



Saint Stephen's College  
CRICOS Provider Number 01938G

# COMPLAINTS RESOLUTION POLICY AND PROCEDURE

<b>Reference Number</b>	MAN-04	<b>Policy Status</b>	Final
<b>Delegated Policy Owner</b>	College Board	<b>Approved By</b>	College Board
<b>Version Number</b>	2.1	<b>Approved Date</b>	25 February 2026
<b>Review Frequency</b>	Biennially	<b>Scheduled Next Review</b>	February 2028

*Developing character, inspiring hope*

[www.saintstephenscollege.net.au](http://www.saintstephenscollege.net.au) | +61 7 5573 8600 | [info@ssc.qld.edu.au](mailto:info@ssc.qld.edu.au)

*Controlled document – Uncontrolled when printed*

## Table of Contents

Introduction.....	2
Purpose .....	2
Scope .....	2
Roles and Responsibilities .....	2
Principal .....	2
All parties to a complaint.....	3
Employees receiving complaint .....	3
Equity Contact Officers (only available for employee complainants) .....	3
Policy Statement.....	4
Complaints that may be resolved under this framework.....	4
Complaints outside the scope of this framework.....	4
Principles governing resolution of complaints .....	5
Complaints Resolution Procedures.....	6
When should a complaint be raised .....	6
Raising an informal complaint .....	6
<i>Informal Resolution Procedure – General</i> .....	6
<i>Informal Resolution Procedure – Employee Complaint</i> .....	6
<i>Informal Complaints – Record Keeping</i> .....	7
Formal Resolution Procedure .....	7
<i>Management Action</i> .....	7
<i>Formal Complaints – Record Keeping</i> .....	8
Reporting.....	8
Breach of this framework.....	8
Policy communication .....	8
Policy implementation.....	8
Definitions.....	9
Schedule One: Communication channels for complaints.....	9
Source of obligation.....	10
Related Policies and Procedures .....	10
References.....	10
Document History .....	11

## Introduction

Saint Stephen's College is committed to fostering a respectful, safe and inclusive environment in which all members of the College community feel heard, supported and treated fairly. An effective and transparent approach to resolving Complaints is essential to maintaining trust, upholding the College's values, and meeting its legal, regulatory and ethical obligations.

This *Complaints Resolution Policy and Procedure* establishes a clear and consistent framework for the receipt, management and resolution of Complaints made by employees, students, parents/caregivers, Board Members and Directors, volunteers, contractors, guests and members of the wider community. It is designed to ensure that all Complaints are taken seriously, addressed promptly, and managed in a manner that is fair, confidential and procedurally sound.

The College recognises that Complaints may arise in a wide range of contexts and that early, respectful and appropriate resolution can often prevent escalation and contribute to continuous improvement. Accordingly, this framework supports both informal and formal resolution processes, while ensuring that more serious matters are dealt with rigorously and in accordance with relevant legislation, mandatory reporting requirements and other applicable College policies.

By providing clear guidance on roles, responsibilities and processes, this document promotes accountability, protects the rights of all parties, and supports a culture of integrity, safety and continuous improvement across Saint Stephen's College.

## Purpose

In keeping with Saint Stephen's College's core values and to meet its obligations under its Constitution and under relevant legislation, Complaints made by any employee, volunteer, student, board member, board director, parent/caregiver, stakeholder or member of the general community must be managed responsively, efficiently, effectively and in a fair manner.

## Scope

Employees, including full-time, part-time, permanent, fixed-term and casual employees; as well as Board Members and Directors, contractors, volunteers and Guests including anyone undertaking work experience or vocational placements, students, parents/caregivers and community members.

This document also extends to any work-related activities on campus or off campus and for absolute clarity includes any College houses or other capital assets.

