



INTERNATIONAL HOUSE

POLICIES & PROCEDURES

2021



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IH COVID-19 POLICY

1. Purpose and Objectives

International House (IH) is committed to ensuring that the IH environment, in which we live and work, is safe for all staff and residents. This policy outlines the overarching principles governing IH's approach to preventing, addressing and responding to COVID-19. This policy is to be read in conjunction with any IH procedures and plans adopted as well as other related documents.

2. Principles

International House has developed a COVID Safe Work Plan for the college, which includes risk management plans for our facilities, staff, contractors and visitors, cleaning, dining, and activities and events. The key principles for all plans are:

- Personal and shared responsibility for our health, well-being and safety,
- An understanding that in a COVID-19 world our lives and behaviour will be different,
- That we are and remain well informed,
- That our situation is ever-changing and we must remain agile, and
- That together we can enjoy our community life at IH.

3. Requirements

There are 4 key requirements which underpins all plans to ensure International House remains a safe and healthy place. These requirements are to be implemented and communicated to all members of our IH community.

a. Maintain Good Hygiene and Cleaning

All members of our community will be required to maintain high standards of personal hygiene which includes but is not limited to frequent hand washing, cough etiquette, and the use of hand sanitisers. IH will ensure that appropriate hygiene equipment with instructions is provided around the college. A Room allocation program, ratio of resident to bathroom, will be implemented. There will be additional cleaning of shared spaces and touch points as required.

b. Stay Socially Distant

Single room occupancy is the basis for room allocation at IH. Signage around the college will indicate the number of people allowed to operate and socialise in all of the college shared spaces. We encourage residents in a Tower to become a 'family unit' for the use of their common room. All members of the college must ensure they follow all social distancing rules within the college at all times.

c. Follow advice specific to our community and site

All residents, staff and visitors will receive an induction of the specific practices implemented within the college. Each member of our community is encouraged to download the COVID Safe App as well



as have the current Flu Vaccination. A copy of the policy will be communicated to all IH community members and will be placed on the IH Website.

d. Respond to a COVID-19 infection

The college has a plan in place for residents and staff who become ill with a non-COVID-19 illness as well as with COVID-19. IH will follow all public health and government advice. At this point self-isolation for individuals affected, as well as their contacts, will be implemented. Temperature testing may be implemented if required.

4. Policy Statement and Additional Information

1. All members of the IH Community are responsible for implementing the aspects of this policy and all related document.
2. This Policy complements existing IH Policies and Procedures.
3. All residents and staff have a responsibility to be ethical bystanders and support one another in adhering to these requirements.
4. IH encourages all residents and staff to follow sensible and safe behaviours within as well as outside the college environment.
5. Serious breaches of this policy will be dealt with as part of the existing Resident Code of Conduct.
6. A COVID-19 Safe Plan will need to be developed for all IH, IH Student Club and ICC activities and events held within college.
7. All Contractors and Visitors must sign the register (name, address, email and mobile) stating their purpose for entering college grounds and facilities, as part of contact tracing.
8. Residents will have access to most common spaces within college unless otherwise stated.
9. Changes to some operations within the college have been implemented to ensure we meet the requirements stated above. These include but are not limited to extended or changed dining room operations, cleaning routines and regimes, access to parts of the college. All changes will be communicated to our IH Community.

5. Supporting Documents

- a. Communications and plans received from Federal Government, Public Health, Queensland Health and University of Queensland;
- b. UniMutual Ltd Checklist;
- c. IH Risk Management Strategy
- d. IH COVID-19 Safe Plans and specific documents e.g signage plans, ill residents, sign in register
- e. Communications to IH Community;
- f. Website and social media updates;
- g. Chartwells COVID-19 Safe Work Plan;
- h. Academy Services COVID-19 Safe Work Plan.

June 2020



RESIDENT CODE OF CONDUCT 2021

All International House Residents are part of a global community that has as its motto “That Brotherhood May Prevail” and for I-House Brisbane the IH Way. As such each Resident, as part of their Room and Board Agreement and the Terms and Conditions, must agree to follow the principles outlined in this Resident Code of Conduct. The overall approach taken is to ensure the wellbeing and safety of the individual, as well as the IH community as a whole.

Other IH Policies and Procedures linked to the code of conduct provide specific detail about particular issues, remedies and responses. These policies include:

- Drug and Alcohol Policy
- Privacy Policy
- Social Media Policy and Procedures
- Discrimination and Harassment Policy
- Sexual Misconduct Policy and Procedure
- Complaints Management Policy and Procedure

In general, as part of the Resident Code of Conduct, all Residents agree to:

- Respect self, other residents, IH staff, collegians from other colleges, and property;
- Operate in a considered, positive and ethical manner;
- Act in a safe and responsible manner;
- Participate in a range and number of college organised activities;
- Be active within the IH community;
- Actively engage in academic pursuits;
- Adhere to the concept of communal, residential life;
- Avoid behaviour that is deemed to be harassment or discriminatory in nature;
- Ensure behaviour is free from violence, sexual assault or sexual misconduct;
- Be aware of the consequences of inappropriate college behaviour;
- Ensure resident activity is not illegal nor in breach of normal ethical community standards;
- Support other residents in college;
- Act within the law;
- Comply with the UQ Code of Conduct;
- Protect and enhance the reputation of International House and the University of Queensland, and
- Foster international understanding and appreciation for diversity and inclusion.

It is assumed that all residents have a general understanding of the above expectations. At times, IH will provide additional leadership, training and professional development opportunities to enhance this understanding, e.g. respectful relationships, inter-cultural competences, sexual misconduct training, LGBTI focussed workshops.

However, it is acknowledged that breaches of this Resident Code of Conduct may occur from time to time; and if they do, Residents agree that IH may take all or any of the following actions:

1. Give a verbal and/or written warning to the Resident;
2. Withdraw privileges/access from a Resident;
3. Make a record of the incident on the file of a Resident;
4. Contact the parents or caregiver of a Resident;



5. Contact the University and provide details of the complaint (and any information it may have gathered in relation to that complaint) in relation to a Resident;
6. Impose a financial penalty or fine on a Resident;
7. Suspend a Resident from college (from 3 days to 2 weeks);
8. Exclude a resident from college, and/or
9. Provide details of the complaint (and any information it may have gathered in relation to that complaint) to the police or any relevant agency and/or take legal action.

In addition, to the extent that IH comes to the view (after any investigation of a complaint) that the appropriate sanction for the actions giving rise to the complaint includes any of the following, the Resident agrees to undertake that sanction:

- Make a public or private apology;
- Enter into a behaviour agreement for a period of time;
- Undertake community service within the college;
- Attend counselling;
- Attending an appropriate training and professional development course;
- Make restitution (physical and personal);
- Attend mediation with parties involved;

The number and type of responses to a particular breach will be determined by the frequency of the behaviour; the level and type of misbehaviour; the impact on self, staff and other residents; damage to property; wellness of the individual, and any other contributing factors. Not all responses will be utilised for all cases of misbehaviour. The penalty will match the type and severity of the breach.

Examples:

- a) Damage to college property (chair) due to alcohol related activity – record of incident, apology and replacement of chair (restitution).
- b) Frequent binge drinking – record of incident, counselling, contact with parents, agreement.
- c) Harassment of another resident on Facebook – see Discrimination and Harassment Policy & Social Media Policy.
- d) Providing alcohol to a 17 year old collegian – record of incident, suspension from college for 7-14 days.
- e) Violent behaviour towards other residents and self-harm – contact with UQ Student Services/UQ Security and emergency services to ensure safety, other responses may follow.

Minor breaches of the Code of Conduct e.g. leaving common room in a mess; argument between floor mates, will in the first instance be addressed by Senior Residents using the skills of negotiation and conflict resolution.

Repetitive and/or more serious breaches e.g. constant noise complaints; repetitive alcohol related misbehaviour, will be referred to the Deputy Director and/or Director for actioning. It is encouraged that Residents report misbehaviour in its early stages if possible in order to prevent any escalation. We also encourage residents if they have breached this code to come forward and report the breach to the Deputy Director/Director. **Very serious breaches** e.g. under-aged drinking, violence towards another resident, harassment, discrimination, sexual misconduct, theft will, in the first instance be dealt with by the Director and Deputy Director.



The process for reporting a breach will normally follow a complaint (refer Complaints Management Policy and Procedure) being made by the individual involved, a person acting on their behalf or a Senior Resident, and referred to the Deputy Director/Director. The next step will involve an investigation by the Deputy Director/Director to gather all of the information including from the alleged persons responsible. The final stage will be a determination/decision of the college response. The principles of 'procedural fairness' and 'reasonable behaviour and response' for all parties will be applied.

Most breaches of this code will be dealt with by the Deputy Director/Director, with resultant responses e.g. agreement, having a limited term or life. The approach taken is for the resident committing the breach to acknowledge the breach, complete the required remedy and resume their life in college.

However for very serious breaches involving possible suspension/exclusion or for illegal activity, IH will implement a formal process. This may include an external investigator being engaged to gather information and the establishment of a Panel to make the determination or decision. The Panel will include the President of the IH Board, another member of the IH Board, the Director, President of IH Student Club (except when the President or Student Club Executive are involved). Such a panel may also be utilised when members of the Student Club Executive are involved in a breach. The panel will consider the investigation report, will interview the alleged offender who may have a support person present and who may present an additional statement to the panel and may interview other persons as deemed necessary before making its decision. Once a decision is made, the offender has the right to appeal the decision only on the grounds that additional information not previously considered can be presented. The decision of the panel is final. Information regarding specific procedures, time frames etc will be communicated to all relevant parties involved. All parties to the complaint acknowledge that all information gathered in relation to the complaint and/or provided as part of the formal process may be provided to UQ (if it chooses to investigate the complaint) or the police or any other body authorised to investigate or rule upon the complaint.

This Code is linked to the IH Policies and Procedures outlined above and various other Colleges and ICC (Inter-College Council) guidelines approved by the Heads of Colleges' group. This code applies to actions within college, and outside of the college when a direct link with the college can be made e.g. IHSC Ball, IHSC Boat Cruise. This code and the standards and expectations outlined in college policies and procedures apply to all visitors to the college.

A copy of this code and related policies and procedures will be provided to all residents. Attached is a template for the Resident Code of Conduct Agreement.

