

Wilsonton State High School

Student Code of Conduct

2020-2023

Every student succeeding

Every student succeeding is the shared vision of Queensland state schools. Our vision shapes regional and school planning to ensure every student receives the support needed to belong to the school community, engage purposefully in learning and experience academic success.

Queensland Department of Education State Schools Strategy 2019-2023

CONTACT INFORMATION

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ENDORSEMENT

Principal Name:	Marcus Jones
Principal Signature:	
Date:	11-11-2020
P & C President Name:	Carly Young
P & C President Signature:	
Date:	11-11-2020

CONTENTS

Cover sheet	1
Contact information	2
Endorsement	2
Contents	3
Purpose	4
Principal's foreword	4
P&C statement of support	5
School captains' statement	5
Consultation	6
Learning and behaviour statement	6
Whole school approach to discipline	7
Legislative delegations	19
Disciplinary consequences	20
School policies	25
Restrictive practices	40
Critical incidents	41
Related procedures & guidelines	42
Resources	43
Conclusion	15

PURPOSE

Wilsonton State High School is committed to providing a safe, respectful and disciplined learning environment for all students, staff and visitors.

The Student Code of Conduct sets out the responsibilities and processes we use in our school to promote a productive, effective whole school approach to discipline.

Its purpose is to facilitate maximised learning opportunities, ensuring teaching and learning is prioritised, and to establish a community where all students enjoy the opportunities to succeed. Wilsonton State High School's new Student Code of Conduct will create a safe school, where the rights of all students to learn and the rights of the teacher to teach are our core business.

PRINCIPAL'S FOREWORD

Wilsonton State High School endeavours to provide high quality education for all students. We believe that having strong, positive relationships between all members of our school are the foundation to supporting the success of all students.

Wilsonton State High School students demonstrate these four core values.

Respect	Respect the rights of other's to be safe, learn, and teach Respect property and possessions
Responsibility	Involve themselves in the school's programs to the best of their ability, from the classroom to the sports field and beyond
	Take responsibility for their own behaviour and learning Communicate in a respectful manner
	Resolve differences in constructive, non-violent and peaceful ways
	Make positive contributions to the school community and the school environment
	Value differences and demonstrate tolerance Comply with the conditions of enrolment agreement co-signed by student and carer/parent
Resilience	Display positive attitude, accept feedback and consequences, show persistence, self-control and diligence. Learn from mistakes and demonstrate a growth mindset
Commitment	Always produce their best effort, set clear goals and strive to achieve them
	Promptly seek assistance when needed

These values have been used in the development of this Student Code of Conduct, with the aim of helping shape and build the skills of all our students to be confident, self-disciplined and respectful members of society.

Wilsonton State High School staff take a restorative approach to discipline, we believe that behaviours can be taught through modelling, guidance, supported reflection, and motivated by maintaining high expectations and provision of quality teaching practices. In the promotion of 'learning centred' supports, our Student Code of Conduct also provides an overview of the school's policies on the use of mobile phones and other technology, removal of student property and our approach to preventing and addressing incidents of bullying. It also details the different steps our school staff take to educate students about these policies and how students are explicitly taught the expected behaviours. Finally, it details the consequences that may apply when students breach the expected standards of behaviour, including the application of suspension or exclusion.

This code of conduct is a supportive structure designed to enable staff to provide a nurturing environment that will maximise educational outcomes for all students to achieve their full potential.

A communication strategy has been developed to support the implementation of the Wilsonton State High School Student Code of Conduct, including parent information evenings, promotion through the school website and weekly newsletter. The Wilsonton State High School Student Code of Conduct has also been translated into a simplified English version and is available in Kurmanji. Any families who require assistance to access a copy of the Wilsonton State High School Student Code of Conduct (including translation to a suitable language) are encouraged to contact the school office.

P&C STATEMENT OF SUPPORT

As president of the Wilsonton State High School P&C Committee, I am proud to support the new Student Code of Conduct. The inclusive, transparent consultation process led by the school's focus group has ensured that all parents have had multiple opportunities to contribute and provide feedback on the final product. This has been an important aspect in the development of the Wilsonton State High School Student Code of Conduct, as the awareness and involvement of parents is critical to ensuring all adults are able to support the students of the school to meet the set expectations.

We encourage all parents to familiarise themselves with the Wilsonton State High School Student Code of Conduct and to take time to talk with their children about WSHS expectations.

Any parents who wish to discuss the Wilsonton State High School Student Code of Conduct and the role of families in supporting the behavioural expectations of students are welcome to contact myself or to join the Wilsonton State High School P&C Association. It is with your support that we can work collaboratively with school staff to ensure all students are safe and supported so that they can meet their potential.

Carly Young (P&C President)

SCHOOL CAPTAINS' STATEMENT

On behalf of the student body at Wilsonton State High School, we endorse the Wilsonton State High School Student Code of Conduct for Term 4 2020-2023. We have represented students on the consultation committee, provided feedback on drafted materials and put forward the views of young people on a range of issues affecting their school experience. It has been a privilege to be involved in the process.

