



## Child safe environment policy

### Purpose

Cortex Learning Pty Ltd trading as Flight One School of Engineering is committed to child safety and welfare.

We want children and young people to be safe, happy and empowered.

This policy is designed to formalize our expectations of conduct and procedure as we engage with young people with a view to delivering a safe place to learn. The policy outlines the roles and responsibilities for everyone involved in our organization and aims to reflect the respect we have for those in our care and the expectations of the stakeholders we work with.

### Commitment

We genuinely support and respect all children, as well as our staff and volunteers.

We are committed to the safety, participation and empowerment of all children.

We have zero tolerance of child harm or risk of harm, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures.

We have legal and moral obligations to contact the Department for Child Protection when we are worried about a child's safety, which we follow rigorously.

Flight One School of Engineering is committed to preventing child harm or risk of harm and identifying risks early and removing and reducing these risks.

Flight One School of Engineering has robust human resources and recruitment practices to reduce the risk of child harm by new and existing board members, trainers, assessors, administrators and volunteers.

Flight One School of Engineering is committed to regularly training and educating our board members, staff and volunteers on child harm or risk of harm as part of our duty of care to our community.

We are committed to the cultural safety of First Nations children, the cultural safety of children from culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with a disability. This includes awareness training and culturally appropriate adjustments to our teaching styles and engagements.

We have specific policies and procedures in place that support our organization to achieve these commitments and acknowledge the direction embodied within the *Child Safety (Prohibited Persons) Act 2016*, *Children & Young People (Safety) Act 2017* and the National Principles for Child Safe Organisations.

### Scope

This policy applies to children, young people, their families, staff and volunteers of Flight One School of Engineering. All staff and volunteers are required to agree to accept this policy, with such

agreement noted in the company's compliance register.

## Communication

The Children and Young People (Safety) Act 2017 requires that an organization must, on request provide a copy of the organization's child safe environments policies and procedures.

This policy is intended to empower children and young people, who are vital and active participants at Flight One School of Engineering and as such it is to be published to our public website, [engineering.flightone.edu.au](http://engineering.flightone.edu.au), for access by all stakeholders including staff, volunteers, contractors, children and young people.

## Participation of families, children and young people

We inform families, children and young people about their rights and encourages them to participate and provide feedback. We involve them when making decisions, especially about matters that directly affect them. We listen to their views and respect what they have to say. We do this by:

- clearly communicating using age and developmentally appropriate language.
- educating children and young people on their rights including their right to safety and right to be listened to.

We promote diversity and acceptance at Flight One School of Engineering, and people from all walks of life and cultural backgrounds are welcome. In particular, we:

- promote the cultural safety, participation and empowerment of Aboriginal children
- promote the cultural safety, participation and empowerment of children from culturally and/or linguistically diverse backgrounds
- ensure that children with a disability are safe and can participate equally.

## Code of Conduct for our staff and volunteers

Our Code of Conduct guides our staff and volunteers on how to behave with children at Flight One School of Engineering. It sets out obligations with regard to child safety, and related behavioral expectations to meet our stakeholder obligations. Our Code consists of four elements, reflected as follows:

### *Promote the safety and wellbeing of children and young people*

Everyone in the Flight One School of Engineering community is responsible for working actively to ensure that young people will be safe from all forms of harm when accessing our services and activities.

All members of the Flight One School of Engineering community will always:

- Take all reasonable and practical steps to reduce the risk of harm to children and young people when planning activities and programs through early identification, management and mitigation strategies to reduce the risk of harm.
- Ensure Working With Children Checks are current and correctly recorded by the Flight One School of Engineering.
- Provide appropriate supervision for children and young people based on their age and the activity.
- Ensure in-person and online contact with children and young people is in accordance with the School's IT usage directions.

- Communicate openly and transparently with other relevant adults about the activities and programs children and young people are taking part in.
- Use cameras, video, computers, phones, social media and other forms of communication appropriately and with due consideration of perception by our stakeholders and the community at large.

