always involve engaging the Approved Provider when a complaint is escalated to the principal.

In the first instance, issues or concerns between an Approved Provider and school should be resolved through discussion between the parties and notification to nswp@decyp.tas.gov.au.

If a discussion does not resolve the matter, the Contract for Services outlines a dispute resolution process where (except in the case of action required to be taken under statute, or where an urgent interim determination is sought) the parties must refer the matter for resolution by a person of appropriate qualifications and experience as agreed between them.

Schools must notify DECYP at nswp@decyp.tas.gov.au if a formal contractual dispute-resolution process commences.

5.5 Consent for one-on-one interaction with Chaplain or Student Wellbeing Officer

Prior to a Chaplain and/or Student Wellbeing Officer providing direct one-to-one support to a student, in addition to the requirements of this Procedure, providers and schools must adhere to the Working with External Support Providers Procedure. This includes mandatory written consent of a parent or carer.

Any direct one-to-one service or support delivered by Chaplains and/or Student Wellbeing Officers must be delivered in a location where the service can be observed by a member of staff. This does not necessarily mean constant supervision, but this does mean the service must be delivered in a classroom or in a space that can be observed and accessed by staff, for example through a window, or in an active area of the school.

Direct one-to-one support or service delivery includes any situation where a support provider works individually with a student on a school site, during school hours.

6 Related policies

- [Chaplaincy and Student Wellbeing Services in Tasmanian State Schools Policy](#)
- [Enquiries and Complaints Management Policy](#)
- [Partnering with External Organisations Policy](#)
- [Personal Information Protection Policy](#)
- [Pre-Engagement Screening Policy](#)
- [Religious Instruction in State Schools Policy](#)
- [Social Media Policy and Procedure](#)

7 Related procedures

- [Duty of Care for Students on Departmental Educational Sites Procedure](#)
- [Enquiries and Complaints Management Procedure \(Staff Only\)](#)
- [Mandatory Reporting Procedure](#)
- [Off-Campus Activities Planning Procedures \(Staff Only\)](#)
- [Working with External Support Providers Procedure](#)

8 Supporting information/tools

- [Australian Government Website - National School Wellbeing Program](#)
- [Behaviour Standards and Code of Conduct for Chaplains and Student Wellbeing Officers](#)
- [DECYP Website – National Student Wellbeing Program](#)
- [DECYP Website – Complaints – schools and Child and Family Learning Centres \(CFLCs\)](#)
- [DECYP Strategic Plan](#)
- [eSafety Training Module for the NSWP from the eSafety Commissioner](#)
- [National Student Wellbeing Program Federation Funding Agreement Schedule](#)
- [National Student Wellbeing Program DECYP Intranet \(Staff Only\) – includes list of Approved Providers](#)
- [Official Order – Chaplaincy and Student Wellbeing Services in Tasmanian Government Schools](#)
- [Registration to Work with Vulnerable People Website](#)
- [Safe. Secure. Supported. Our Safeguarding Framework](#)
- [Safeguarding Training](#)
- [School Checklist – Chaplaincy and Student Wellbeing Services in Tasmanian State Schools](#)

9 Definitions

Abuse or neglect

In the context of this document, abuse means child abuse and encompasses any or all types of abuse and neglect, including physical abuse, emotional abuse, psychological abuse, sexual abuse, and exposure to or involvement in domestic and family violence.

Approved Chaplaincy/Student Wellbeing Provider (Approved Provider)

The approved person, corporation, other legal entity, partnership or joint venture, including any employee and agent, who has signed a Provider Agreement and is able to provide chaplaincy/student wellbeing services in Tasmanian State schools.

Chaplain

The person engaged as a School Chaplain who the Approved Provider will supply to the school to provide chaplaincy services to that school. A title other than chaplain may be used, if the title is appropriate to the religious affiliation of the individual.

Chaplaincy services

Pastoral care services and strategies that support the emotional wellbeing of students and the broader school community. Chaplaincy services in Tasmanian schools should be provided during the school term.

Child sexual abuse

Any act (including grooming) that exposes a child to, or involves a child in, sexual processes that are beyond their understanding, are contrary to accepted community standards, or are outside what is permitted by law.

Concerning and unacceptable behaviour

Examples of behaviour that may indicate a child or young person is being abused (including being groomed) or at risk of abuse, includes things such as:

- staff regularly transporting students one-on-one
- staff or young person making derogatory comments about a child's gender or sexuality
- staff friending students on social media
- an adult or child acting aggressively towards another child, including handling them in an overly rough manner
- excessive and targeted criticism of a child
- staff making sexualised comments, jokes or innuendo
- staff offering work opportunities to students
- an adult or young person threatening or exhibiting sexualised behaviour toward another child
- staff providing temporary accommodation to students at their own home
- staff unnecessarily touching students or children
- a child hugging, kissing or touching another child without their consent or indication that the touch is wanted

- professional boundary violations, including those listed in the Professional Standards for Staff Guidelines and the Teachers Registration Board supporting documents
- any behaviour that has the potential to harm children and young people, or that causes any person to feel unsafe, uncomfortable or doubt the motives of the perpetrator.

While not all the above behaviour will indicate child abuse is occurring, or has occurred, it is important to report all behaviour so that a full picture of a person's behaviour is recorded centrally and within school hours or at school-related activities approved by the school.

Contract for Services

The Contract for Services between the Tasmanian State school leadership and an Approved Provider for the provision of chaplaincy/student wellbeing services in that Tasmanian State school.

External Support Provider (ESP)

An individual or organisation, independent of the Department for Education, Children and Young People that provides a direct one-on-one support to students at a Tasmanian State school, at a school site, during school hours.

Grooming

Any online or in-person behaviour intended to manipulate and control a child, their family, kin or caregivers, or other support networks or organisations, with the aim of:

- gaining access to the child, obtaining the child's compliance
- maintaining the child's silence
- avoiding discovery of sexual abuse.

Grooming may be difficult to identify, and can be done by people already known to the child, including by a family member, kin or carer.

NSWP

The National Student Wellbeing Program.

Pastoral care

Pastoral care is the practices relating to the general wellbeing of students and the school community.

Provider Agreement

The Contract for Services Agreement between the State of Tasmania through DECYP and the Provider for the provision of chaplaincy/student wellbeing services in Tasmanian State schools.

Remote schools

Includes Tasmanian State schools which are located more than 30 kilometres from the central business post office in the four main population centres, being Hobart, Launceston, Burnie and Devonport.

School association

Has the same meaning as that provided in section 7(1) of the [Education Act 2016](#) and [Secretary's Instructions No. 7 for School Associations](#).

Student Wellbeing Officer

The person engaged as a Student Wellbeing Officer who the Provider will supply to the school to provide student wellbeing services to that school. A title other than Student Wellbeing Officer may be used, if the title is appropriate.

Student wellbeing services

Pastoral care services and strategies that support the emotional wellbeing of students and the broader school community. Student wellbeing services in Tasmanian State schools should be provided during the school term and within school hours or at school-related activities approved by the school.

10 Legislation

Children, Young Persons and their Families Act 1997 (Tas)

Education Act 2016 (Tas)

Education Regulations 2017 (Tas)

Personal Information Protection Act 2004 (Tas)

Registration to Work with Vulnerable People Act 2013 (Tas)

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Last significant review: 31 January 2025

Review due: 1 November 2027

This document replaces: Chaplaincy and Student Wellbeing Services in Tasmanian State Schools Procedure (v1.1)

Key search words: chaplain; student wellbeing officer; national student wellbeing program; approved provider