We will continue to work with the school administration team and the Wilsonton State High School P&C association through the implementation process. As captains we will assist in identifying areas for improvement and present suggestions for consideration. Through the student senate we will encourage student participation to gather feedback and improve communication. Students are invited to approach any school captain directly, or via their class representative.

Wilsonton State High School is a community that always strives to be better. The new Student Code of Conduct is an important step in meeting that aspiration.

School Captains: Ange Lloyd, Amber Peasley, Emily Robinson and Hannah Wheeler

CONSULTATION

The consultation process used to inform the development of the Wilsonton State High School Student Code of Conduct occurred in three phases.

In the first phase, we held a series of internal staff meetings with staff between March and April 2020. During these meetings, we examined a range of data sets on student and staff attendance, school disciplinary absences (SDA) and outcomes from the most recent School Opinion Survey. We identified strengths and successes from our previous school behaviour plan, and areas for further development.

In the second phase, we provided a survey to all students, parents and staff on school culture and climate. This included a request to respond to key themes from the earlier staff discussions about strengths and areas for further development. Participants were asked to rank their priorities and offer positive ideas and suggestions for improving the quality of teaching and learning.

Finally, a draft Student Code of Conduct was prepared and distributed for comment to all members of the school community. The third phase of consultation was completed in July 2020, and the finished version, incorporating suggested changes and feedback, was sent to the P&C Association meeting in August 2020 for endorsement. The P&C Association unanimously endorsed the Wilsonton State High School Student Code of Conduct for implementation in Term 4 2020.

Review Statement

The Wilsonton State High School Student Code of Conduct will undergo annual minor updates to reflect changing circumstances, data and staff. Reviews are conducted every four years in line with the scheduled review process for the school planning, reviewing and reporting cycle.

LEARNING AND BEHAVIOUR STATEMENT

Wilsonton SHS core business is teaching and learning. To provide the most effective environment we endeavour to create a positive school climate, to help students feel connected in an environment where optimal learning can take place. We do this by making our expectations clear, holding high standards of behaviour, and by providing support and care for our students. Our singular goal is to increase the capacity of each student, so they can make good choices, reach their potential and make use of the opportunities this school provides.

Wilsonton SHS values have been agreed upon and endorsed by all staff and P&C. They align with the values, principles and expected standards outlined in https://behaviour.education.qld.gov.au/procedures-guidelines-and-forms. Teachers explicitly model, teach, correct and re-teach expected behaviours and foster and repair relationships.

The aim of our *Student Code of Conduct* is to reflect the conditions for each student to progress towards self-management, while learning and understanding about how and why people behave the way they do. It outlines support for Positive Student Behaviour and response to Students when they show inappropriate behaviour for the Wilsonton SHS school context. The support and responses outlined, aim to support all students to develop and learn in an environment without disruptive behaviour impacting on their success and enjoyment of learning. It is expected that students will respect our teaching staff's fundamental right to teach and their peers' right to learn.

If students are to become responsible and productive members of society, schools in partnership with parent/caregivers and community must help them develop responsibility for their actions. The Restorative Practices philosophy provides students with the opportunity to develop self-discipline and positive behaviours in a safe & supportive environment whilst maintaining the positive, respectful relationships between all parties. A Restorative approach sees conflict or wrong-doing firstly as an opportunity for students to learn about the consequences of their actions, to develop empathy with others, and to seek to make amends in such a way as to strengthen the community bonds that may have been damaged. When students understand that restorative processes will be fair and non-punitive, they begin to take ownership and responsibility of their own behaviour.

The school cannot work alone in creating the optimal disciplined learning environment, it is only through collaboration between parents, community, and students can a system support the goal. Students have a responsibility to positively engage in restorative processes. Parents have a joint responsibility to encourage students to be accountable for their behaviour, and to positively engage in restorative or other behaviour processes organised by school staff, which will ultimately contribute to the broader community in a positive manner.

Wilsonton State High School
Stand strong, stand proud, stand together

WHOLE SCHOOL APPROACH TO DISCIPLINE

Our staff are committed to delivering a high quality of education for every student, and believe all adults in the school should meet the same four foundational values that underpin what it means to be a member of the Wilsonton State High School community. Expectations in place include being: respectful, responsible, resilient and committed.

All members of our school community are expected to conduct themselves in a lawful, ethical and safe manner within and outside the school.

Wilsonton State High School recognises that students represent the school community to and from school, and in other situations in and out of the school grounds. Administration staff may choose to respond should students behave in a way that the conduct of the student is prejudicial to the good order and management of the school:

- The conduct of a student includes an omission to perform an act by the student.
- The conduct of a student may be grounds for suspension or exclusion, even if the conduct does not happen on school premises, or during school hours.
- An offence includes an act or omission committed outside of Queensland that would be an offence if it were committed in Queensland.

Student Expectations

Examples of what these expectations look like for students across the school are tabled below. Each classroom has their own set of examples to help students and visitors understand the expectations and meet the standards everyone at Wilsonton State High School upholds.