September 2019 (reviewed by NHR&G Committee)

September 2020 (reviewed by NHR&G Committee)



DRUG AND ALCOHOL POLICY

International House (IH) in the formulation of a Drug and Alcohol Policy is guided by a number of principles which include:

- that the reputation of IH is maintained within the university and the broader community
- that a resident 'code of conduct' be adopted within IH
- that 'harm minimisation', 'moderation' and 'protective behaviour' underpin the supply and consumption of alcohol
- that education and/or training is a key component of the implementation process
- that legislative, insurance, risk and legal requirements be adhered to, and
- permits responsible consumption of alcohol for adults over 18 years of age, and
- the events are well planned to be safe, fun and successful.

The policy is meant to be supportive of responsible practices rather than restrictive and rule driven. In order that these principles are enacted a number of components of the policy will be implemented. These involve:

EDUCATION AND TRAINING

IHSC Executive and Senior Residents will be provided some training which may include the following features:

Stage 1:

- health effects of drugs and alcohol
- safe practices (non-alcoholic drinks, peer support)
- excessive consumption (bingeing, skolling, poisoning, alcoholism, overdose)
- unsafe practices (spiking, excessive consumption)
- drinking, drugs and driving
- violence and vandalism
- sexual health and harassment

Stage 2:

- organising an event
- catering for non-drinkers and underage drinkers
- responsible service of alcohol (RSA training)
- liquor licensing requirements including liquor permits
- public liability insurance requirements
- events planning guide

Stage 3:

- peer support training
- counselling
- seeking support and reporting



PLANNING EVENTS WITHIN IH

Events within IH are divided into three categories:

- a) the first category involves events which essentially involve IH Residents and some guests (e.g. Bara Khana or formal dinners, BBQs, Sunday Suppers, boat cruise, IH Ball, Valedictory Dinner, Peace and Understanding Lecture, 'O' week activities and other college parties) and are situated within IH grounds or in some way carry the IH name;
- b) the second category involves events which include Residents and a large proportion of guests, visitors or members of the public (e.g. Soirée) and are situated within the IH grounds;
- c) the third category involves events organised by Residents and Student Club within IH for small groups of people (e.g. birthday parties, Tower parties).

An event is defined by a number of people gathered for a purpose and where alcohol is consumed. All events must be negotiated with the Director/Deputy Director in the first instance to determine the level of planning required for and timing of each event. Regardless of the category of event there needs to be adequate planning which should include:

- a. Coordinating committee/group
- b. Events Management Plan
- c. Risk Management Strategy
- d. Liquor Licensing (as required)
- e. Public Liability Insurance (as required)
- f. Communication and Marketing Strategy

The level and complexity of planning will be determined by the size of the event, the level of public exposure, the degree of risk etc. Such planning is both proactive and precautionary, will contribute to a successful event and will protect and support those coordinating the event. In addition to this planning for an event there also needs to have a set of practices to support emergent or negative consequences of misuse or overuse of drugs and/or alcohol. These practices might include but are not limited to:

- a. Emergency Plan for dangerous, illegal or disorderly behaviour
- b. Support program within and outside the college for misuse or overuse of drugs and alcohol
- c. Penalties/Consequences for Breaches (e.g. repeated drunkenness, serious or dangerous behaviour, illegal activity). Examples of penalties/consequences may include: counselling, warning/caution, police intervention, financial penalties, fines, community service, suspension or exclusion from college. Each breach will be considered individually and the result will be determined by the Director/Deputy Director.

CODE OF PRACTICE

The codes of practice/behaviour are the guidelines by which individuals or groups will conduct themselves at events coordinated or organised by IH. These guidelines are a means for ensuring the safety and wellbeing of both the individuals attending and participating in the event as well as for those coordinating the event. Each resident is responsible for their own behaviour, their guests as well as ensuring they contribute to the positive reputation of IH within the university and broader community.



1. Each resident as part of their accommodation Room and Board Agreement and Terms and Conditions will agree to follow the contents of this Drug and Alcohol Policy.
2. Alcohol cannot be sold or supplied, and another person is not allowed to supply alcohol to a person who is under the age of 18 years or who is unduly intoxicated or disorderly. Under 18 year olds are not permitted to have alcohol in their rooms or stored anywhere in the college. 'Proof of age' processes must be put in place for events. The serving of alcohol must be done by individuals trained in the responsible service of alcohol processes. For smaller events, the serving of alcohol must be done by individuals with knowledge of the responsible service of alcohol processes. Alcohol cannot be sold unless a Liquor License (General Permit) has been obtained.
3. All events involving the supply and/or consumption of alcohol must have a level of planning, timing and preparation negotiated with the Deputy Director/Director. Impromptu events (category a. and b.) are not allowed for reasons related to public liability, workplace health and safety and/or liquor licensing regulations. Impromptu events (category c.) can be coordinated through your SR with notification given to the Director/Deputy Director.
4. At all events there must be an appropriate standard of conduct, property and safety of persons must be protected, littering must be minimised and noise restrictions must apply. Common rooms must be cleared of all cans, bottles, cups and glasses prior to the resident leaving for an event. It is the responsibility of those consuming alcohol to put all rubbish including bottle tops into the bins provided.
5. Drunkenness will under no circumstances be accepted as an excuse for misbehaviour. The full consequences for misbehaviour will follow any destructive or socially unacceptable acts, inclusive of disturbing circumstances where the resident cannot remember wrongdoing.
6. Consideration must be given to non-drinkers and underage Residents in the planning of events, e.g. "O" week. Provide attractive non-alcoholic drink alternatives; mid-strength and light drinks, food with alcohol at all events.
7. An event must not include any activity that encourages excessive consumption of alcohol (e.g. skolling, binge drinking, contests, happy hours, alcohol prizes, and pub crawls, all you can drink in...). Sponsorship of events or 'gifts' by alcohol or alcohol-related companies (e.g. clubs, bars, suppliers) needs to be approved by the Director. Attendance at and advertising for events (e.g. noticeboards, Facebook, PA Snapchat, and YouTube) within or outside of IH must not over-emphasise the availability of alcohol, refer to the amount of alcohol available or encourage excessive consumption of alcohol.
8. Kegs, funnels, yard glasses, beer bongs and other related drinking implements that encourage rapid consumption of alcohol, are not allowed in College. Home brewing and distilling equipment is not permitted in college, and in accordance with health and safety precautions home brew is forbidden to be stored or consumed on college premises.
9. There will be no advertising (overt or subtle) or promotion of alcohol related events that are not controlled by IH, through our systems. Events organised by Residents e.g. birthday parties, BBQs, nightclub visits outside of IH can be advertised (time, venue, dress, cost, day/date) but must contain no references to alcohol consumption.
10. Drinking games such as "boat races", "sculling", "18 shots", "iron man" events involving alcohol, and other activities promoting binge drinking are against the LAW, potentially lethal and strictly prohibited. They are



contrary to the IH ethos as well as being inconsistent with The University of Queensland Policy on Alcohol. Residents who organize or participate in such activities are placing their residence in college under serious jeopardy.

11. The measure of 'reasonableness' needs to apply to the supply and consumption of alcohol. For example this relates to the amount of alcohol in a Residents room, BYO (bring your own) events, and the length of time and space for events.
12. The college reserves the right to breathalyse any student participating in an event that is associated with the college to assist in managing underage drinking or excessive drinking.
13. Smoking is not permitted in rooms or areas in buildings (including balconies, walkways, halls, stairwells, entrances and exits) controlled by IH. Smokers are allowed to smoke in designated areas only, i.e. around the sand filled containers at the bottom of towers and on the lawns.
14. The supply and consumption of illegal drugs is prohibited at IH. Residents who fail to abide by this regulation will be reported to the police and may face exclusion from the college. Misuse of prescription medications will be classified in the same category as misuse of illegal drugs.
15. The college upholds The University of Queensland's Policy on Alcohol which can be found via the link on the UQ Web Site at <http://www.uq.edu.au/myadvisor/alcohol>.
16. IH encourages Residents to support and counsel other individuals who misuse or overuse alcohol and prescription drugs. Resident Leaders will be given some training in peer support and counselling programs.
17. Behaviour that is deemed to be unacceptable (and will incur consequences and/or penalties) includes:
 - profanity or threatening behaviour towards staff, Residents, guests or visitors
 - chronic disorderly and drunken behaviour
 - removal of or damage to IH property
 - harassment (sexual, verbal or physical) of staff, Residents, guests or visitors
 - discrimination towards staff, Residents, guests or visitors
 - criminal or illegal activity

IH cannot take responsibility for and is not liable for the actions of Residents who contravene the contents of this policy. The Drug and Alcohol Policy will be reviewed annually as a means of remaining current and appropriate for the Residents of IH. The policy has through a consultative process received the support of the Student Club Executive.

Updated July 2019 (Also Refer RAMP 2015)

Updated 15th September 2020 by NHR&G Committee



DISCRIMINATION AND HARASSMENT POLICY

Purpose and Objectives

This policy outlines International House's (IH) commitment to ensuring that Board Members, staff, residents, alumni, volunteers, contractors and visitors are not subjected to behaviours, practices or processes that may constitute discrimination, harassment, vilification, or victimisation. IH is committed to providing an environment for effective work, study and residential life.

Policy Scope/Coverage

This policy covers Board Members, staff, alumni and residents or visitors at IH who are engaged in IH-related activity either on IH property, off-campus or on social media.

IH is committed to developing and maintaining an environment that is free of discrimination and harassment and which promotes respect for persons, integrity, equitable treatment and natural justice. IH actively discourages behaviour and actions that do not produce a positive, safe and respectful life, work and study environment.

All Board Members, staff, alumni and residents or visitors have a responsibility to behave in a respectful and equitable manner towards other staff, residents, students, alumni, and members of the community as outlined in the IH Way, Resident Handbook, Resident Code of Conduct, Student Club documents/code of conduct, Board Professional Code of Conduct, Senior Resident Handbook, Staff Manual of Policy and Procedures, Sexual Misconduct Policy and Procedures and other related IH policies and documents.

Definitions, Terms, Acronyms

Discrimination refers to the less favourable treatment of a person towards another person on the basis of an attribute which includes:

- sex
- relationship status
- pregnancy
- parental status
- breastfeeding
- age
- race
- impairment
- religious belief or religious activity
- political belief or activity
- trade union activity
- lawful sexual activity
- gender identity
- sexuality
- family responsibilities

Discrimination may be direct or indirect.

- a) **Direct Discrimination** involves treating a person less favourably because of some attribute or status they have or are believed to have; and
- b) **Indirect Discrimination** occurs where a policy or approach is adopted that appears to be neutral, but nonetheless has the effect of discriminating against a person or group of people who share a particular attribute and the application of the policy or approach is unreasonable in the circumstances.

For behaviour to be classified as discrimination, it is sufficient under law if a protected attribute is a reason for discriminatory conduct. It does not need to be the sole or dominant reason. Hostility and systematic lack of civility and respect may also deteriorate into discrimination, harassment or bullying.