Specifically, all members of the Flight One School of Engineering community must never:

- Engage in any rough physical games with a child or young person.
- Engage in any form of sexual contact with a child or young person.
- Do things of a personal nature that a child or young person can do for themselves, such as changing clothes.
- Have any inappropriate conversations of a sexual nature with a child, including making suggestive comments or sharing sexually suggestive content with a child, including online.
- Possess, control, produce, distribute, obtain or share child exploitation material.
- Commit, or coerce another person to commit, any act of harm against a child or young person.
- Develop inappropriate or 'special' relationships with children or young people, such as giving inappropriate gifts, preferential treatment or other forms of favoritism.
- Have personal contact with a child or young person, or their family, encountered solely through a Flight One School of Engineering program outside of the approved activity or program context unless this is transparent and part of the program, e.g. responding to an email enquiry.
- Post any information, online or in another public forum, about a child that could reveal their identity, without the informed consent of a parent or guardian.
- Hire a child or young person for labour which is inappropriate for their age or developmental stage

### *Treat children and young people with respect and encourage their feedback and participation*

All members of the Flight One School of Engineering community will always:

- Enable children and young people to provide feedback about their participation in the learning community.
- Treat children and young people with respect.
- Listen to children and young people with interest and an open mind, taking their ideas and concerns seriously. Where relevant, share with them how their feedback is being used to make changes.
- Respect a child or young person's privacy and treat sensitive matters, such as health or family issues, with confidentiality unless there is a lawful requirement to report.

All members of the Flight One School of Engineering community must never:

- Belittle, shame, oppress or degrade children and young people.
- Ignore or inappropriately dismiss the concerns or ideas of a child or young person.
- Use inappropriate or discriminatory language towards, or in the company of, a child or young person

### *Create an environment where all children feel welcome and included, with respect for their cultural, emotional and social safety*

All members of the Flight One School of Engineering community will always:

- Promote the cultural safety and inclusion of all children and young people including: Aboriginal children, children with a disability, children from culturally and linguistically diverse backgrounds and children who identify as LGBTQI.
- Promote the cultural safety of Aboriginal children. Cultural safety is the positive recognition and

celebration of cultures, where Aboriginal children's connection to culture, kin, community, cultural practices and Aboriginal identity are supported.

- Consider children and young people's cultural and disability needs when planning and delivering programs, services and events, which may include children and young people as participants.
- Where photographs or video are taken of children and young people at events, ensure notice of intent is given and that informed consent is obtained, and that children and young people are presented respectfully and with dignity.

Members of the Flight One School of Engineering community must never:

- Discriminate against any child or young person on the basis of their race, religion, ethnicity, culture, gender, age, disability or sexuality.
- Express disrespectful personal views on race, religion, ethnicity, culture, gender, age, disability or sexuality in the presence of children or young people, whether it is in relation to the children or to anyone else.
- Question, or attempt to change or influence, a child or young person's self-identification related to their race, religion, ethnicity, culture, gender, age, disability or sexuality.

### *Manage and respond to child safety concerns, allegations and reports*

All adults in the Flight One School of Engineering community are required to report if they have a reasonable belief that child harm has or is occurring, or if a child discloses harm.

All members of the community will always:

- Take all reasonable steps to protect children and young people from harm or risk of harm and be vigilant for signs of harm.
- Listen, take it seriously and respond if a child tells you that they or another child has been harmed, or that they are worried about themselves or another child.
- If you suspect, on reasonable grounds, that a child or young person is being or has been harmed, you should report it to the relevant internal and external authorities
- Immediately inform the Chief Executive Officer if you are investigated for, charged or convicted with a child sex offence in Australia or any other jurisdiction or if you become ineligible to work with children because of a criminal conviction or other relevant finding, including but not limited to a negative assessment for a Working With Children Check.

All members of the community must never:

- Disregard, dismiss or ignore any concerns, suspicions, allegations or disclosures of child harm.
- Wait until there is certain proof before acting on or reporting an allegation or suspicion of harm, if you have a reasonable belief that the harm has occurred or is occurring.