## Roles and responsibilities

### Principal

The Principal has the following role and responsibilities:

- Develop, implement, promote and act in accordance with the College's *Complaints Resolution Policy and Procedure*
- Appropriately communicate the College's *Complaints Resolution Policy and Procedure* to all parties this document relates to
- Ensure that the *Complaints Resolution Policy and Procedure* is readily accessible to all parties this document relates to
- Upon receipt of a Complaint, manage the Complaint in accordance with this document
- Ensure that appropriate support is provide to all parties to a Complaint
- Take appropriate action to prevent victimisation or action in reprisal against the Complainant, Respondent or any person associated with them
- Appropriately implement remedies
- Appropriately train relevant employees
- Keep records
- Conduct a review/audit of the Complaints Register from time to time
- Monitor and report to the College Board via the Risk and Compliance Committee on Complaints, where appropriate

## **All parties to a complaint**

The Complainant and Respondent both have the following role and responsibilities:

- Apply and comply with the College's *Complaints Resolution Policy and Procedure*
- Lodge the Complaint as soon as possible after the issue arises
- Expect that the Complaint will be dealt with fairly and objectively; in a timely manner; with procedural fairness wherever practicable; that confidentiality and privacy will be maintained as appropriate
- Provide complete and factual information in a timely manner
- Not provide deliberately false or misleading information
- Not make frivolous or vexatious Complaints
- Act in good faith, and in a calm and courteous manner
- Act in a non-threatening manner
- Acknowledge that a common goal is to achieve an outcome acceptable to all parties
- Recognise that all parties have rights and responsibilities which must be balanced, including the right to be supported
- Not victimise or act in reprisal against any party to the dispute or any person associated with them

## **Employees receiving complaints**

Employees receiving Complaints have the following role and responsibilities:

- Act in accordance with the College's *Complaint Resolution Policy and Procedure*
- Inform the party lodging the Complaint of how Complaints can be lodged, when they should be lodged and what information is required
- Provide the Complainant with information about any support or assistance available to assist them in lodging a Complaint
- Provide the Complainant with a copy of the College's *Complaint Resolution Policy and Procedure*
- Maintain confidentiality
- Keep appropriate records
- To forward Complaints to more senior employees, including the Principal, as appropriate
- Not victimise or act in reprisal against the Complainant, Respondent or any person associated with them
- Refer Complaints to Human Resources department or to an Equity Contact Officer if they do not feel they are the best person to deal with the Complaint
- Consult with an Equity Contact Officer, Human Resources department or Line Manager if a greater understanding of the College's Complaints Resolution framework is required

## **Equity Contact Officers (only available for employee complainants)**

Equity Contact Officers have the following role and responsibilities:

- Provide employees an opportunity to talk informally about a problem
- Provide employees who wish to make a Complaint the opportunity to clarify their situation, consider what course of action to take to resolve a Complaint and consider possible outcomes
- Facilitate early resolution of Complaints wherever possible
- Inform the person wishing to make a Complaint about the key principles underpinning this framework, in particular, confidentiality, natural justice and the rights of all parties
- Make recommendations to management about ways to prevent further incidents
- Assist in promoting a safe workplace

## Policy Statement

Saint Stephen's College has a responsibility to ensure Complaints are managed and that all Complaints are treated seriously. The College also has a responsibility to take appropriate action to resolve a matter.

The Complaint may arise from a policy or a decision, act or omission by an employee, contractor, volunteer, student, parent/caregiver or Guest which is considered by the Complainant to be wrong, mistaken, unjust, inappropriate, offensive or discriminatory.

Where appropriate, Complaints will be regarded as opportunities to improve quality, safety and compliance.

This document does not limit the rights of any person within the scope of the complaints resolution framework to seek other forms of assistance to resolve the Complaint. However, all parties are encouraged to participate in good faith in the College's complaint resolution process in an attempt to resolve a Complaint.

Should the Complaint be referred to an external agency, the College's internal processes may be suspended pending the outcome of the external process. The requirement of this document will apply where there are other specific policies and procedures in place for dealing with the matter – for example, misconduct and performance management and/or where it may be appropriate to proceed directly to a reportable course of action, whereby the behaviour may be considered to be an offence under criminal law.

The College also acknowledges this document must be applied within the context of other policies, procedures and legislative frameworks, including mandatory reporting requirements. For this reason, and depending on the nature of the Complaint, the interaction between this document and other policies, procedures and legislative frameworks, and the age and role of both the Complainant and Respondent, discretion will be used in determining the most reasonable, appropriate and lawful approach for managing the matter.

Confidentiality is an important principle when raising and managing a Complaint. It is essential that any Complaint is treated with respect and in a confidential manner by all parties.