Vilification on the grounds of race, religion, sexuality or gender identity is also unlawful.

Harassment and/or **bullying** refers to behaviour towards an individual or group of individuals that may or may not be based on a protected attribute.

Bullying includes the repeated and unreasonable behaviour (of an individual or group) directed towards a person and this behaviour creates a risk to health and safety. IH considers bullying to include behaviour that intimidates, threatens, abuses, offends, degrades or humiliates a person in circumstances where a reasonable person would have anticipated the possibility that the other person would be intimidated, threatened, abused, offended, degraded or humiliated by the conduct.

Harassing behaviour makes the college, workplace or study environment, or places associated with them, unpleasant, humiliating or intimidating for the person or group of people targeted by the behaviour. It can severely inhibit the effective work, study and productivity of staff and residents of IH.

Harassment or bullying can be perpetrated by a Board Member, staff, alumni or resident. Harassment/bullying often involve a misuse of power and may occur between any group of people.

Bullying and harassment may be subtle or overt and includes, but is not limited to, the following forms of behaviour:

- Abusive and offensive language or shouting;
- Repeated unreasonable criticism about work or academic performance including petty or insignificant matters;
- Deliberate exclusion, isolation or alienation of a staff member or resident;
- Allocation of humiliating or demeaning tasks;
- Sabotaging a person's work;
- Setting of impossible deadlines with unrealistic expectations of work;
- Spreading gossip or false and malicious rumours with an intent to cause harm to a person;
- Sarcasm or ridicule;
- Threatening gestures or actual violence;
- Inappropriate comments about personal appearance;
- Electronic harassment such as through email, SMS, Facebook, twitter or any other form of social media or electronic communication; and
- Hazing or bastardisation (such as harmful or humiliating initiation rituals).



Except in the case of Sexual Harassment, a single incident of harassing type behaviour does not, of itself, constitute harassment. Nevertheless, such behaviour is unacceptable at IH and will be dealt with by IH at its discretion.

Harassment and bullying must not be confused with legitimate advice and comment from workplace supervisors on an individual's work performance. Such comment and advice may legitimately include negative statements and feedback. However, such feedback must be offered in a spirit of improving performance, not of demeaning or humiliating the recipient. Negative feedback must be offered in private, not in public.

A reasonable and lawful direction of a supervisor, staff member or senior resident will not constitute harassment or bullying for the purpose of this policy. Appropriate provisions of guidance, conducting performance counselling, invoking diminished performance procedures, unsatisfactory performance procedures or misconduct procedures does not constitute harassment.

Supervisors are expected to offer constructive and legitimate advice and comment as a legitimate aspect of their role.

Sexual Harassment has the meaning given to that term in the **IH Sexual Misconduct Policy**.

The **IH Sexual Misconduct Policy** is a document so called which outlines the principles and processes governing IH's approach to preventing, managing and responding to all forms of sexual misconduct, as that term is defined in that document.

Racial discrimination is defined by the Racial Discrimination Act 1975 (Cth). The Racial Discrimination Act says that it is unlawful for a person to do any act involving a distinction, exclusion, restriction or preference based on race, colour, descent or national or ethnic origin which has the purpose or effect of nullifying or impairing the recognition, enjoyment or exercise, on an equal footing, of any human right or fundamental freedom in the political, economic, social, cultural or any other field of public life.

Racial discrimination may include but is not limited to: restricted access to services and facilities, restrictive personnel practices (e.g. employment procedures, working conditions), exclusion from work or study activities ridicule (e.g. name calling, use of derogatory slang, racist jokes) and physical or emotional intimidation (e.g. physical threats or abuse, display of threatening or offensive slogans or graffiti).

Disability-Discrimination is defined by the Disability Discrimination Act 1992 (Cth). The Disability Discrimination Act says a disability is:

- total or partial loss of the person's bodily or mental functions; or
- total or partial loss of a part of the body; or
- the presence in the body of organisms causing disease or illness; or
- the presence in the body of organisms capable of causing disease or illness; or
- the malfunction, malformation or disfigurement of a part of the person's body; or
- disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or
- a disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgement or that results in disturbed behaviour.



Disability discrimination can be direct or indirect. Disability discrimination includes a disability that presently exists; or previously existed but no longer exists; or may exist in the future; or is imputed to a person.

A person with a disability may be singled out for unwelcome attention. Alternatively the person with a disability may endure exclusion or isolation.

Examples of disability-based harassment may include but are not limited to:

- interference by permanent or temporary removal or adjustment of an aid (e.g. hiding a walking stick, turning off a device);
- abuse, insults or “jokes” about a person’s physical appearance or capabilities or intellectual capacity;
- implying that a physical disability is necessarily related to or a manifestation of intellectual limitation (people with hearing impairments are particularly vulnerable in this regard);
- persistent denial of access to facilities and services, including relevant training, or refusal to make reasonable accommodation for a person’s disability; and
- isolation or segregation.

Derogatory comments about the conditions, equipment or personal support (e.g. interpreter, reader, carer, or trained animal) provided because of a person’s disability or medical condition and/or a statement of an implied belief that such provision is a form of advantage or favouritism, may also constitute discrimination or harassment.

Victimisation happens if a person does an act, or threatens to do an act against a complainant or a person associated with such an individual because:

- they have made a complaint, disclosure or formal report in relation to a breach of an IH policy, whether to IH or any external body; or
- they, in good faith, intend to make a complaint, disclosure or formal report in relation to a breach of an IH policy, whether to IH or any external body; or
- they are, have been, or intend to be involved in a proceeding arising out of a breach of an IH policy.

Procedures and Principles

If you feel you are the victim of discrimination or any form of bullying or harassment, or are aware of behaviour contrary to this policy, you should contact a Senior Resident, Deputy Director and/or Director. These officers have an obligation to treat all complaints seriously and to deal with them expeditiously while giving regard to the following principles:

- Confidentiality will be maintained to the greatest possible extent, with communication limited to persons to whom disclosure is consistent with the official position and responsibility, or with specific responsibility to assist in the resolution of the complaint.
- The principles of procedural fairness shall apply at all stages of a complaint process. Persons responsible for investigating and resolving complaints have a duty not to be affected by bias or conflict of interest, and must act fairly and impartially. A person subject to a complaint shall be given a fair opportunity to respond to the allegations and any proposed penalty or outcome.
- Complaints shall be investigated promptly, involving as few people as possible. Parties to a complaint shall be entitled to receive advice and support as appropriate, and to be kept informed of the progress of a complaint.



- The preferred method of resolution shall be by discussion, raising awareness, mediation and a process of conciliation, which aims not to make a finding or to allocate blame but to assist the parties to reach agreement on an acceptable outcome.
- It is recognised that conciliation may not be appropriate if a party to a complaint holds a reasonable belief that discussion is likely to provoke victimisation, further incidents of bullying, harassment, discrimination or unnecessary distress.
- A process for formal investigation of complaints shall be available for cases where conciliation is inappropriate or has proved unsatisfactory.
- Where appropriate additional support will be provided (e.g. counselling or a formal investigation by an external investigator).
- Appropriate steps shall be taken to ensure harmonious working, academic and residential relationships during and after the procedures.
- All staff and residents of the College shall be informed of the policy and procedures.
- Frivolous or vexatious complaints will not be tolerated and may result in disciplinary action for staff or the application of penalties up to and including expulsion for residents.

Refer to the Complaint Management Policy for more detail.

If a person feels as though they have been subject to bullying, harassment or discrimination, a request to investigate must be lodged with the Director of IH within twelve months of the occurrence of the last incident which is the subject of complaint. If the Director is subject of that complaint, the complainant should lodge their complaint with the IH Board.

A request to investigate will not be accepted outside this twelve month period unless the Director considers it appropriate in the circumstances.

As deemed appropriate, the Director may:

- (a) seek advice from, or refer the matter to, appropriate authorities beyond IH including:
 - The Queensland Human Rights Commission (toll free 1300 130 670) www.qhrc.qld.gov.au or info@qhrc.qld.gov.au;
 - The Australian Human Rights Commission; and
 - Queensland Police Service;
- (b) seek the services of, or refer the complainant to, specialist personnel who can provide the appropriate legal advice, investigation, counselling, conciliation or mediation procedures.

If a complaint of bullying, harassment or discrimination results in an investigation and the complaint is substantiated, penalties for a breach of this policy may include:

- an apology to the complainant;
- a behaviour/ resident agreement;
- suspension or expulsion from IH;
- where the complaint is about a member of staff, disciplinary penalties up to and including termination or employment;
- a report to the University or where appropriate the Queensland Police Service.



The resolution of a complaint by IH does not prevent a complainant from directing their complaint to a relevant statutory authority (e.g. The Queensland Human Rights Commission) or a complaint to the Queensland Police Service.

Nothing in this policy prevents an individual from seeking external legal advice or commencing proceedings in a Court or Tribunal competent to hear such complaints.

Relevant Legislation

Age Discrimination Act 2004 (Cth);
Anti-Discrimination Act 1991 (Qld);
Disability Discrimination Act 1992 (Cth);
Race Discrimination Act 1975 (Cth);
Sex Discrimination Act 1984 (Cth);
Fair Work Act 2009 (Cth).

Updated 23 July 2019

Reviewed NHR&G Committee September 2020



INTERNATIONAL HOUSE PRIVACY POLICY

1. Introduction

- 1.1. International House ("the College", "we", "our" or "us") is a residential college located in the St Lucia campus of the University of Queensland. The College exists to provide 240 Australian and International university students with catered and self-catered accommodation in a collegiate style.
- 1.2. For the purposes of this Policy, a reference to the College includes International House and International House Student Club Inc and a reference to your University or the Universities includes the University of Queensland (UQ), Queensland University of Technology (QUT), Griffith University, and/or Australian Catholic University (as applicable).
- 1.3. The way we manage your personal information is governed by the Privacy Act 1988 (Cth) (Privacy Act) and the Australian Privacy Principles (APPs) established under the Privacy Act.
- 1.4. We respect the privacy of the personal information you may provide to us when we deal with you - for example as residents, students, parents and supporters of residents, staff, contractors, alumni, conference visitors and guests.
- 1.5. This Privacy Policy explains how we manage the personal information we hold about you. Please note that this Privacy Policy is to be read subject to any overriding provisions of law or contract.

Your acknowledgement and consent

- 1.6. By continuing to correspond with us, using our website and by providing us with personal information, you are taken to have read and understood this Privacy Policy and you have consented to us managing your personal information in the way described in this Privacy Policy.