All of our staff and volunteers must agree to abide by our Code of Conduct set out above which specifies the standards of conduct required when working with children and young people.

As part of our aviation Safety Culture, we encourage reporting of any undesired state or behaviour. For specific direction on reporting, we direct the readers attention to the *Reporting and responding to harm or risk of harm to children and young people* section of this Child Safe Environment policy document below.

All staff and volunteers, as well as children and their families, are given the opportunity to contribute to the development of the Code of Conduct during our review windows and can formally

register a Hazard at multiple touchpoints including our public website.

## Training and supervision

Training and education are important to ensure that everyone at Flight One School of Engineering understands that child safety is everyone's responsibility.

Our organizational culture aims for all board members, staff, volunteers, families, children and young people to feel confident and comfortable in discussing any allegations of child harm or risk of harm or child safety concerns. We train our board members, staff and volunteers to identify, assess, and minimize risks of child harm and risk of harm, and to detect potential signs of child harm.

At a minimum, our staff engaged in the delivery of services in South Australia are required to complete the State promulgated *Responding to Risks of Harm, Abuse and Neglect – Education and Care (RRHAN-EC)* training package or other such mandatory training as may be directed by a stakeholder agency. Staff will undertake child protection awareness training every at least every 24 months, and whenever significant changes are made to the child protection law or reporting requirements.

We also support our board members, staff and volunteers through ongoing supervision to develop their skills to protect children from harm and risk of harm and promote the cultural safety of Aboriginal children, the cultural safety of children from linguistically and/or diverse backgrounds, and the safety of children with a disability.

New board members, staff and volunteers will be supervised regularly by experienced and qualified personnel to ensure they understand Flight One School of Engineering's commitment to child safety and that everyone has a role to play in protecting children from harm or risk of harm. This will include checking that their behaviour towards children is safe and appropriate (as informed by Flight One School of Engineering's Code of Conduct articulated above). Any inappropriate behaviour will be reported through appropriate channels, including the Department for Child Protection, the Child Abuse Report Line (13 14 78) and South Australia Police, depending on the severity and urgency of the matter.

## Recruitment

We take all reasonable steps to employ skilled people to work with children. We develop selection criteria and advertisements which clearly demonstrate our commitment to child safety and an awareness of our social and legal responsibilities. Flight One School of Engineering understands that when recruiting board members, staff and volunteers, we have ethical as well as legislative obligations.

We actively encourage applications from Aboriginal people, people from culturally and/or linguistically diverse backgrounds and people with a disability.

We meet the requirements of the Child Safety (Prohibited Persons) Act 2016 which requires that all people who are engaged in child-related work and who are not exempt, including volunteers, are required to hold a valid, Not Prohibited Working With Children Check and to provide evidence of this check.

We will verify the accuracy of the Working with Children Check before employing them to work with children and young people, and for existing employees, we will verify they renew their Working with Children Check every 5 years and the status remains as not prohibited. Verification will be done via the Department of Human Services Screening Unit online organizational portal.

We will advise the Screening Unit when the organization becomes aware of certain information regarding any person involved with the organization, including any serious criminal offence, child protection information, or disciplinary or misconduct information.

We carry out reference checks, Working With Children Checks and National police checks to ensure that we are recruiting the right people.

## Fair procedures for staff and volunteers

The safety and wellbeing of children is our primary concern. We are also fair and reasonable to all staff and volunteers. The decisions we make when recruiting, assessing incidents, and undertaking disciplinary action will always be thorough, transparent, and based on evidence.

## Reporting and responding to harm or risk of harm to children and young people

Under the Children and Young People (Safety) Act 2017, all mandated notifiers have a legal obligation to report a reasonable belief that a child or young person has been harmed or is at risk of harm. In South Australia, mandated notifiers are defined by section 30 of the Act, and in the context of the Flight One School of Engineering include those people who are:

- involved in the counselling or provision of other welfare services to people under 18 years
- whose roles include the provision of services directly to children or young people, including trainers, assessors and safety personnel
- who hold a management position in the organization, the duties of which include direct responsibility for, or direct supervision of, the provision of services to children or young people, and
- any other person in a profession specified under Section 30 who works in their professional capacity for the Flight One School of Engineering

Non-mandated notifiers are encouraged to make voluntary reports about harm or risk of harm to a child or young person.