Respect	The rights of other's to: Be safe, learn, and teachers to teach	
	Other's space, property and possessions	
	Say 'please', 'thank you' and show gratitude	
Responsibility	Involve themselves in the school's programs to the best of their ability, from the classroom to the sports field and beyond Listen and follow teacher directions Listen to fellow student's questions in class	
	Follow the calm classroom process	
	Know and adhere to all enrolment agreements including: Junior or senior learning agreement, calm classrooms policy and uniform policy	
	Keep your mobile out of sight and on silent when in the classroom	
	Take responsibility for your own behaviour and learning	
	Be prepared for learning	
	Do your own work	
	Communicate in a respectful manner, and keep language 'G' rated	
	Resolve differences in constructive, non-violent and peaceful ways	
	Make positive contributions to the school community and the school environment	
	Put your litter in the bin	
	Value differences and demonstrate tolerance	
	Comply with the conditions of enrolment agreement co-signed by student and carer/parent	

	Look for opportunities to help others
	Be honest
Resilience	Display positive attitude, accept feedback and consequences, show persistence, self-control and diligence. Learn from your mistakes and demonstrate a growth mindset
	Encourage others to do their best Make new friends, and be kind
Commitment	Always produce their best effort, set clear goals and strive to achieve them
	Promptly seek assistance when needed

Parents and Staff

The table below explains Wilsonton State High School's Code of Conduct for parents when visiting out school and the standards we commit to as staff.

Respect

What we expect to see from you	What you can expect from us
You make an appointment to speak with the class teacher or principal to discuss any matters relating to your child	We will respond as soon as practical to your request for an appointment and negotiate a mutually agreeable date and time with you
You treat all students and staff with respect	We will treat you respectfully and ensure all staff model the WSHS values
You are respectful in your conversations at home about school staff	We will ensure positive behaviours are role modelled for all students
You respect school, student and staff in your online communication	We will act quickly to address social media issues that affect staff, students or families where appropriate
You recognise that people are different and will be non-judgemental, fair and equitable to others in the school community	We will welcome and celebrate a diverse school community with recognition of significant social, cultural and historical events

Responsibility

What we expect to see from you	What you can expect from us
You will ensure your children attend every day and notify the school promptly of any absences or changes in contact details	We will create a safe, supportive and inclusive environment for every student
You respect the obligation of staff to maintain student and family privacy, to work within the legislative guidelines	We will maintain confidentiality about information relating to your child and family as per legislative guidelines

You stay informed about school news and activities by reading the school newsletter and other materials sent home by school staff	We will use electronic school newsletter as the primary means of notifying parents bout school news, excursions or events
You approach the class teacher or principal if you are concerned about the behaviour of a staff member, another student or parent	We will work with every family to quickly address any complaint or concern about the behaviour of staff, students or other parents
You leave and collect your child from the designated area at school	We will give clear guidance about the designated area for parents to leave and collect students
You take a positive, solution-focused approach to resolving complaints	We will nominate a contact person for you to work with to resolve a school related complaint

Resilience

What we expect to see from you	What you can expect from us
You support your child to meet the learning and behavioural expectations at school	We are clear about our learning and behavioural expectations, and contact you to provide regular feedback about your child's progress
You help your child to see their strengths, the benefit in diversity and difference in their classmates	We will promote every child's individuality and build a cohesive inclusive classroom and school culture
You notice when others need help, parents, staff and students, and ask if there is anything you can do to assist	We will check in with you about your child's needs or any support your family may require

Commitment

What we expect to see from you	What you can expect from us
You share relevant information about your child's learning, medical, social and behavioural needs with staff	We will share relevant information with you about your child's learning, social and behavioural progress at school
You support your child to meet the learning and behavioural expectations at school	We will be clear about our learning and behavioural expectations and will provide regular feedback about your child's progress
You will approach the class teacher or a member of the admin team if you are concerned about the behaviour of a student, staff member or parent	We will work with every family to address any complaints or concerns

Platinum, Gold and Silver Level awards

An important strategy in place at Wilsonton State High School is the promotion of exemplary conduct. Students clearly demonstrating consistent exemplary behaviour and effort are shown recognition by being awarded the esteemed Gold, Silver, or Platinum behaviour levels. These levels are presented to the student each semester in recognition of their consistent demonstration of the key aspects of our school values and expectations.

To attain Silver Level a student must have achieved a rating of excellent or very good for effort and behaviour in all but two subjects and no less than a single satisfactory in each of the two remaining subjects.

To attain Gold Level a student must have achieved a rating of excellent or very good for effort and behaviour in all but one subject and at least satisfactory for effort and behaviour in the remaining subject.

To attain Platinum Level, which applies to Year 12 students only, a student must have attained Gold Level in each Semester of their enrolment at WSHS.