Users 17 and under

- 1.7. If you are aged 17 or under, you must obtain your parent's or guardian's permission before you provide any personal information to us. Minors without this consent must not provide us with their personal information (but in any case, we deal with the personal information of minors in accordance with this Privacy Policy).

2. What is Personal information?

- 2.1. For the purposes of this Privacy Policy, "personal information" has the meaning given to it in the Privacy Act, being information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information is true or not, and whether the information or opinion is recorded in a material form or not.
- 2.2. Examples of personal information include an individual's name, address, telephone number and date of birth.

3. Collecting personal information

What kinds of personal information do we collect and hold?

- 3.1. The types of personal information we may collect include (but are not limited to):
 - a. your contact and other details including:



- i. your full name and date of birth, and personal contact details (including your home address, landline or mobile telephone numbers, e-mail address and gender identification information);
 - ii. contact and identification details of any third party that you have authorised to negotiate or provide your personal information on your behalf (including any authorised guardians); and
 - iii. contact and identification details of your immediate family members, or nominated guardians or next-of-kin that we require for notification in the event of any emergency while you are at the College;
- b. personal information found on your identification documents including your:
 - i. University of Queensland (UQ), Queensland University of Technology (QUT), Griffith University, or Australian Catholic University student card; and
 - ii. passport, driver licence, Blue Card, Medicare Card, private health insurance card (including OSHC);
- c. banking and payment details information including your bank account or credit card information, and any other information required for us to process any payments you may make to the College;
- d. information required for security and screening purposes (for example, your vehicle registration number);
- e. any information in relation to you as a prospective or current College resident including:
 - i. education qualifications, enrolments and results;
 - ii. commentary or opinion about you provided by referees, supervisors, staff, visitors or residents; and
 - iii. if you are a current College resident, information about your conduct or behaviour within or around our premises or in relation to other residents.
- f. details of services, information or assistance provided to you at your request or as part of the normal College's services/ operations, together with any additional related information collected in order to respond to your needs;
- g. any feedback or correspondence between you and us (for example on administrative matters or your opinion on the services the College provides); and
- h. any other personal information you may provide to us during your relationship with the College.

Sensitive information

- 3.2. We may also collect sensitive information from you.
- 3.3. Sensitive information is defined by the Privacy Act to be certain kinds of personal information which are subject to stricter controls under the APPs. Examples of sensitive information that we may collect from you include:
 - a. health and medical information - for example dietary requirements, allergies, medical information, incident reports; and
 - b. criminal history.
- 3.4. We will only collect sensitive information about you with your consent and only if your sensitive information is reasonably necessary for one or more of our functions and activities. If we receive any sensitive information about you, we will handle it in accordance with this Privacy Policy, the Privacy Act and the APPs.



How do we collect personal information?

- 3.5. Where possible, we will always try to collect personal information directly from you - for example when you:
- a. request information, contact or deal with us through our website or contact us by telephone;
 - b. correspond with us in writing (such as letters, SMS and emails);
 - c. send an image;
 - d. deal with us in person;
 - e. submit an application for residency or a bursary/scholarship;
 - f. make a donation to the College, or fund a bursary/scholarship; or
 - g. submit feedback or report a medical or other incident to us.
- 3.6. We may also obtain your personal information from third parties we deal with, such as:
- a. any authorised guardian or attorney you have appointed;
 - b. your stated referees;
 - c. your previous secondary school or tertiary institution;
 - d. exchange agent or other agent acting on your behalf;
 - e. your University or any other university;
 - f. the Queensland Tertiary Admissions Centre via UQ;
 - g. the UQ Inter-College Council (ICC) who are responsible for organising sporting, cultural and social activities on behalf of the 10 residential colleges at UQ;
 - h. UQ Sport Ltd - who is engaged by the UQ Colleges to manage the ICC Sporting Competitions under the University of Queensland Inter-College Sporting Competition Agreement;
 - i. UQ Lifestyle Agreement;
 - j. International House Student Club Inc. as the representative student body for residents of the College;
 - k. any person you authorise to deal with us on your behalf; and
 - l. any other organisation with whom we deal.
- 3.7. Where we collect personal information from third parties you refer to us, we will assume, and you should ensure, that you have made that third party aware of the referral and the purposes of collection, use and disclosure of the relevant personal information.

4. Dealing with us anonymously

- 4.1. Whenever it is lawful and practicable, you will have the option of not identifying yourself when dealing with us. For example, general access to our website does not, and general telephone queries do not, require you to disclose personal information about yourself.
- 4.2. However, there are times when we do need to collect personal information from you in order to carry out our functions and activities.
- 4.3. If the personal information you provide to us is incomplete or inaccurate, we may be unable to provide you with the services you are seeking.

5. Why do we collect, hold, use and disclose personal information?

- 5.1. We collect, use and disclose your personal information so that the College can carry out its functions and activities, provide you with the services you request, and otherwise carry out the College's mandate.
- 5.2. In particular, we may collect, use and disclose your personal information to:
 - a. respond to your requests or inquiries;
 - b. provide you with the services, products and information you requested. For example, provide you with accommodation, answer your queries about the College application processes, event hire and catering services or how to make donations to the College;
 - c. process your application to hold a function at the College;
 - d. process your residency applications;
 - e. process your application to join any associations related to the College;
 - f. enable you to participate in College initiatives, activities and events;
 - g. communicate with you during the course of your relationship with us;
 - h. notify you about important changes or developments to our functions, activities and services;
 - i. administer, manage or support our College and services (including dealing with safety, security or disciplinary issues (such as conflicts or issues between residents));
 - j. improve and develop our College and services;
 - k. update and maintain our records - for example, resident/student records and any administrative records;
 - l. if you lodge a complaint with us or an incident report - process and respond to your complaint/ report;
 - m. any other purpose which relates to or arises out of requests made by you;
 - n. do anything which you authorise or consent to us doing;
 - o. take any action we are required or authorised by law to take; and
 - p. provide you with promotional material or information about other services that we and other organisations we have affiliations with, offer that may be of interest to you.
- 5.3. We will not sell, trade or rent personal information we hold about you to unaffiliated third parties without your prior consent.

6. Disclosing your personal information

- 6.1. In carrying out our functions and activities set out above, we may disclose your personal information to the following entities:
 - a. entities associated with the College and the Universities (including but not limited to the ICC, UQ Sport Ltd, and the College's Information Technology Group Inc. (CITG)).
 - b. our business partners and service providers (such as external caterers, any contractors who may provide website, IT (for example, CITG), marketing, administration and other services to support the College);
 - c. data warehouses, data partners and analytic consultants;
 - d. our professional advisers (for example, our insurers, auditors, lawyers and consultants);
 - e. third parties we engage to carry out promotions or other activities you have requested;
 - f. to our related entities and other organisations with whom we have affiliations for direct marketing purposes (unless you have opted-out of direct marketing communications);
 - g. any entity to whom we are required or authorised by law to disclose your personal information (for example, Centrelink, law enforcement agencies and government and regulatory authorities such as federal and state health departments);



- h. any successors in title to our organization or business trading activities as provided for in our constituent documents;
 - i. to the University of Queensland, in connection with your enrolment at that university and for disciplinary, safety or security purposes; and
 - j. other entities with your consent (express or implied).
- 6.2. The above entities may in turn disclose your personal information to other entities as described in their respective privacy policies or notices.

7. Continued Contact

- 7.1. We may use your personal information to contact you to provide you with information about us, our College, and events we may organise.
- 7.2. If you do not wish to receive such information, you can opt-out at any stage. If you decide to opt-out, you will be removed from the College's database to ensure that you do not receive future material.
- 7.3. There may be times, however, when the law requires us to provide certain information to you (for example health and safety information). We will continue to send this information to you.

8. Overseas disclosure of personal information

- 8.1. From time to time, we may engage service providers located in one or more overseas countries (including the United States and India) to perform certain of our functions and activities. In the course of providing services to the College, we may need to disclose your personal information to these service providers. If overseas service providers are engaged and personal information is sent overseas, we will take reasonable steps to ensure that our service providers are carefully chosen and have policies, procedures and systems in place to ensure your personal information is otherwise handled in accordance with the Privacy Act.

9. Dealing with us online

- 9.1. This Privacy Policy applies to your use of our website (www.inthouse.uq.edu.au) and websites associated with the College (www.citg.uq.edu.au).
- 9.2. When you visit our website, we and/or our contractors may collect certain information about your visit. Examples of such information may include:
 - a. Cookies

Cookies are small amounts of information which we may store on your computer (after you register on our website) to enable our server to collect certain information from your web browser. Cookies do not identify the individual user, just the computer used. Cookies and other similar technology make it easier for you to log on to and use the website during future visits (for example, they may maintain a shopping basket for your orders). They also allow us to monitor website traffic, to identify you when you visit our website, personalise website content for you, enable you to both carry out transactions and have access to information about your account. Cookies themselves only record which areas of the site have been visited by the computer in question, and for how long. Allowing us to create a cookie does not give us access to the rest of your computer and we do not use cookies to track your online activity once you leave our site. Cookies are read only by the server that placed them,



and are unable to execute any code or virus.

b. Site visit information

We also collect general information about your visit to our website. The information we collect is not used to personally identify you, but instead may include your server address, the date and time of your visit, the pages you accessed and the type of internet browser you use. This information is aggregated and used for the purposes of system administration, to prepare statistics on the use of our website and to improve our website's content.

c. Fortnightly payment contracts

We use a third party payment process provider (FFA PAYSMART) whose services make use of the latest encryption and firewall technologies. FFA Payment is PCI-DSS level 1 certified.

d. Login information

Some functions of the website and other online tools are subject to specific login credentials before access is granted. We may also collect personal information (including financial details) to facilitate future visits or use of our website.

We seek to keep current with available security encryption technology so as to maintain the effectiveness of our security systems.

- 9.3. However, no transmission over the internet can be guaranteed as totally secure and accordingly, we cannot warrant or ensure the security of any information you provide to us over the internet. Please note that you transmit information at your own risk.
- 9.4. Our website may also contain links to other third party websites which are outside our control and are not covered by this Privacy Policy. If you access such third party websites using the links provided, the operators of these websites may collect information from you which will be used by them in accordance with their privacy policy, which may differ from ours.

10. Social media

- 10.1. We collect personal information from our followers/subscribers on social media channels including Facebook, LinkedIn, YouTube, MailChimp, Twitter, Instagram, and Issuu via those channels. The information is used for the purposes of developing and displaying the College's promotion materials and communicating with our stakeholders. We have procedures in place to ensure that the personal information collected from social media channels is handled in accordance with this Privacy Policy.