## Complaints that may be resolved under this framework

The College encourage students, parents/caregivers and employees to lodge promptly any concerns regarding sexual harassment, child protection, discrimination, workplace bullying and privacy breaches as well as more general Complaints that include areas such as:

- The College, its employees or students having done something wrong
- The College, its employees or students having failed to do something they should have done
- The College, its employees or students having acted unfairly or impolitely or any other matter contrary to the expected standards outlined in the College's *Codes of Conduct*
- Issues related to learning programs, assessment and reporting of student learning
- Issues related to communication with students or parents/caregivers or between employees
- Issues related to school fees and payments
- General administrative issues, including recruitment processes.
- Issues relating to non-compliance with a process outlined in College policies or procedures, for example the College's *Privacy Policy*, *Anti-Discrimination Policy*, *Sexual Harassment Policy*, or *Work Health and Safety Policy*.

Student Complaints may be brought by students or by parents/caregivers on behalf of their children, as appropriate in the circumstances.

## Complaints outside the scope of this framework

The following matters are outside the scope of this document and should be managed as follows:

- Child protection concerns or risks of harm to children should be dealt with in accordance with the law and the College's *Child Safety and Wellbeing – Raising and Responding to Concerns Policy*
- Student bullying Complaints should be dealt with under the *Student Code of Conduct* and the *Anti-Bullying Policy*
- Student behaviour management matters, including matters involving suspension or expulsion, should be dealt with under the *Student Code of Conduct*
- Employee Complaints related to their employment should be directed to their supervisor

- Student or employee violence or criminal matters should be directed to the Principal (or delegate) and/or government agencies as appropriate
- Formal legal proceedings to be directed to the relevant parties and/or agencies
- Compliments and general feedback will be managed as part of informal College processes

### **Principles governing resolution of complaints**

The College is committed to managing Complaints according to the following principles.

- All internal and external Complaints must be dealt with fairly, expeditiously, confidentially, adopting the principles of natural justice and procedural fairness.
- Anonymous Complaints will be treated on their merits and will be followed up where there is appropriate evidence provided in relation to the Complaint made.
- A Complaint should be raised as early as possible following the incident giving rise to the Complaint
- Individuals involved in the Complaint are required to treat the matter with absolute confidentiality. Any breaches of confidentiality, careless or otherwise, may be considered as misconduct or serious misconduct and may be subject to further action by management, where appropriate.
- Any party in a Complaint may seek assistance from or be accompanied by a support person of their choice, excluding a person who is intending to participate as the support person in the capacity of a solicitor or barrister representing the person. A support person should only act as a witness to proceedings and cannot actively advocate for, or represent, the party they are supporting.
- A support person should not be someone who was involved in the alleged conduct and should not be someone who will be involved in the decision-making process regarding the matter.
- Whenever possible, the wishes of the Complainant in relation to the resolution of the Complaint will be taken into account. However, this may not be possible in some circumstances, for example, where the Complaint is of such a serious nature that formal action is required beyond the wishes of the Complainant. For example, a Complaint may involve allegedly unlawful behaviour and/or the College's duty of care may be compromised if no action is taken.
- The College will endeavour to protect the Complainant/s from any victimisation or repercussions for reporting issues in good faith.
- Complainants should not instigate Complaints that are frivolous, vexatious, or malicious. A Complainant/s who make a false and/or frivolous allegation may be subject to disciplinary processes and the matter may be dealt with as misconduct or serious misconduct.
- Complaints should not be made in response to management introducing performance management or disciplinary processes for employees as part of management's reasonable duty to manage. Such responses may be subject to disciplinary process, and the matter may be dealt with as misconduct or serious misconduct.
- Criminal matters, and formal legal proceedings as they relate to a Complaint will involve external agencies as appropriate. Those agencies will advise their process.
- The College will keep records of Complaints.
- If during the resolution of the Complaint (either Informal or Formal) it is determined that the original Complaint is frivolous or vexatious:
  - If an employee, volunteer or contractor disciplinary action may be taken under the relevant Code of Conduct
  - If a Board Member or Director, as per the relevant clauses of the College Constitution
  - If a student, disciplinary action may be taken under the Student Code of Conduct
  - If a parent/caregiver, action may be taken under the Parent Code of Conduct
  - If a member of the community, the College may deem it necessary to ban the individual from attending the College grounds and College functions for a specified amount of time, as permitted under the *Education (General Provisions) Act 2006* (Qld). A member of the community can request a review of this decision as per section 347 and 349B of the *Education (General Provisions) Act 2006* (Qld).