Reports regarding the reasonable belief that a child or young person is, or may be, at risk of harm are to be made to the Child Abuse Report Line (CARL) on 13 14 78 or if at immediate risk, report to South Australia Police (SAPOL) on 000. In cases involving Aboriginal children and young people, support is provided by Yaitya Tirramangkotti - an Aboriginal team, via the CARL number.

The individual who identifies the harm or risk of harm is the person who makes the report to CARL/SAPOL and this is not reported internally for another staff member to determine if it is a reportable matter. We will be guided by the relevant authority (CARL/SAPOL) about whether an internal investigation is appropriate.

In addition, all adult employees, volunteers etc. of Flight One School of Engineering have a legal obligation to:

- report child sexual abuse to the police and
- to protect a child from sexual abuse
- failure to meet these obligations may be considered a criminal offence (Criminal Law Consolidation Act 1935 (s.64A & s.65))

Flight One School of Engineering will be guided by CARL/SAPOL if internal investigation is appropriate. We take all allegations seriously and has practices in place to investigate thoroughly and quickly. Our board members, staff and volunteers are trained to deal with allegations appropriately.

We work to ensure all children, young people, families, board members, staff and volunteers know

what to do and who to tell if they observe harm or are a victim, and if they notice inappropriate behaviour. This is addressed at both staff and student inductions and is captured in our Learning Management System cyclical non-technical skills training.

We all have a responsibility to report an allegation of abuse if we have a reasonable belief that an incident took place. If an adult has a reasonable belief that an incident has occurred, then they must report the incident. Factors contributing to reasonable belief may include:

- a child states they or someone they know has been harmed (noting that sometimes the child may in fact be referring to themselves)
- behaviour consistent with that of an abuse victim is observed
- someone else has raised a suspicion of abuse but is unwilling to report it
- observing suspicious behaviour.

We record all allegations of harm or risk of harm and safety concerns using our incident reporting form incorporated within our Safety Management System. All records are securely stored. If an allegation of abuse or a safety concern is raised involving a member of our staff, the staff member will be assigned modified duty which precludes contact with the complainant until the completion of any necessary investigation directed by authorities. Any verifiable behavior representing harmful conduct or risk of harm will be addressed in accordance with the appropriate criminal, civil and disciplinary sanctions, and may include termination of employment.

We provide updates to Children, young people and their families on progress and actions we as an organization take. After a report has been lodged with CARL or the South Australian Police, Flight One School of Engineering will provide:

- an 'open door' policy with the Chief Executive Officer
- the supply of any available institutional support / advisory resources that may be appropriate to assist the young person and their family
- support in accessing available external professional support services
- any other assistance that may be reasonably directed by a statutory body or regulator

## Privacy

All personal information considered or recorded will respect the privacy of the individuals involved, whether they be staff, volunteers, families or children, unless there is a risk to someone's safety. Everyone is entitled to know how this information is recorded, what will be done with it and who will have access to it. This is intended to protect reporters and to ensure that all members Flight One School of Engineering are comfortable to disclose any allegations or concerns in relation to child safety without repercussions.

## Legislative responsibilities

Flight One School of Engineering takes its legal responsibilities seriously, including:

- **Mandatory reporting:** Any board members, staff or volunteers who are mandatory reporters must comply with their duties
- **Failure to protect:** All adult staff and volunteers in our organization will commit an offence if they know of a substantial risk of child sexual abuse and have the power or responsibility to reduce or remove the risk, but negligently fail to do so
- **Internal reportable :** After a report to CARL/SA Police have been made, the Chief Executive Officer must be made aware of any reasonable suspicion or allegations of physical and sexual abuse, sexual misconduct, emotional or psychological harm or risk of harm by an employee or volunteer towards a child.
- **Duty of care:** If a child is harmed by an individual associated with our organization, our organization is presumed to have breached its duty of care unless it can prove that it took 'reasonable precautions' to prevent the abuse in question.