11. Personal information storage and security arrangements

- 11.1. We take reasonable steps to protect your personal information from interference, loss, misuse, unauthorised access, modification or disclosure. We may store your personal information in different forms, including in hardcopy and electronic form.
- 11.2. We have established policies, procedures and systems to keep your personal information secure - including but not limited to password protection and securing physical storage arrangements.
- 11.3. When we no longer require your personal information, we will take reasonable steps to destroy, delete or de-identify your personal information in a secure manner. However, we may sometimes be required by law to retain certain personal information.

12. Accessing and correcting your personal information

Correcting your personal information

- 12.1. So that we can carry out our activities and functions, it is important that the personal information we hold about you is complete, accurate and up to date.
- 12.2. At any time while we hold your personal information, we may request that you inform us of any changes to your personal information. Alternatively, if you believe that any of the personal information we hold about you is inaccurate, out-of-date, incomplete, irrelevant or misleading or needs to be corrected or updated, please contact us using our Contact Details below.
- 12.3. We will respond to a request to correct your personal information within a reasonable time.
- 12.4. We may decline a request for access to personal information in circumstances prescribed by the Privacy Act, and if we do, we will give you a written notice that sets out the reasons for the refusal (unless it would be unreasonable to provide those reasons), including details of the mechanisms available to you to make a complaint. If we refuse to correct your personal information, you may request that we associate with the information a statement that the information is inaccurate, out-of-date, incomplete, irrelevant or misleading.

Accessing your personal information

- 12.5. You may also request access to the personal information we hold about you by contacting us using our Contact Details provided below.
- 12.6. We will respond to a request for access within a reasonable time - either by giving you access to the personal information requested, or by notifying you of our refusal to give access.

Access and correction arrangements generally

- 12.7. We may require you to submit your requests in writing and require that you verify your identity before we respond to any request.
- 12.8. We will not charge you an application fee for making a request to access the personal information we hold about you or for requesting any correction to your personal information. However, in certain circumstances we may charge you a fee for providing you with access to your personal information, for example if you make multiple request for information, the information requested is voluminous or we incur third party costs in providing you with access to your personal information.
- 12.9. If we cannot respond to you within a reasonable time (generally within 30 days), we will contact you and provide a reason for the delay and an expected timeframe for finalising your request.
- 12.10. Please note that in certain circumstances, we are permitted by law to refuse to provide you with access to your personal information.
- 12.11. If we decide not to provide you with access to or correct your personal information, we will provide you with written reasons for our decision and advise you of the further complaint mechanisms available to you.

13. Lodging a complaint

- 13.1. If you have a complaint about how we handled your personal information or about any decision to refuse access or correction of your personal information, please contact us using the Contact Details below. We will request that you lodge your complaint in writing.



- 13.2. We will acknowledge receipt of your complaint as soon as possible after receiving your written complaint. We will then investigate the circumstances of your complaint and provide you with a response within a reasonable timeframe.
- 13.3. If you are still not satisfied with how your complaint is handled by us, then you may lodge a formal complaint with the Office of the Australian Information Commissioner at:
- Telephone: 1300 363 992 (if calling from outside Australia including Norfolk Island please call: +61 2 9284 9749)
 - National Relay Service:
 - TTY users phone 133 677 then ask for 1300 363 992
 - Speak and Listen users phone 1300 555 727 then ask for 1300 363 992
 - Internet relay users connect to the National Relay Service then ask for 1300 363 992
 - Post: Office of the Australian Information Commissioner, GPO Box 5218, SYDNEY NSW 2001
 - Fax: +61 2 9284 9666
 - Email: enquiries@oaic.gov.au
 - Website: <http://www.oaic.gov.au/privacy/making-a-privacy-complaint>

14. Our Contact details

- 14.1. If you wish to contact us regarding our handling of your personal information or any of the matters covered in this Privacy Policy, you may do so in a number of ways.
- 14.2. You may contact us on:
- Telephone: +61 7 37212480
 - Post: Unit 1/5 rock St., ST LUCIA Q 4067 AUSTRALIA
 - Fax: +617 37212476
 - Email: ihrecep@inhouse.uq.edu.au
 - Website: www.internationalhouse.uq.edu.au

15. Changes to our Privacy Policy

- 15.1. We welcome your questions and any suggestions you may have about our Privacy Policy.
- 15.2. We reserve the right to revise or supplement this Privacy Policy from time to time. Any updated version of this Privacy Policy will be posted on our website www.inhouse.uq.edu.au and will be effective from the date of posting. You should bookmark and periodically review this page to ensure that you are familiar with the most current version of this Privacy Policy so that you remain aware of the way we handle your personal information.
- 15.3. This Privacy Policy was last updated on 1 July 2019.

16. Related Policies

- IH Data Breach Policy
- CITG Privacy Policy
- ICC Privacy Policy
- UQ Sport Privacy Policy
- IH Social Media Policy
- StarRez Privacy Policy
- Academy Services Privacy Policy
- Compass Group Australia Privacy Statement



SEXUAL MISCONDUCT - POLICY

(This policy has been developed from the UQ Sexual Misconduct – Policy)

Topic	Sexual Assault and Sexual Misconduct Policy
Approval Authority	Director
Last Approval Date	September 2020
Review Date	Annual
Related Documents	<ul style="list-style-type: none">• Resident Code of Conduct• Resident Handbook• Staff – Manual Policies & Procedures• Room & Board Agreement Terms and Conditions• Harassment & Discrimination Policy• Privacy Policy• Social Media Policy

1. Purpose and Objectives

International House (IH) is committed to ensuring that the IH environment is safe, respectful and free from all forms of Sexual Misconduct. This policy outlines the overarching principles governing IH's approach to preventing, addressing and responding to Sexual Misconduct, which is behaviour inconsistent with the core values of IH. This policy is to be read in conjunction with the Sexual Misconduct – Procedures, and other related documents.

2. Definitions, Terms

Complainant - is a person who makes a disclosure or a formal report on their own behalf. It also includes a person on whose behalf a disclosure or formal report is made by a third party reporter.

Consent – Consent is freely and voluntarily given by a person with the cognitive capacity to do so.

“Consent” is the voluntary agreement to the act or acts in question and to continue to engage in the act or acts. Voluntary agreement to engage in the activity or to continue to engage in the activity must be communicated through words or conduct.

- Consent can be withdrawn at any time during the act or acts in question.
- Consenting to a sexual activity with an individual or individuals does not mean that consent is given for another sexual activity with an individual or individuals, and consent only applies to each specific instance of sexual activity.
- Circumstances in which a person does not consent to an act or acts include:
 - a) the person is asleep or unconscious;
 - b) the person incapable of consenting, such as where they are affected by alcohol or another drug;
 - c) the person submits to the act because of: force or the fear of force; threats or intimidation; fear of harm; exercise of authority; or false or fraudulent representations about the nature or purpose of the act.
 - d) the person submits to the act because of false or fraudulent representation of identity
- No consent is obtainable from a person under the age of 16 years.

Disclosure – is the informal sharing of information regarding Sexual Misconduct.



Formal Report - is providing a formal statement regarding Sexual Misconduct. A formal statement regarding Sexual Misconduct given to the police or another external agency is also considered a Formal Report, provided that IH is made aware of its existence.

Procedural Fairness – is a principle that is applied by IH to ensure that decisions are made in accordance with the rule against bias and the hearing rule (i.e. a person is given an opportunity to present their case with knowledge of any prejudicial material that may be taken into account by the decision-maker).

Sexual Offence - is any criminal offence of a sexual nature under the criminal law, including the Criminal Code 1899 (Qld) and the Summary Offences Act 2005 (Qld).

Sexual Harassment – happens if a person:

- a. subjects another person to an unwelcome and unsolicited act of physical intimacy; or
- b. makes an unsolicited demand or request (whether directly or by implication) for sexual favours from the other person; or
- c. makes a remark with sexual connotations relating to the other person; or
- d. engages in any other unwelcome conduct of a sexual nature in relation to the other person; and the person engaging in the conduct described in (a), (b), (c) or (d) does so–
- e. with the intention of offending, humiliating or intimidating the other person; or
- f. in circumstances where a reasonable person would have anticipated the possibility that the other person would be offended, humiliated or intimidated by the conduct.

Examples of sexual harassment include (but are not limited to):

- a. physical contact such as patting, pinching or touching in a sexual way;
- b. unnecessary familiarity such as deliberately brushing against a person;
- c. sexual propositions;
- d. unwelcome and uncalled for remarks or insinuations about a person's sex or private life;
- e. suggestive comments about a person's appearance or body;
- f. offensive phone calls;
- g. unwanted sexual attention using internet, social networking sites and mobile phones;
- h. indecent exposure;
- i. a publication such as sexually offensive emails or graphics; and
- j. sexually offensive screensavers or posters.

Sexual Harassment is unlawful when it falls within the relevant statutory definition under the Anti-Discrimination Act 1991 (Qld) and/or the Sex Discrimination Act 1984 (Cth).

Sexual Harassment may in certain circumstances be a criminal offence.

Sexual Misconduct – is a broad term encompassing any unwelcome behaviour of a sexual nature without Consent. It includes behaviour that could amount to Sexual Offence and/or Sexual Harassment.

Sexual Misconduct may amount to 'misconduct' or 'serious misconduct' under the Resident Code of Conduct.

Third Party Reporter – is a person who makes a disclosure or a formal report on behalf of or in relation to another person.



Trauma-Informed – understanding, recognising and responding to the impact of trauma, and emphasising physical, psychological and emotional safety and the importance of choice for individuals who have experienced Sexual Misconduct.

IH Community – means current IH residents, staff, Board Members, IH Student Club, other workers, volunteers, visitors and anyone else contractually bound to comply with this Policy.

IH Related Conduct – means any conduct that is connected to IH, including conduct that:

- occurs during, or in connection with, any function, activity or event related to IH (whether sanctioned by IH or otherwise);
- occurs when a person is representing IH in any capacity;
- occurs during, or in connection with, the performance of duties for IH;
- occurs using, or is facilitated by IH resources or other IH equipment; or
- occurs on, or in connection with, any property owned, leased or occupied by IH or any lands or roads within IH.

Victimisation – has the meaning given to that term in the **IH Discrimination and Harassment Policy**.

A reference to involvement in a proceeding includes involvement in a prosecution for an offence involving Sexual Misconduct, involvement in an IH or external agency investigation, or other process to deal with Sexual Misconduct.

Victimisation does not include any action taken against a person for a false or malicious complaint made against another person in order to prejudice that other person.

Adverse action taken against a person may be unlawful under the Fair Work Act 2009 (Cth) and a person who makes a public interest disclosure under the Public Interest Disclosure Act 2010 (Qld) is protected by that Act.