## **Complaints Resolution Procedures**

### **When should a complaint be raised**

The ultimate outcome in responding to any inappropriate or unlawful behaviour/conduct is for this behaviour/conduct to stop. To achieve this outcome, the College encourages employees, Board Members and Directors, contractors, volunteers, students, parents/caregivers and community members to endeavour to resolve issues directly and informally through a process of discussion and understanding where possible.

For clarity, parent/caregiver and/or student Complaints made against:

- An individual will be referred to the appropriate area/faculty Line Manager or to the Principal, if the individual is a Line Manager.
- The individual is the Principal, the Complaint will be referred to the Board for resolution.
- The individual is a Board Member or Director, the Complaint will be referred to the Saint Stephen's College Limited Company Secretary.
- The Complaint is regarding Saint Stephen's College Limited, this will need to be managed via independent legal counsel.

For clarity, employees, as well as Board Members and Directors, contractors, volunteers and Guests (including anyone undertaking work experience or vocational placements) Complaints made against:

- An individual will be referred to an Equity Contact Officer, the Human Resources department or the Principal.
- The individual is also a Line Manager or supervisor, the Complaint will be referred to an Equity Contact Officer, the Human Resources department or the Principal.
- The Complaint is in relation to the Principal, the Complaint will be referred to the Board for resolution.
- The individual is a Board Member or Director, the Complaint will be referred to the Saint Stephen's College Limited Company Secretary. The Human Resources department and/or Principal can advise the Company Secretary and support the Complaint process.
- Complaints regarding Saint Stephen's College Limited will need to be managed via independent legal counsel.

Adult students should follow the process outlined in the College's Procedure for Promoting Positive Student Behaviours. This is the same process for all students at Saint Stephen's College. The title of the actual procedure may be updated from time to time, as appropriate and as approved by the Principal.

### **Raising an informal complaint**

Informal Complaints can be raised by email, phone or in person and in most cases should be the first step.

#### ***Informal Resolution Procedure – General***

The informal procedure emphasises resolution and ideally restoration without the formality. Information ways of resolving Complaints include one or more of the following options:

- The person making the Complaint initiates a discussion with the person against whom they have a Complaint and attempts to resolve the matter amicably; and/or
- The parties agree to participate in a mediation, facilitated discussion or a restorative practice process which is conducted either internally or referred to an external facilitator.

#### ***Informal Resolution Procedure – Employee Complaint***

In addition to the steps above, an employee can also access the following additional options:

- the person making the Complaint speaks to an Equity Contact Officer for confidential support and advice; and/or
- together with an Equity Contact Officer, the person making the Complaint raises the Complaint with the person against whom they have a Complaint; and/or
- the person making the Complaint requests an Equity Contact Officer raise the Complaint generically with the person against whom they have a Complaint, without revealing the Complainant's details to protect their preferred anonymity; and/or
- an Equity Contact Officer observes inappropriate behaviour occurring and requests the person in question to stop this behaviour occurring, even though no Complaint has been made; and/or

- an Equity Contact Officer requests training is provided to a group of employees to address concerns relating to the Complaint/s; and/or
- an Equity Contact Officer requests coaching or counselling is provided to a person to increase their level of self-awareness and the impact of their behaviour on others and to understand their obligations in terms of this document.

### ***Informal Complaints – Record Keeping***

Appropriate file notes of Informal Complaints may be kept by the College’s employees who initially receive a Complaint, Equity Contact Officers, Human Resources department, Principal, Board Chair or Company Secretary depending on the matter and the person/s involved.

### **Formal Resolution Procedure**

In terms of the formal resolution procedure, the person making the Complaint is required to submit the Complaint in writing for resolution as soon as possible after the actual incident/s occurred. When making the written Complaint, the following information should be provided:

- A brief description of the circumstances of the Complaint, including details of the alleged actions/incidents, and date/s of the occurrence/s;
- Names and titles (as applicable) of any witnesses to the alleged action/s or incident/s;
- Any relevant supporting documentation (if applicable); and
- The proposed solution, remedies or outcomes sought.

The formal resolution procedure is followed when the Complaint is considered serious and may require disciplinary action being taken against the alleged offender. The formal resolution procedure requires a Complaint to be put in writing, substantiated and investigated. The College will provide assistance to formalise a letter/report, where required.