Positive Rewards

At Wilsonton State High School we use a range of strategies to recognise and promote the positive behaviour of students. We celebrate student success and strive to create a culture where we reinforce positive behaviour by explicitly naming the behaviours we want to see. In this way positive behaviours are reinforced throughout our school community. These positive rewards can include:

- verbal/ non-verbal praise and encouragement.
- · whole school acknowledgement on assemblies
- phone calls, positive text messages and postcards home
- Pegasus points reward system (students can win prizes in the termly draw)
- reward trips and school based rewards
- ATSI/ Clontarf awards night
- · annual school awards night
- extracurricular activities

Consideration of Individual Circumstances

Staff at Wilsonton State High School take into account students' individual circumstances, such as their behaviour history, disability, mental health and wellbeing, cultural considerations, home environment and care arrangements when teaching expectations, responding to inappropriate behaviour or applying a disciplinary consequence.

In considering the individual circumstances of each student, we recognise that the way we teach, the support we provide and the way we respond to students will differ. This reflects the principle of equity, where every student is given the support they need to be successful. This also means that not everyone will be treated the same, because treating everyone the same is not fair. For example, some students need additional support to interpret or understand an expectation. Others may benefit from more opportunities to practise a required skill or behaviour. For a small number of students, the use of certain disciplinary consequences may be considered inappropriate or ineffective due to complex trauma or family circumstances. These are all matters that our teachers and principal consider with each individual student in both the instruction of behaviour and the response to behaviour.

Our teachers are also obliged by law to respect and protect the privacy of individual students, so while we understand the interest of other students, staff and parents to know what punishment another student might have received, we will not disclose or discuss this information with anyone but the student's family. This applies even if the behavioural incident, such as bullying, involves your child. You can be assured that school staff take all matters, such as bullying, very seriously and will address them appropriately. We expect that parents and students will respect the privacy of other students and families.

If you have concerns about the behaviour of another student at the school, or the way our staff have responded to their behaviour, please make an appointment with the principal to discuss the matter.

Student Wellbeing

Wilsonton State High School offers a range of programs and services to support the wellbeing of students in our school. We encourage parents and students to speak with their class teacher or make an appointment to meet with the guidance officer if they would like individual advice about accessing particular services.

Learning and wellbeing are inextricably linked — students learn best when their wellbeing is optimised, and they develop a strong sense of wellbeing when they experience success in learning. The <u>student learning</u> and <u>wellbeing framework</u> supports state schools with creating positive school cultures and embedding student wellbeing in all aspects of school life through connecting the learning environment, curriculum and pedagogy, policies, procedures and partnerships for learning and life.

Curriculum and pedagogy

Schools build the foundations for wellbeing and lifelong learning through curriculum embedding <u>personal and social capabilities</u> (self-awareness, self-management, social awareness and social management) in the implementation of the <u>P-12 curriculum</u>, <u>assessment and reporting framework</u>.

Schools acknowledge the positive impact that a meaningful relationship between teacher and students can have on students' academic and social outcomes. As part of the whole school's curriculum at Wilsonton State High School, we provide age-appropriate drug and alcohol education that reinforces public health and safety messages; HIV, Hepatitis C and sexuality transmissible infections education as part of a broader sexuality and relationships education program; and ensure CPR for Life in schools skills training is provided to all Year 10 and 12 students.

Policy and expectations

Within a school community there are specific health and wellbeing issues that will need to be addressed for the whole school, specific students, or in certain circumstances.

Drug education and intervention

Wilsonton State High School implements drug intervention measures for students involved in drug-related incidents at school, during school activities or while in school uniform. This is managed to protect the health and safety of the student/s involved, other students, school staff and the wider community.

Specialised health needs

Wilsonton State High School works closely with parents to ensure students with specialised health needs, including those requiring specialised health procedures, have access to a reasonable standard of support for their health needs whilst attending school or school-based activities.

This means that appropriate health plans are developed and followed for students with specialised health needs, that staff are aware of the student's medical condition and that an appropriate number of staff have been trained to support the student's health condition.

Medications

Wilsonton State High School requires parent consent and medical authorisation to administer any medication (including over-the-counter medications) to students. For students requiring medication to be administered during school hours, the school can provide further information and relevant forms.

For students with a long-term health condition requiring medication, parents need to provide the school with a *Request to administer medication at school* form signed by the prescribing health practitioner.

Wilsonton State High School maintains a minimum of one adrenaline auto-injector and asthma reliever/puffer, stored in the school's/campus first aid kit to provide emergency first aid medication if required.

Mental health

Wilsonton State High School implements early intervention measures and treatments for students where there is reasonable belief that a student has a mental health difficulty. This includes facilitating the development, implementation and periodic review of a <u>Student Plan</u> and referring to outside agencies such as Headspace and CYCMHs.

Suicide prevention

Wilsonton State High School staff who notice suicide warning signs in a student should seek help immediately from the school guidance officers, senior guidance officer or other appropriate staff.

When dealing with a mental health crisis, schools call 000 when there is an imminent threat to the safety of student in the first instance, and where necessary provide first aid. In all other situations, Wilsonton State High School staff follow suicide intervention and prevention advice by ensuring:

- the student is not left alone
- · their safety and the safety of other students and staff is maintained
- students receive appropriate support immediately
- parents are advised
- · all actions are documented and reported.

Suicide postvention

In the case of a suicide of a student that has not occurred on school grounds, Wilsonton State High School enacts a postvention response, by communicating with the family of the student and ensuring immediate support is provided to students and staff who may be affected.