## Risk management

In South Australia, organizations are required to protect children when a risk is identified. In addition to general occupational health and safety risks, we proactively manage risks of abuse to our children.

We have risk management strategies in place to identify, assess, and take steps to minimize child abuse risks which include risks posed by physical environments and online environments. Examples of this include an online security filter and an active Safety Management System that supports our Quality System and is regularly reviewed by our federal regulators.

Specifically pre-identified risks pursuant to the delivery of services, and our mitigation strategies include:

<i>Risk</i>	<i>Mitigant</i>
Staff don't understand their obligations to report harm and risk of harm to the Child Abuse Report Line (or SA Police if child/young person is at immediate risk)	<p>All workers trained in Responding to Risk of Harm and Neglect – Education and Care on commencement and refresher training every 2 years after</p> <p>All workers must abide by the Child Safe Environments policy and Code of Conduct, with such agreement registered upon induction</p>
Physical contact	<p>Any physical contact must be appropriate to the delivery of services being provided</p> <p>Where physical contact is required, this is undertaken in a safe way by explaining why contact is required and what will happen, and asking the child/young person for their permission (or their family if this is more appropriate) before proceeding</p> <p>Unnecessary physical contact is not allowed</p>
Online communications	Cyber safety and social media guidelines are in place and provided to all workers



	<p>Appropriate supervision is provided for all online activities</p> <p>Staff must not communicate with children or young people via social media</p>
Transport of children and young people	<p>Staff must not transport a child or young person unless specifically approved</p> <p>Parents/guardians must provide consent before transporting a child or young person</p> <p>The staff member must have a valid, unrestricted driver's license</p> <p>The vehicle must be registered, insured and in roadworthy condition</p> <p>A staff member must not be alone in a vehicle with a child or young person</p>
Taking images of children and young people	<p>Consent of child young person and their parent/guardian required</p> <p>Disclosure will be made as to how the image is to be used and consent must be provided by the child, young person and parent/guardian</p> <p>Images must be presented in a way that de-identifies the child or young person unless specific permission is granted for a particular purpose</p>
Physical environment	<p>Maintain a risk register that is reviewed annually to ensure effectiveness</p> <p>Conduct risk assessments for all activities</p> <p>Ensure all equipment is in good working order</p>
Privacy and confidentiality	<p>All documents containing confidential information will be stored privately in a secure location (principally within the organization's secure intranet) with restricted access</p> <p>Digital files containing confidential information shall be protected electronically by restricting the access to only those requiring it to perform their duties</p> <p>Staff must not disclose information regarding any child or young person without written consent of the child, young person and their parent/guardian</p>

## Reporting and responding to, complaints and feedback

Children, young people and their family are actively encouraged to provide feedback on *all elements* of their journey with the Flight One School of Engineering through informal and formal channels including program feedback surveys. Pathways for engaging with the School include:

- The mechanisms detailed at <https://engineering.flightone.edu.au/policies/complaints-policy/>
- The matching process as articulated in the Student Handbook available in the Learning Management System at induction
- Direct email to the Chief Executive Office [lucas.tisdall@flightone.edu.au](mailto:lucas.tisdall@flightone.edu.au)
- Via the website Hazard & Incident Reporting tool <https://tisav.com.au/hazard-report-form/>

Flight One responds to all allegations involving the conduct of:

- The RTO, its trainers and assessors and other staff.
- Any third party providing Services on behalf of Flight One.
- Any student or client of Flight One.
- Complaints may be made in relation to any of Flight One's services and activities such as:
  - The application and enrolment process
  - Marketing information
  - The quality of training and assessment provided
  - Training and assessment matters, including student progress, student support and assessment requirements
  - The way someone has been treated
  - The actions of another student

An appeal is a request for a decision made by Flight One to be reviewed. Decisions may have been about:

- Course admissions
- Refund assessments
- Response to a complaint
- Assessment outcomes / results
- Other general decisions made by Flight One

### *Principles of resolution*

Flight One is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, Flight One ensures that complaints and appeals:

- Are responded to in a professional, consistent and transparent manner.
- Are responded to promptly, fairly, objectively, with sensitivity and confidentiality.
- Are able to be made at no cost to the individual.
- Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.