The formal resolution procedure is also appropriate where:

- Informal attempts at resolution have failed;
- The conduct is reportable in terms of the College’s *Child Safety and Wellbeing – Raising and Responding to Concerns Policy* (please refer to the *Child Safety and Wellbeing – Raising and Responding to Concerns Policy* for further information) and/or criminal law;
- A person has made a Complaint of discrimination, harassment, sexual harassment or bullying and has been subsequently victimised; and/or
- The Complaint is against a more senior person. The formal procedure may help to ensure that the person making the Complaint is not victimised or disadvantaged.

Formal Complaints will be managed by the relevant employees who do not have a conflict of interest that would compromise the integrity of the process. For example, if the Line Manager was a party to the Complaint, it would be inappropriate that they manage the resolution of the Complaint.

Please refer to Schedule One for contact details of relevant contact points.

The Respondent may be required to provide a written response to the Complaint. Where a Respondent refused, or is unable to respond in writing, their responses will be documented by the person handling the Complaint.

The Complaint may then be investigated either internally or referred to an external investigator.

In the event that a person making a Complaint wishes to maintain their anonymity, the resolution of their Complaint can only be responded to in terms of the informal resolution procedure.

### ***Management Action***

Where Complaints have been substantiated, appropriate management action may apply.

### ***Formal Complaints – Record Keeping***

All Formal Complaints will be maintained in a confidential Complaints Register, managed by various members of the College Leadership Teams. The Complaints Register will include the following information:

- Date when the issue was raised
- Name of Complainant
- Name of other relevant parties
- Name of Respondent
- Brief description of the Complaint raised
- Location of detailed file notes
- Name of the employee handling the resolution of the Complaint
- Brief description of the resolution of the Complaint

Records of Formal Complaints, including all investigation reports will be maintained by the employee handling the resolution of the Complaint, appropriate leadership team member, Principal, Board Chair or Company Secretary depending on the matter and the person/s involved.

### **Reporting**

Regular board reporting will be managed by the College Principal, where appropriate.

### **Breach of this framework**

The College emphasises the need for employees to fully comply with the requirements of this document.

An employee found to be in breach of the requirements of this framework may be subject to disciplinary action, up to and including termination of employment or engagement (as the case may be). Breaches may also result in notifications to appropriate authorities and/or the Police.

### **Policy communication**

This document is made publicly available on the College's website.

This document is available to employees as part of the College's and the Board's internal policies and procedures. Aspects of (and updates to) the College's framework, including this document will be addressed in the College's professional development updates, training programs and newsletters.

### **Policy implementation**

To properly implement this framework:

- the Board and Principal will review this document annually (or more frequently after a significant incident) and implement improvements where applicable.
- families and the College community will be afforded the opportunity to contribute to the review and development of the College's policies and practises (including this document).
- periodic training and refresher sessions on this framework are provided to all employees.
- the Principal is responsible for monitoring employee compliance with this framework.
- all employees must be familiar with and abide by this framework, and assist the College in the implementation of such framework.

## Definitions

Adult student/s	means a student who has attained the age of 16 years.
Complaint/s	An expression of dissatisfaction made to or about the College, related to the College's services, employee or the handling of a Complaint, where a response or resolution is explicitly or implicitly expected or legally required. <sup>1</sup>
Complainant	The person, organisation or their representative making a Complaint. <sup>2</sup>
Formal complaint	A Complaint about a matter that is serious, complex or may pose a threat to the health and safety of any person. Examples include serious allegations or breaches of policy, Complaints against a senior employee, including the Principal or an Informal complaint that could not be resolved informally. Assessment of the Complaint is required by the investigating employee.
Informal complaint	A Complaint about a matter that is likely to be simple, straight forward, easily manageable, or minor, where a simple or quick resolution is appropriate such as discussion of the matter with a relevant employee.
Line Manager/s	includes members of a leadership team as well as middle managers and supervisors who have employees reporting to them in terms of their position description.
Guest/s	means anyone on Saint Stephen's College grounds or attending an event or activity at any other location ("off campus") whereby it is known the person is engaging with that event or activity because of their past, current or future relationship with Saint Stephen's College.
Respondent/s	The person who is referred to in a Complaint by a Complainant as the person responsible for their concerns or who can best respond to their concern.