3. Policy Statement

The Sexual Misconduct – Procedures will be implemented having regard to the principles outlined below. These principles reflect IH's commitment to preventing all forms of Sexual Misconduct, supporting individuals who are impacted by Sexual Misconduct, and responding appropriately and sensitively when Sexual Misconduct occurs:

- IH prohibits all forms of Sexual Misconduct, and requires all members of the IH Community to comply with this prohibition.
- IH acknowledges that education and awareness are important aspects of prevention, and commits to educating residents and staff to assist in the prevention of Sexual Misconduct in the IH Community.
- Members of the IH Community, particularly staff and resident leaders, are aware of the responsibility they have in responding appropriately when they are made aware of information regarding Sexual Misconduct, particularly taking account of Trauma-Informed approaches.
- IH acknowledges that Sexual Misconduct may include criminal behaviours and may be unlawful. IH does not have jurisdiction over criminal acts, but can take action in respect of breaches of its rules, policies and procedures.
- The safety, welfare and support of the IH Community is paramount. IH recognises that any Sexual Misconduct is likely to have an adverse impact on members of the IH Community, and is committed to appropriately supporting those affected.



- Procedures supporting this policy aim to be Trauma-Informed and afford Procedural Fairness.
- Disclosure and formal reporting options are intended to be simple, accessible and available through multiple avenues.
- IH aims to bring sensitivity, timeliness and good management to its responses to disclosures and formal reports and to meet legal requirements.
- Confidentiality and information privacy will be upheld, in accordance with legislative requirements and IH's policies and procedures.
- IH will not tolerate Victimisation.
- IH recognises that Sexual Misconduct may be experience by all people regardless of their sexuality or gender identity, whether heterosexual, lesbian, gay, bisexual, transgender, intersex or queer.

July 2019

Reviewed by NHR&G Committee September 2020



SEXUAL MISCONDUCT - PROCEDURES FOR RESIDENTS

(This policy has been developed from the UQ Sexual Misconduct – Policy and IH Sexual Misconduct – Policy) - 2019

1. Definitions, Terms

Refer – IH Sexual Misconduct Policy for additional definitions/terms.

UQ Sexual Assault Support and Prevention Unit – is a unit responsible for coordinating the University of Queensland's responses to Disclosures or Formal Reports of sexual misconduct within the UQ Community.

Disciplinary Process – is a disciplinary process in relation to a Respondent conducted as part of further action taken by IH in accordance with the Resident Code of Conduct or other related documents.

First Responder Network or FRN – is the group of individuals who are trained to assist residents and staff to access Support and Reasonable Measures and make Disclosures or Formal Reports of Sexual Misconduct.

Respondent – is a person about whom a complaint of Sexual Misconduct is made as part of a Formal Report.

Reasonable Measures – are arrangements or adjustments that may be implemented on a case-by-case basis where a Disclosure or Formal Report has been made.

Support – all reasonable steps to support all parties affected by Sexual Misconduct.

2. Introduction

These procedures have been developed having regard to Australian and international guidelines for best-practice in relation to sexual assault and sexual misconduct prevention, management and response. While every effort has been made to provide procedures that are Trauma Informed and that cover most scenarios, the complex nature of sexual misconduct means that there will be circumstances that may require changes to these procedures.

3. Prevention and education

All members of the IH community are responsible for maintaining a safe and respectful college environment. To assist this, IH will provide residents, resident leaders and staff with educational opportunities, including those around developing respectful and consensual interpersonal relationships, sexual misconduct prevention, response protocols and processes.

IH staff and resident leaders have particular responsibilities to create an environment of 'zero tolerance' towards all forms of sexual misconduct.

Prevention measures put in place by IH will be trauma-informed, founded on good practice, and developed in conjunction with subject matter experts as required.

4. How to share information, make a Disclosure or make a Formal Report

If a person would like IH to take further steps in relation to Sexual Misconduct, that person should consider making a Disclosure or a Formal Report. However, nothing in these procedures precludes a person from



sharing or talking about Sexual Misconduct to a member of the IH Community or any other person if they wish to do so without making a Disclosure or a Formal Report.

A Disclosure or a Formal Report may be made by a Complainant, or a Third Party Reporter.

There are two main differences between a Disclosure and a Formal Report. A Disclosure is a less formal option that is made to access Support and/or Reasonable Measures. A Formal Report is a more formal option that is made to access Support and/or Reasonable Measures, but may also initiate further action by IH such as an investigation and/or a Disciplinary Process.

Nothing in these procedures precludes a person from making a report to the police or another external agency at any time.

All Disclosures and Formal Reports will be treated sensitively, addressed in a timely manner and managed in accordance with legal requirements.

4.1. Disclosures

A Disclosure may be made to any member of the IH Community, but preferably a senior staff member or resident leader.

The person receiving the Disclosure will take reasonable steps to:

- a. inform the person making the Disclosure of the Support available to them, and of the Reasonable Measures that may be implemented;
- b. outline the options available to the person making the Disclosure to help them determine any next steps they may wish to take;
- c. ask the person making the Disclosure whether they wish to proceed with either a Formal Report or a report to the police or other external agency e.g. UQ; and
- d. offer assistance in any other way as appropriate in the circumstances.

A Disclosure does not initiate further action by IH. If the person making the Disclosure wishes further action to be taken, they may elect to make a Formal Report.

4.2. Formal Reports

A Formal Report may be made to:

- a. Director or Deputy Director;
- b. UQ – UQ Security, First Responder Network, Sexual Misconduct Support Unit, or Counselling Service;
- c. the police or another external agency and will be considered a Formal Report under these procedures if IH is also made aware of its existence.

The person receiving the Formal Report will take reasonable steps to:

- a. inform the person making the Formal Report of the Support available to them, and of the Reasonable Measures that may be implemented;
- b. outline the options available to the person making the Formal Report to help them determine any next steps they may wish to take;
- c. ask the person making the Formal Report whether they wish to proceed with a report to the police or other external agency; and
- d. offer assistance in any other way as appropriate in the circumstances.



4.3. Anonymous Formal Reports and Formal Reports from a Third Party Reporter

IH may not be able to take further action arising out of anonymous Formal Reports or Formal Reports from a Third Party Reporter in certain circumstances, including but not limited to where:

- a. limited or no information is available to identify the parties involved or from the person the subject of the Sexual Misconduct in the Formal Report; and/or
- b. any further action may not be able to be carried out in accordance with principles of Procedural Fairness, Reporting and Disclosing to the Police.

5. Further Action

Further action can only be taken by IH in response to a Formal Report where the Formal Report concerns the IH Resident Code of Conduct or related documents and the Respondent is a member of the IH Community.

Any further action taken by IH in response to a Formal Report, including any investigation or Disciplinary Process, is separate from and not related to any criminal proceedings or investigations conducted by the police or other external agency.

Support and Reasonable Measures will continue to be available to all relevant members of the IH Community while any investigation or Disciplinary Process is ongoing.

The outcome of any investigation or Disciplinary Process will be communicated to the Complainant after the conclusion of any such process.

6. Reporting to the police or other external agency

Two basic principles underpin IH's position on reporting Sexual Misconduct to the police or other external agency:

- Any person can make a report to the police or other external agency at any time. No-one may compel or prevent any person from reporting or referring a matter to the police or other external agency and no-one should seek to exert any pressure on any person to dissuade them from reporting or referring a matter to the police or other external agency; and
- Generally, it should be the Complainant who decides whether or not they report the matter to the police or other external agency.

IH will offer Support to a member of the IH Community who wishes to report a matter to the police.

Disclosures and Formal Reports will not be reported to the police or other external agency without the consent of the Complainant, except in the limited circumstances.

- a. where the Complainant has consented or asked IH to do so; or
- b. IH is compelled to do so by law; or where reporting is, in the reasonable opinion of the Director/IH Board President, appropriate in order to lessen or prevent a threat to the life, health or safety of the Complainant, or of another person.



When reporting any Disclosures or Formal Reports to the police or other external agency, IH will only provide as much information as is required by law, or as necessary for action to be taken.

7. Support

IH will take all reasonable steps to ensure that Support is provided to all parties affected by Sexual Misconduct. This includes, but is not limited to, the Complainant, Third Party Reporters, Respondents, and any witnesses.

Support may include, but is not limited to:

- a. counselling by a qualified counsellor or other mental health professional through the University's counselling services or otherwise;
- b. taking Reasonable Measures;
- c. assistance in making a Formal Report;
- d. assistance through the process of an investigation and/or a Disciplinary Process; and
- e. assistance in making a report to the police or other external agency.

8. Reasonable Measures

Where a Disclosure or Formal Report has been made, IH may take Reasonable Measures. Parties affected by Sexual Misconduct can make a request for Reasonable Measures. This includes, but is not limited to, a Complainant, Third Party Reporters, Respondents, and any witnesses.

Reasonable Measures for IH may include but are not limited to:

- a. student housing re-location or short term emergency student housing;
- b. coordination with and through the university for appropriate academic adjustment;
- c. wellbeing and safety planning;
- d. measures to minimise the risk of Victimisation;
- e. residential separation arrangements.

The implementation of Reasonable Measures will be determined on a case-by-case basis, in recognition of the complexities and sensitivities associated with managing Sexual Misconduct, and having regard to IH's policies and procedures. Any Reasonable Measures implemented as a result of a Disclosure or Formal Report, during an investigation, Disciplinary Process, or investigation by the police or other external agency, is not a determination as to whether the Sexual Misconduct has occurred.

In implementing any Reasonable Measures, IH will:

- a. seek to be Trauma-Informed;
- b. consider the risk to the Complainant;
- c. apply the principles of Procedural Fairness;
- d. seek to balance any conflicting rights and interests and ensure Victimisation does not occur;
- e. take into account any relevant external requirements as a result of Sexual Misconduct potentially amounting to a criminal offence;
- f. discuss any proposed Reasonable Measures with affected parties; and
- g. endeavour to negotiate an acceptable outcome for all parties involved.



At times, meeting the expectations of all parties will be difficult. If an agreement cannot be reached between all parties about the Reasonable Measures, the Director will make a final decision having considered the position of all relevant parties.

9. Records and Reporting

9.1 Confidentiality

Information received as part of a Disclosure or Formal Report will be:

- a) recorded and kept confidential, except insofar as is necessary for IH to conduct an investigation or Disciplinary Process, or to comply with law;
- b) kept separate from, and not linked to, IH's records of the Complainant, the Third Party Reporter, or any witness; and
- c) accessible by the person who provided the information if they wish to later use it for the purposes of making a Formal Report or report to the police or other external agency.