Where a suicide has occurred on school grounds or at a school event, Wilsonton State High School staff immediately enact the School Emergency Management Plan and communicate with the family of the student and ensure immediate support is provided to students and staff who may be affected.

Student Support Network

Wilsonton State High School has a comprehensive student support network in place to help the social, emotional and physical wellbeing of every student. In addition to the assistance provided by class teachers, we have a team of professionals including a guidance officer, youth support coordinators, an industry placement officer, behaviour support teacher, The PCYC Restart Program, and case managers. These staff and programs are dedicated to ensuring our school is an inclusive, nurturing and equitable environment.

Of course, students can approach any trusted school staff member at Wilsonton State High School to seek assistance or advice. If they are unable to assist they will provide guidance and help ensure the student is connected to the appropriate representative of the student support network.

Parents who would like more information about the student support roles and responsibilities are invited to contact the school's guidance officers on the school phone number.

Role	Description of Responsibilities	
Guidance Officer	 provides a comprehensive student support program within the school environment offering counselling with students on a one-on-one basis or in a group setting assists students with specific difficulties, acting as a mediator or providing information on other life skills liaises with parents, teachers, or other external health providers as needed as part of the counselling process 	
Deputy Principal	 liaising with support team to assist/support students liaising with external agencies to assist/support students liaising with parents and carers to assist/support students proactively and reactively manage student behaviour monitor student academic performance manage student course structure and subject selections manage student vocational and transitional opportunities 	
Behaviour Support Teacher	 provide individual and group supports to students to assist in their engagement with education and training management of PCYC Restart program to assist students in re-engaging with learning liaising with external support agencies to assist students delivery of alternative programs (eg Rock and Water)facilitation of Restorative processes 	
School-Based Youth Health Nurse	 Individual health consultations with assessment, support, health information and referral options related to: healthy eating and exercise relationships personal and family problems feeling sad, worried and angry sexual health smoking, alcohol and other drugs 	
School-Based Police Officer	the SBPO provides the QPS community support directly in the school, she is available for student, parent and staff enquiries, complaints and advice relating to all Queensland policing matters	
Year Level Coordinator	 responsible for student welfare at each year level provide continuity of contact for students and their families through the six years of schooling ensure students feel safe and comfortable and want to come to school nurture a sense of belonging to the home group, year level and school 	
Youth Support Coordinators	 provide individual and, at times, group support to students to assist their engagement with education and training support students to overcome barriers to education such as attendance at school drug and alcohol support needs QCE/learning support suspension/exclusion/referral for behaviour support relationships/social skills conflict with family/peers/teachers social/emotional/physical wellbeing 	

Community Education Officer	 provide educational counselling and support services to Aboriginal and/ or Torres Strait Islander children establish and maintain links with out of school sources of information and support services to assist in the advancement of Aboriginal and Torres Strait Islander students provide information and advice to all parts of the school community about Aboriginal and/ or Torres Strait Islander social and cultural perspectives participate in activities to develop productive partnerships between members of the school community
Beyond The Broncos	 daily in-school support and mentoring program (including their year 12 career pathway plans) for Aboriginal and/ or Torres Strait Islander girls in the Beyond the Broncos program each term provide challenges and rewards for strong attendance, effort, behaviour and achievement for Aboriginal and/ or Torres Strait Islander girls in the Beyond the Broncos program. group presentations on culture, lifestyle and careers Exclusive access to Broncos staff, players, facilities and events
Clontarf	 support program specifically for young indigenous men attendance engagement sportsmanship and behavioural support healthy habits
Engagement Officer	 targeted attendance support officer home visits & parental support referrals to external support services case management student encouragement

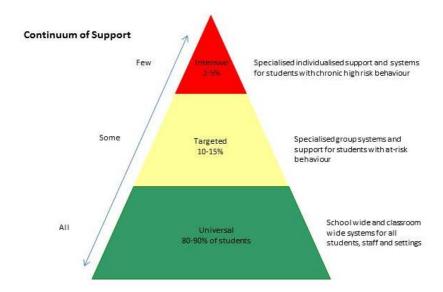
There are also extensive regional and state-wide support services available to supplement the school network. These include principal advisor student protection, mental health coach, autism coach, inclusion coach, success coach, advisory visiting teachers and senior guidance officers. For more information about these services and their roles, please speak with a deputy principal or the guidance officer.

Whole School Approach to Discipline

Wilsonton State High School is a disciplined school environment that provides differentiated teaching to respond to the learning needs of all students. This involves teaching expected behaviours and providing opportunities for students to practice these behaviours. Teacher reinforce expected behaviours, provide feedback and correction, and opportunities for practice.

Teachers at Wilsonton State High School vary what students are taught, how they are taught and how students can demonstrate what they know as part of this differentiated approach to behaviour. These decisions about differentiation are made in response to data and day-to-day monitoring that indicates the behavioural learning needs of students. This enables our teachers to purposefully plan a variety of ways to engage students; assist them to achieve the expected learning; and to demonstrate their learning.