## Schedule One: Communication channels for complaints

College Contact Areas	Email Address
Board Chairperson	boardchair@ssc.qld.edu.au
Principal	principalsoffice@ssc.qld.edu.au
Company Secretary	companysecretary@ssc.qld.edu.au
Junior College	jnradmin@ssc.qld.edu.au
Senior College	snradmin@ssc.qld.edu.au
Sports	sport@ssc.qld.edu.au
Health Centre	healthcentre@ssc.qld.edu.au
Finance	accounts@ssc.qld.edu.au
Privacy	privacyofficer@ssc.qld.edu.au
Work, Health and Safety and Risk and Compliance	compliance@ssc.qld.edu.au
Human Resources	hr@ssc.qld.edu.au
Payroll	payroll@ssc.qld.edu.au
Information Technology	it@ssc.qld.edu.au
Venue Hire	venuehire@ssc.qld.edu.au

<sup>1</sup> Standards Australia, Guidelines for complaint management in organisations (ISO 10002:2018, NEQ), s.4.3

<sup>2</sup> Standards Australia, Guidelines for complaint management in organisations (ISO 10002:2018, NEQ), s.4.2

## **Source of obligation**

*Age Discrimination Act 2004* (Cth)  
*Australian Education Regulations 2023* (Cth)  
*Australian Human Rights Commission Act 1986* (Cth)  
*Disability Discrimination Act 1992* (Cth)  
*Education Services for Overseas Students Act 2000* (Cth)  
*Fair Work Act 2009* (Cth)  
*National Vocational Education and Training Regulator Act 2011* (Cth)  
*Privacy Act 1988* (Cth)  
*Racial Discrimination Act 1975* (Cth)  
*Sex Discrimination Act 1984* (Cth)  
*Anti-Discrimination Act 1991* (Qld)  
*Child Safe Organisations Act 2024* (Qld)  
*Child Protection Act 1999* (Qld)  
*Criminal Code Act 1899* (Qld)  
*Education and Care Services National Law (Queensland) Act 2011* (Qld) and associated regulation  
*Education (Accreditation of Non-State Schools) Regulation 2017* (Qld)  
*Education (General Provisions) Act 2006* (Qld) and associated regulation  
*Work Health and Safety Act 2011* (Qld)

## **Related policies and procedures**

Saint Stephen's College Limited Constitution  
Saint Stephen's College Limited Collective Enterprise Agreement  
Saint Stephen's College Strategy: Aspirations towards 2034  
Saint Stephen's College Statement of Commitment to Child Safety and Wellbeing  
Saint Stephen's College Child Safety and Wellbeing Policy  
Saint Stephen's College Child Safety and Wellbeing - Staff Code of Conduct  
Saint Stephen's College Child Safety and Wellbeing - Raising and Responding to Concerns Policy  
Saint Stephen's College Child Safety and Wellbeing - Recruitment and Employment Policy  
Saint Stephen's College Student Code of Conduct  
Saint Stephen's College Staff Code of Conduct  
Saint Stephen's College Parent Code of Conduct  
Saint Stephen's College Anti-Bullying Policy  
Saint Stephen's College Anti-Discrimination Policy  
Saint Stephen's College Delegations of Authority  
Saint Stephen's College Enrolment Policy  
Saint Stephen's College Student Disability Discrimination Policy and Procedure  
Saint Stephen's College Privacy Policy  
Saint Stephen's College Sexual Harassment Policy  
Saint Stephen's College Work Health and Safety Policy  
Saint Stephen's College Procedures for Promoting Positive Behaviours  
Saint Stephen's College Early Learning Centre Grievance Resolution Policy and Procedure  
Saint Stephen's College International Student Guide Complaints and Appeals Policy  
Saint Stephen's College Registered Training Organisation Policies and Procedures Manual

## **References**

Standards Australia, Guidelines for complaint management in organisations (ISO 10002:2002, NEQ)

## Document history

<b>Version</b>	<b>Date</b>	<b>Author</b>	<b>Amendments</b>
2.1	February 2026	Josie Burford	Minor amendments relating to the introduction of the Child Safe Standards.
2.0	14 November 2023	Felicity Mandile	
1.0	September 2021	Bob Nicol	First version of document.



# Saint Stephen's College

CRICOS Provider Number 01938G

*Developing character, inspiring hope*

[www.saintstephenscollege.net.au](http://www.saintstephenscollege.net.au) | +61 7 5573 8600 | [admin@ssc.qld.edu.au](mailto:admin@ssc.qld.edu.au)