10. Ongoing improvement

IH will, on a continuing basis, work to build robust, trauma-informed best-practice frameworks for the response to, and prevention and management of, sexual offences that may impact the IH community.

July 2019



COMPLAINTS MANAGEMENT POLICY AND PROCEDURES

1. Overview

International House (IH) acknowledges that staff, residents and members of the community have a right to complain about the services or products offered by IH. This policy provides a framework for handling and responding to complaints.

- Resident Code of Conduct
- Discrimination and Harassment Policy
- Privacy Policy
- Social Media Policy and Procedures
- Sexual Misconduct Policy and Procedures

2. Definition

Complaint – means a concern or an expression of dissatisfaction made to IH (whether formally or informally) by a resident or staff member. The expressed concern may relate to any aspect of life at IH.

Types of complaints

- disputes – matters which raise issues about IH's management or administration;
- mismanagement – covers unreasonable decisions inconsistent application of policy, denial of procedural fairness, failure to consider relevant matters, wrong advice and negligence; and
- misconduct – includes ethical and integrity issues such as bullying, harassment, discrimination, victimisation, conflict of interest, fraud, bribery, theft, misuse and damage of IH property, damage to the reputation of the college, unlawful conduct, and breaching the Resident Code of Conduct.

3. Principles

IH is committed to providing an effective complaints management system and is based on the following principles:

- a. IH supports the right of staff, residents and the community to complain about IH's services, decisions or conduct.
- b. IH staff, residents and community members are aware of and able to access the complaints management system.
- c. IH provides simple, flexible and accessible arrangements for staff, residents and the community to lodge complaints.
- d. IH uses a straightforward and timely complaints process, which includes reasonable timeframes for the management of complaints and regular communication with complainants about the management and progress of their complaints.
- e. Decisions about complaints will be made as soon as possible following assessment or investigation of the complaint, and the decision will be communicated to the complainant as soon as practicable.
- f. IH will handle complaints fairly, and appropriately adhere to principals of procedural fairness and good governance. This includes the requirement for staff to clearly explain to the complainant the factors considered in making a decision and the reasons for the decision.



4. Procedures

The complaints process outlined below will be explained to the complainant.

1. An individual is able to lodge a complaint with a member of staff (and if the complaint is against a staff member, the Director of IH).
2. An individual is able to lodge a complaint with the Director directly to the IH Board.
3. Complaints will be acknowledged and for minor expressions of dissatisfaction dealt with as soon as is practicably with the relevant staff member e.g. facilities – Operations Manager.
4. For matters, other than minor, complaints will be acknowledged, information gathered, an investigation conducted and an outcome/decision determined.
5. For complaints of a very serious nature an external independent investigator may be engaged.
6. The complainant will be notified of the progress of the procedure and the outcome.
7. IH will provide an avenue for review of the complaint outcome if required.
8. Information/records about any individual or matter will be kept confidential and only used or referred to where necessary to address the complaint.
9. Responding to and learning from complaints is an essential part of IH's commitment to continual quality improvement.

Template (1) Lodging a complaint.

(2) Investigating a complaint – plan, report, file note, interview.

Reviewed by NHRG Committee July 2020

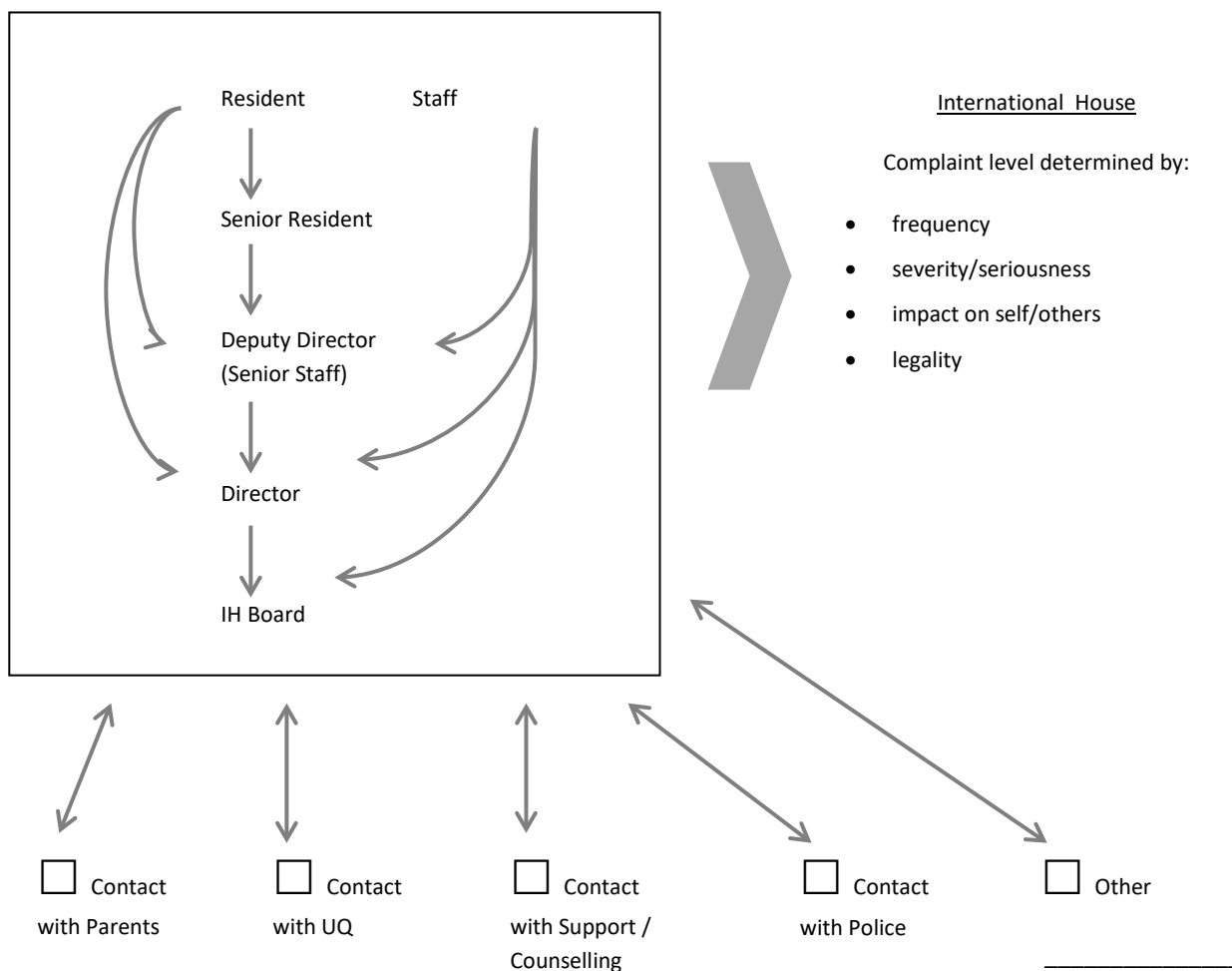


TEMPLATE FOR LODGING A COMPLAINT

used if other mechanisms (e.g. Starrez) not applicable

LODGING A COMPLAINT
Name of Complainant _____
Contact Details e.g. address, mobile, email, room _____ _____ _____ _____ _____
Complaint reported to _____
Date _____
Nature of Complaint:
Other Persons involved/witnesses
Preferred outcome (if applicable) – *if outcome is unlikely to occur explain at the outset of this process
Procedure to be adopted <input type="checkbox"/> issue able to be rectified by IH without further investigation <input type="checkbox"/> further investigation required by _____

COMPLAINTS PROCESS



It may be necessary for IH to make contact with some/all of the above parties, to ensure full support and assistance is given to the complainant.

IH would encourage complainants to inform us of any contact made e.g. with UQ, parents, police.



SOCIAL MEDIA POLICY

1. Purpose and objectives

This policy provides guidance around appropriate behaviour for IH staff and residents when using social media. This policy does not intend to inhibit or prevent social media use, but instead aims to ensure best practice and for the protection of its staff and residents.

IH understands and encourages people to use social media to enhance their learning and promote their work. As social media becomes more common, the lines between personal and professional use become blurred. However, inappropriate use of social media can have far-reaching consequences. Following the policy below will help users manage this risk.

2. Definition

Social media – online websites and applications that allow users to share content in virtual networks.

3. Scope

This policy applies to all people who use social media accounts and who are associated with International House, or use IH facilities or services to access social media including; staff, residents, contract staff, IH Board members and IH Student Club. This Social Media Policy attempts to cover all forms of social media including but not limited to:

- maintaining a profile page on one of the social or business networking sites (for example Facebook, Snapchat, LinkedIn, Bebo, YouTube, Instagram)
- actively engaging in live feed social media communication such as Twitter;
- producing online video and photo content on YouTube or similar mass media sites;
- creating a blog or commenting on other people's blogs for personal or business reasons;
- leaving feedback or comments on the IH Facebook or Instagram feeds;
- taking part in online votes or polls (for example SurveyMonkey);
- participating in conversations on public or private web forums (message boards);
- wikis and online collaborations (for example Wikipedia);
- online multiplayer gaming platforms (for example World of Warcraft, Second life);
- instant messaging (including SMS);
- vod and podcasting; or
- instant messaging (including SMS).

4. Guiding principals

These guiding principles have been developed to help empower IH staff and residents to participate in a healthy and safe social media environment, represent IH, and share the optimistic and positive spirit of International House.

Be respectful: IH supports and encourages robust conversations and debates that allows challenging and controversial opinions to be shared and considered. However, there is a difference between a controversial opinion and a defamatory statement. Users should ensure their online interactions are respectful and courteous. Bullying, harassment and hate speech will not be tolerated.



Be accountable: Users should take responsibility for content posted, and ensure its accuracy and compliance with IH policies and procedures. If a user makes a mistake, they should take ownership, admit to the mistake and strive to correct it. Attempt to prevent any escalation or contact IH Director or Deputy Director for support.

Consider privacy: Users should take care online not to reveal personal details they would not ordinarily share with a large audience. They should also be careful not to reveal the identity or personal details of others without express permission, or share details of information or conversations that were obtained or shared in confidence. Refer current IH Privacy Policy.

Speak for yourself: If a user is operating an account as an individual (that is, not as an official IH account), then they should not imply that they are posting on behalf of IH, or that the IH endorses their opinion

Spread the word: If a user is creating an account that will officially represent aspects of IH, they should consult with IH Director/Deputy Director first to ensure the account is consistent in tone and branding with other official accounts.

Guide behaviour: If the user is managing a social media account that acts as a forum for others (such as a Facebook group) they should clearly set expectations for use and communicate expectations. Facebook administrators should monitor content and only approve comments according to protocol.