Flight One will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.

There are no charges for students to submit a complaint or appeal to Flight One, or to seek information or advice about doing so.

Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

Where a student chooses to access this policy and procedure, Flight One will maintain the student's enrolment while the complaints/appeals handling process is ongoing.

Flight One will not victimise or discriminate against you for:

- Seeking review or reconsideration of a decision;
- Using our processes or procedures for dealing with grievances; or
- For making an application for re-crediting of a FEE-HELP balance under Part 6 of the *VET Student Loans Act 2016*.

### *Timeframes for resolution*

Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.

### *Records of complaints and appeals*

Flight One will maintain a record of all complaints and appeals and their outcomes on the Complaints and Appeals Register, which will be securely stored according to the Privacy Policy and Procedures.

### *Making a complaint or appeal*

- Complaints about a particular incident should be made within ninety (90) calendar days of the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.
- Complaints and appeals must be made in writing using the Complaints and Appeals Form, or other written format and sent to Flight One's head office at 4 Qantas Avenue Archerfield Queensland 4108 attention to the Chief Executive Officer.
- When making a complaint or appeal, provide as much information as possible to enable Flight One to investigate and determine an appropriate solution. This should include:
  - The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
  - Any evidence you have to support your complaint or appeal.
  - Details about the steps you have already taken to resolve the issue.
  - Suggestions about how the matter might be resolved.
- Your complaint or appeal will be acknowledged in writing via email or post within 7 days.

### *Resolution of complaints and appeals*

- Some or all members of the management team of Flight One will be involved in resolving complaints and appeals as outlined in the procedures.
- Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.
- Where a third party delivering Services on behalf of the RTO is involved, they will be included in the process of resolving the complaint or appeal.
- In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task.

### *Independent parties*

Flight One acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by Flight One. Flight One may also appoint the independent party to be involved in the resolution of a complaint or appeal

where it is deemed necessary.

The independent party recommended by Flight One is the Resolution Institute, however complainants and appellants are able to use their own external party at their own cost.

Flight One will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.

The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation.

### *External complaint avenues*

Complaints can also be made via the following avenues:

- National Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

- ❖ **Phone:** 13 38 73, Monday–Friday, 8am to 6pm nationally.

- ❖ **Email:** [skilling@education.gov.au](mailto:skilling@education.gov.au)

For more information about the National Complaints Hotline, refer to the following

webpage: <http://www.industry.gov.au/skills/nationaltrainingcomplaintshotline/Pages/FrequentlyAskedQuestions.aspx#>

- Australian Skills Quality Authority (ASQA):

Complainants may also complain to Flight One's RTO's registering body: Australian Skills Quality Authority (ASQA). However, ASQA will only use the information you provide to inform its regulatory approach and will not contact Flight One on behalf of the complainant or act as their advocate. For more information, refer to the following webpage: <http://www.asqa.gov.au/complaints/make-a-complaint—domestic-students/make-a-complaint—domestic-students1.html>

### Regular review

This policy will be reviewed every five years and following significant incidents if they occur. We will ensure that families and children have the opportunity to contribute. Where possible we will do our best to work with local Aboriginal communities, culturally and/or linguistically diverse communities and people with a disability. Flight One School of Engineering will lodge a new child safe environments compliance statement with Department of Human Services each time we review and update our policy.

The next review of this policy will occur no later than July 2028.

### Contact Points

Accountable Manager – Dr Lucas Tisdall CEM, Managing Director & CEO |  
[lucas.tisdall@flightone.edu.au](mailto:lucas.tisdall@flightone.edu.au) | 0403 276 462

Corporate Office: 4 Qantas Ave Archerfield Qld 4108 | 07 3123 7300

Field Office: 17 James Schofield Drive Adelaide Airport SA 590 | 0457 235 798