There are three main tiers to differentiation and support, as illustrated in the diagram below:



Every child is supported under this three tiered model, with the majority of students falling within the first tier; universal behavioural support for all students. Tier two represents targeted and teaching is required. Tier three is intensive teaching for small numbers of students. Each layer provides progressively more personalised supports for students.

School-wide (universal) support measures

Every classroom displays our school-wide values based expectations, outlined below, as a basis for developing behaviour standards. Using these procedures, the class teacher works with all students to explain exactly what each of the expectations look, sound and feel like in the classroom. These processes are displayed on every classroom wall and revisited regularly to address any new or emerging issues. Class Expectations, routines, Calm Classrooms, reset questions, class rules provide the basis for the school wide expectations.

Class Expectations

Respect

- Value others and show tolerance
- Communicate respectfully
- · Every has the right to learn

Responsibility

- Be there
- Be prepared
- Be safe

Resilience

- Display positive attitude
- Accept feedback and consequences
- Show persistence, self-control and diligence

Commitment

- Always produce your best effort
- Set clear goals and strive to achieve them
- Seek assistance

Routines

Entry

- Be on time
- · Line up quietly, hats off, boys formal shirts tucked in
- Phones/ attachments/ devices off and out of sight
- Have materials and diary ready
- Follow entry instructions
- Enter in an orderly manner
- Stand behaving your chair, wait to be seated

Engagement

- · Be seated and prepared: books, equipment, pen out
- Write learning goal, complete set classwork
- Respect the learning of others
- · Give the teacher your full attention
- Give your best effort

Exit

- Summarise/reflect
- Listen to teacher for end of lesson instructions
- Write homework in diary
- Tidy desks and room, then stand behind your chair
- Wait for teacher instruction, leave in an orderly manner

Calm Classrooms

What to expect for...

Refusing (Refusing to follow policy or instructions or to participate)

- Reminder
- · Clear expectations outlined
- Reset questions
- Orange card to the office
- Possible consequences include after school detention and restorative chat with the teacher
- Possible Saturday detention

Swearing/ Verbal Abuse

- Nobody swears or abuses a staff member (teacher, relief teacher or non-teaching staff)
- Immediate referral to DP
- Parent/ carer phoned to collect
- Possible consequences include 10 day suspension
- · Restorative conference with the teacher before returning

Walk out

- After school detention
- Parent/ carer informed

Truancy

- Possible consequences include Saturday detention
- Parent/ carer informed

Reset Questions

What are the rules if a staff member asks you to do something?

Students follow all instructions without argument.

What happens if you break that rule?

An orange alert is sent and

Someone will take me and talk with me to resolve the issue.

I can get an after school detention

What are you doing now?

Do what you've asked.

or

Nothing!

What are you choosing to do?

Get on with it.

or

Accept the consequences

Focused Teaching and Targeted Behaviour Support

Approximately 15% of all students in any school or classroom may require additional support to meet behaviour expectations, even after being provided with differentiated and explicit teaching. These students may have difficulty meeting behavioural expectations in a particular period of the day or as part of a learning area/subject. At this point targeted behaviour support will occur around a specific setting, issue, student or group of students. The development and implementation of this support is team based and develops strategies to minimise occurrence. Where targeted or individual support occurs in classroom settings, this support is in alignment with our whole school behaviour approach and procedures.

Focused teaching involves revisiting key behavioural concepts and/or skills and using explicit and structured teaching strategies (in particular aspects of a behaviour skill). Focused teaching provides students with more opportunities to practise skills and multiple opportunities to achieve the intended learning and expected behaviour. At Wilsonton State High School a range of focused supports are used to assist students in meeting expectations. The dyadic restorative conversation process, monitoring cards, individual behaviour agreements, functional behavioural assessment, and PACE informed practice complement tier one whole-school support processes.

Restorative Practice at our School

Wilsonton State High School is a restorative practice school. We recognise that poor behaviour choices are a violation of people and interpersonal relationships. When these relationships are damaged the parties involved are encouraged to engage in reflective conversations that help offenders understand the harm their actions have caused and provide them with opportunities to make amends. Restorative practice is about increasing the sum total of positive teacher student relationships in our school. Healthy and productive relationships between and among students and staff facilitate a positive school climate and enhance learning.

Highly trained staff walk students through a reflective process relating to their behaviour choices and their impact on others. The aim of the conversation is to repair and rebuild the relationship, and develop behaviours in alignment with WSHS expectations and values. Restorative practice is the bedrock of reflective thinking, which in turn underpins our students' ability to grow.

Students engage in a sequence of steps:

- Fess Up: admit to the behaviours which caused damage
- Face Up: accept that the behaviour had consequences to learning and the relationship
- Fix Up: work together and agree on a set of actions which will repair the damage
- Finish: ensure that all stakeholders agree that the matter has concluded and can now move on

All students who complete a lunchtime or after school detention undertake a restorative conversation with their teacher using a restorative reflection sheet to facilitate the discussion. Teachers and students work together to explore solutions and come to an agreement so everyone involved can move forwards. They make an agreed commitment with specific actions and timelines. At Wilsonton State High School relationships are central to everything we do. Restorative practice ensures that when relationships rupture they are repaired. Learning partnerships are strengthened as a result.