If in doubt, leave it out! The internet is public and enduring. Regardless of privacy settings, everything posted online has the potential to go public. Users should remember that anything posted online has the potential to be seen by large and diverse groups. If the user would not be happy for these potential audiences to view the content, they should not post it. Similarly, while deleting posts on social media may appear to remove them, posts can be screenshot (photographed) by other users and stored. Search engines also keep posts and content for some time. Deleting content does not necessarily remove it from the internet.

Be transparent: It can be challenging to make a distinction between personal and professional life in the online world. Even when you are talking as an individual, people may perceive you to be talking on behalf of IH. If you have a personal blog that discusses IH, include a disclaimer saying, "The opinions and positions expressed are my own and don't necessarily reflect those of International House." Having somebody else write on your behalf (ghost writing) is not advised, as IH wants to remain as authentic as possible. Additionally, do not use logos (including signature blocks), images, or artwork on your personal pages unless you have been granted permission.

Be who you are: Authenticity is extremely important. IH discourages the use of pseudonyms or false screen names in any sort of online communication that relates to IH. Honesty is after all one of our brand values. If you are blogging or posting about your work for IH, we encourage you to use your real name, be clear about who you are, and identify yourself as one of our staff or residents. If you've got vested interest in something you're discussing, make sure you let people know. However, be sure to protect yourself and your privacy, since what you publish could be around for a long time. Consider your content carefully, and take care before disclosing personal details.



Be sensitive with 'links': Take care when linking to external content, as that could imply you endorse it. Ask yourself, "will this link add value, and is it aligned with our IH values?"

Protect confidential information: Be transparent, however don't post anything about IH which contains or mentions confidential information.

Protect your personal information: The main purpose of social media channels is to share personal information, but it's important to think about what you share. Criminals can piece together information you provide on different sites and then use it to impersonate you or someone you know – or even re-set your passwords. Similarly, "tweeting" real-time about your travels may confirm you aren't at home – letting someone target your location. So, be careful when sharing information about yourself or others.

The internet is forever: Always have in the back of your mind that as soon as you post something, it's on the internet forever. Even if you delete it, people could have shared it, saved copies, or it could have been archived.

5. All Media

This policy is to be read in conjunction with other clauses in the International House staff and resident handbooks. For the sake of clarity, whatever you do as a staff member or resident of IH online must:

- not interfere with your work commitments or the place you work;
- not mention or link to libellous, defamatory or harassing content, even by way or example or illustration;
- not publish information that is confidential or proprietary to IH;
- refrain from using offensive language; and
- do nothing to bring IH into disrepute.

International House Staff and Resident Blogs

- Posts must not contain or link to pornographic, indecent or illegal material;
- Links to unsavoury, illegal or immoral websites will not be tolerated;
- Posts must not be discriminatory, immoral or unethical in content or contain sexually explicit or inappropriate content;
- Posts must not be defamatory in any way to either a fellow staff member or resident of IH or any other person or company; and
- International House has the right to request and ask for removal of any such content that may be deemed as contravening this policy.

6. Moderation and Handling Responses

Comments on social networks are often of mixed positive/negative nature, no matter how popular the brand. When dealing with comments, try and follow these three principles: the Good, the Bad, but not the Ugly. If the content posted is positive or negative and is in context to the conversation, or dealing with a legitimate problem, then we approve it, regardless of whether it's favourable to International House. But if the content is ugly, offensive, hateful and out of context, then we delete it.



Real problems: a real problem with IH product or service

- How to deal with it: Response required, consistent message, decide if to reply in public or personal, take steps to fix the problem, and thank them.

Constructive Improvement: A real problem, but the feedback also has an improvement suggestion.

- How to deal with it: Response required, positive message, thank them, try and build loyalty and trust.

Attack: the cause of the feedback is valid, and has made the customer angry and upset with International House

- How to deal with it: respond promptly, acknowledge the source if the issue and what is being done, planned or considered to address it in the future, be positive in tone, offer something back to make amends, e.g. discount, free pass etc. These attacks should also be communicated to the marketing team as soon as they happen, so that we can help manage the conflict.

Spam: comment which has no valid reason for attack. Spammers use negative comments for attention or to promote their own profiles or services.

- How to deal with it: baiting tactics should be ignored and removed.

7. Summary

In summary, if a breach of this policy and procedure occurs it will be investigated and appropriate action will be taken.



SOCIAL MEDIA PROCEDURES

International House is committed to a dynamic and progressive social media platform aimed at targeting specific market demographics. Social media preferences are notoriously fickle and change as rapidly as the new smartphone or iPad, therefore it is crucial to maintain vigilant oversight and analytics across any mediums we use to engage market share.

Website

www.internationalhouse.uq.edu.au

Currently International House operates a website as the main source of information distribution and the touchpoint for formal engagement with IH, via online applications and donations. The website functions in a triangular management pattern between CITG, Website Developer and the IH Advancement Director.

- CITG hosts the website
- Website developer created, installed and is on a retainer to assist IH in maintaining the functionality of the website
- The IH Advancement Director works with both parties to ensure the content and aesthetic IH requires is reflected online.

Demographic:

The website is appealing to a cross-section of IH target demographics including; potential residents, parents, donors, alumni and stakeholders, due to the variety of content found in one easy, user-friendly place.

Facebook

<http://www.facebook.com/ihouseUQ>

The International House Facebook strategy aims to capture the feel and experience of IH life, in a casual, more relaxed medium than the website. It is a storytelling style medium with images.

Facebook key points:

The purpose of Facebook is to use it as a discussion, connection and engagement platform. Use this space to make all Housies feel like they are part of something, to get them in touch with each other (not just the organisation) and to have a space to talk about things that are of interest to them. The intention is not to just talk about what IH is doing but to encourage others to reflect and talk more about themselves and their experiences. Therefore, share event content, alumni stories, sport, social, cross cultural and cultural accomplishments.

Instagram key points:

Instagram is the fastest growing major social media network. It is critical to utilise this platform as a tool for showcasing Housie stories in a visual representative way.

LinkedIn key points:

Predominantly targeting professional Alumni this tool should be used for updating and enriching data on IH Alumni by IH. Posts on the forum should be a combination of academic, human resources, IH news and other information as it arises.

Social Media and Website:

Regularly check analytics for visits, follows etc. This is a good reference to see how you are growing plus great data to have when applying for grants etc.

Demographic: IH gains traction from residents, parents, alumni and stakeholders however, the most enthusiastic responses to IH FB posts are within the older age groups. Parents and older alumni (35+) are familiar with FB and our analytics show they are the most keen to engage in this format.

Posting:

- The IH Facebook policy is to schedule
- Two (2) posts per day
- Always use an image or photo
- Include hashtags #IH #housies and any other appropriate ones
- Use links where required, especially directional back to the IH website
- Give photo credit at the end of a post where applicable
- Name IH staff and VIPS
- Do not identify residents with their rooms numbers for security and privacy

Engaging a resident to assist with photography of ICC and IH events is invaluable, as is making connections with the IHSC and SRs.



Post Format:

Single photo image

Multiple photo images – choose the most engaging image for the Album Cover

Video: no longer than 1 minute 7

Types of image posts:

- ICC sport
- ICC culture
- IH general life (friendship, resident life – candid images)

- Bara Khana
- Events
- Achievements
- Alumni – where are they now
- Alumni news
- IH Flashbacks
- College Director updates
- Housie profiles
- Testimonials
- Quotes (e.g. about multiculturalism) with images of residents

Links: Adding links to a Facebook post is an effective tool to direct engagement. Links back to the IH website or direct links to the appropriate page can increase click through and stimulate engagement on a broader level.



Hashtags: If you are creating a straight Facebook post it is advantageous to add appropriate hashtags at the end of the post. Hashtags are a must on Instagram and if you are linking your Instagram feed directly to Facebook, the hashtags will remain in place.



Emoji Use: These are a fun way to catch the eye and can be used on casual posts, it is important to think about the audience when using emoji.

Do use emoji on:

- Friendship
- Sport
- Lifestyle
- Cross-cultural activities
- Bara Khana

Do not use emoji on:

- Formal posts about IH or UQ
- Fellows or VIP alumni
- Official IH announcements

Instagram: ihbris

The International House Instagram strategy is aimed at posting quick snapshots of IH that capture the feel and experience of Housie life. It's a faster, younger, electric medium than Facebook and is more image-based than copy centric.



Demographic: IH gains traction from residents, parents, alumni and stakeholders. Housies and recent alumni (under 35s) are constant companions with their phones. Our analytics reflect that Instagram is an immediate hit, rapid fire engagement medium. It is short, sharp and delivers repeat subliminal messaging.

Posts:

- The IH Instagram policy is to schedule at least Two (2) posts per day, but 3 or 4 is suitable
- Always use an image or photo
- Include hashtags #IH #housies and any other appropriate ones
- Use links where required, especially directional back to the IH website
- Give photo credit where applicable
- Name people with their Instagram names (for example @ihbris)
- Emoji are popular Instagram tools

Post Format:

- Single photo image
- Multiple photo image
- Boomerang clips (2/3 seconds) are very popular
- Video: no longer than 59 seconds, 20-30 seconds is preferable on Instagram

Hashtags: Hashtags are a must on Instagram and if you are linking your Instagram feed directly to Facebook, the hashtags will remain in place.







SUSTAINABILITY POLICY 2019

Vision

For all residents to lead a coordinated, networked approach to educate, communicate and promote sustainability within IH, across the colleges and in the broader community.

Purpose

Our college is committed to sustainable practices to preserve the environment in which we live. We strive to implement and maintain sustainable practices and each staff member and resident has a responsibility to support and enhance the program.

The approaches within IH involve both staff and residents and operates within a framework of:

- Education
- Water Conservation
- Energy Conservation
- Waste
- Other Initiatives
 - Linking with UQ Sustainability Initiatives
 - Embedding into our catering and cleaning services contract
 - Links to Charity Events
 - Worm Farm and Native Bees

International House initiated the ICC Community Cup in 2014 – a competition between all of the UQ Colleges. The actual trophy was designed and handmade by 2014 ICC VP Sophie Moran's Grandfather and in 2014 was won by Grace College. Each year the ICC Vice President as part of their role determines 1-4 activities around sustainability, charity and community.

Examples:

'Do it in the Dark'- Power Usage

Blood Donation – Competition

Fund Raising – Competition

IH works with the IH Student Club and ICC to plan and implement a range of specific activities and events within the year. The IH Sustainability Operational Plan outlines in detail a raft of ideas that have been and are implemented in the college. IH encourages other initiatives led by our community.

Updated 2020