Monitoring cards and other actions at HoD and Year Coordinator level

Monitoring cards may be issued to assist a student in owning their behaviour. Monitoring cards are an opportunity for students to reflect on their actions, receive feedback, reflect and develop strategies to assist them to improve their behaviour/s and repair relationships that may have been damaged. They may be used to monitor broad categories of behaviour or specific behaviours tailored to the student.

Students may be placed on a monitoring card by a Year Coordinator (YC) or Head of Department (HoD) for a period of time. A monitoring card_assists students and the YC/HoD to monitor ongoing minor behaviours which have not improved with teacher intervention alone.

Individual behaviour agreement

To formalise agreements from the restorative chat, the school has developed an Individual Behaviour Agreement for use as an additional support with students working to improve behaviour performance.

Wilsonton State High School has a range of student support network staff in place to help arrange and deliver focused teaching to students who need more support to meet expectations. In addition, the school invests in the following evidence-informed programs to address specific skill development for some students:

- The PCYC Restart Program
- functional based assessment
- Drumbeat
- The Rock and Water Program

For more information about these programs, please speak with the guidance officers.

Intensive Teaching and Behaviour Support

Research evidence shows that even in an effective, well-functioning school there will always be approximately 5% of the student population who require intensive teaching to achieve behavioural expectations. Intensive teaching involves frequent and explicit instruction, with individuals or in small groups, to develop mastery of basic behavioural concepts, skills and knowledge. These students will have received targeted support through the strategies outlined in the previous section but are still at risk of significant educational underachievement due to their inappropriate behaviour/s. Intensive support is provided by a range of school staff using a comprehensive range of evidence based interventions, examples of which are outlined below.

Some students may require intensive teaching for a short period, for particular behaviour skills. Other students may require intensive teaching for a more prolonged period. Decisions about the approach will be made based on data collected from their teacher/s, and following consultation with the student's family.

For a small number of students who continue to display behaviours that are deemed complex and challenging then individualised support plans and multi-agency collaboration may be provided to support the student. This approach will seek to address the acute impact of barriers to learning and participation faced by students who are negotiating a number complex personal issues.

Students who require intensive teaching will be assigned an individual mentor at the school that will oversee the coordination of their program, communicate with stakeholders and directly consult with the student.

Intensive Behaviour Support Interventions

The deputy principal, at times in collaboration with the student support team, will determine the most appropriate intensive behaviour support strategy for students, which may include any one of the following supports: PCYC Restart, support team involvement, monitoring cards, risk management plans, discipline improvement plans, external referrals to the Positive Learning Centre (DKC) or regional support teams, other restorative practices and/or disciplinary consequences.

LEGISLATIVE DELEGATIONS

In this section of the Wilsonton State High School Student Code of Conduct are links to legislation which influences form and content of Queensland state school discipline procedures.

- Anti-Discrimination Act 1991 (Qld)
- Child Protection Act 1999 (Qld)
- Commonwealth Disability Discrimination Act 1992
- Commonwealth Disability Standards for Education 2005
- Criminal Code Act 1899 (Qld)
- Education (General Provisions) Act 2006
- Education (General Provisions) Regulation 2017
- Human Rights Act 2019 (Qld)
- Information Privacy Act 2009 (Qld)
- Judicial Review Act 1991 (Qld)
- Right to Information Act 2009 (Qld)

Wilsonton State High School

- Police Powers and Responsibilities Act 2000 (Qld)
- Workplace Health and Safety Act 2011 (Qld)
- Workplace Health and Safety Regulation 2011 (Cwth)

Delegations

Under the Education (General Provisions) Act 2006, state school principals are responsible for "controlling and regulating student discipline in the school".

Principals are afforded a number of **non-delegable powers** to assist them to meet this obligation, including the authority to suspend, exclude or cancel the enrolment of a student at the school. These decision-making responsibilities cannot be delegated to other staff in the school, such as deputy principals.

The details of these responsibilities are outlined in the legislative instruments of delegation and instruments of authorisation provided below:

- Education (General Provisions) Act 2006 Director-General's delegations
- Education (General Provisions) Act 2006 Minister's delegations
- Education (General Provisions) Act 2006 Director-General's authorisations
- Education (General Provisions) Regulation 2006 Minister's delegations
- Education (General Provisions) Regulation 2017 Director-General's delegations

DISCIPLINARY CONSEQUENCES

The disciplinary consequences model used at Wilsonton State High School follows the same supportive underpinnings used in our proactive teaching and support of student behavioural expectations.

The representative majority of students, highlighted earlier as tier one students, will meet all established expectations that are clear, explicitly taught and practiced. In-class corrective feedback, sanctions and rule reminders may be used by teachers to respond to low-level or minor problem behaviour, based on procedures displayed in classrooms mentioned earlier.

Some students will need additional support, time and opportunities to practice expected behaviours. Approximately 15% of the student population may experience difficulty with meeting the stated expectations, and even with focused teaching, in-class corrective feedback, sanctions and rule reminders, they will continue to display low-level problem behaviour. A continued pattern of low-level behaviour can interfere with teaching and learning for the whole class, and a decision may be needed by the class teacher to refer the student to the school administration team immediately for advice and determination of disciplinary consequence.

For a small number of students (approximately 2-5%) a high level of differentiated support or intensive teaching is required to enable them to meet the behavioural expectations. This may be needed throughout the school year on a continual basis. The determination of need will be made by the school principal in consultation with staff and other relevant stakeholders. On occasion the behaviour of a student may be so serious, such as causing harm to other students or to staff, that the principal may determine that an out of school suspension or exclusion is necessary as a consequence for the student's behaviour. Usually this course of action is only taken when the behaviour is either so serious as to warrant immediate removal of the student for the safety of others, or in the instance where no other alternate discipline strategy is considered sufficient to deal with the problem behaviour.

Problem behaviour can be organised into two general categories, minor and major with increasing levels of support and consequences to address behaviour that endangers others or causes major, ongoing interference with class or school operations.

Minor and Major Behaviours

When responding to problem behaviour staff determine whether the problem behaviour is major or minor, with the following agreed understanding:

Minor problem behaviour is handled by staff members at the time it happens and as soon as is practicable. Repeated minor behaviour is initially handled by staff members at the time it happens or as soon as is practicable, in collaboration with the parent. Subsequently repeated minor behaviour is managed by the staff member and relevant HoD who will facilitate a face to face intervention and a consequence for the behaviour.

Major problem behaviours are behaviours by students that significantly violate the rights of others, cause harm or put others at risk of harm, or are prejudicial to the good order of the school. These behaviours can occur on or around school grounds, while on a school organised activity, on the way to or from school (including stops between, whilst in school uniform, or when students are easily identifiable as students of Wilsonton State High School. Major problem behaviour is referred directly to the school administration team (deputy principal, head of department, positive behaviour support teacher, and guidance officer).

Bystanding

Wilsonton State High School takes bystanding extremely seriously. Bystanders have a responsibility to seek adult assistance when witnessing behaviours that contravene our school values. The trust and respect necessary to sustain our school community depend on our ability to interact free from verbal and physical abuse. At our school we are all ethically bound to preserve a safe and supportive environment.

Note: these definitions reflect a simplification of the fact that human behaviour falls on a continuum from least to most problematic in relation to teaching, learning, safety and the law.

Minor Behaviours Table

Behaviour Category	Example Minor Behaviour	Possible Response/s
Dress code	Deliberately breaching the uniform dress standards approved by the P&C	 restorative intervention teacher intervention/ logical consequences
Late	Arrival after the bell has sounded, or the expectation that class has started	 lunchtime detention afterschool detention parent contact referral to HoD
Lying/Cheating	Academic: Handing in work that is not your own	 withdrawal from class or activities removal of privileges: such as; reward days, sporting events,
	Integrity: Telling lies to avoid consequences or ownership	trips, camps, formal etc. faculty based individual behaviour plan
Verbal misconduct	Low intensity instance of inappropriate language, used without aggression or malice	confiscate items that are causing class disruption or potential safety risks
	Name calling or putdowns	
Physical misconduct	Non-serious, but inappropriate physical contact	
Defiant/threat/s to adults	Low level failure to respond to adult request/instruction	
Disruptive	Low-intensity but inappropriate disruption	

IT misconduct	Student engages in non-serious but inappropriate (as defined by WSHS) use of cell phone, pager, music/video players, camera, social media, and/ computer device
Misconduct involving object	Non-serious, but inappropriate use of or possession of an object at school. e.g. Chewing gum or littering
Non-compliant with routine	Failure to attend class detention Being in an 'out of bounds area' Not bringing necessary materials Refusing a reasonable request
Refusal to participate in program of instruction	Passive refusal to complete work Incomplete assignments, classwork or homework

Major Behaviours Table

Behaviour Category	Example Major Behaviour	Possible Response/s
Bullying/harassment Defiant/threat/s to adults	Harassment of a student or staff member in person, online, or over a carrier device	- restorative intervention - PCYC restart/refresh program - referral to support team - confiscation/ directed to
Bystanding	Watching when a significant verbal/ physical conflict is taking place Cheering or offering encouragement to others engaged in verbal or physical conflict	surrender items to the office - Sent to 'buddy class' - orange card response - sent home - red level response - afterschool detention - Saturday detention
Disruptive	Persistent, deliberate classroom disruption. Causing an "Orange or Red Card"	 suspension 1-10 days suspension 11-20 day cancellation of enrolment restitution of stolen or damaged
Dress code	Persistent non-compliance with dress code	property - exclusion from WSHS
IT misconduct	Uploading, sending or filming fights or pictures to the internet/social media/ other persons Repeated use of social media to cause minor harm, disrepute or disruption to others or the school	- referral to Police

Late	Persistent failure to arrive to class on time
Lying/Cheating	Defrauding, entrapping, avoidance by use of dishonesty, misleading or an act of omission
Misconduct involving object	Failure to use equipment in a safe manner
Non-compliant with routine	Repeated refusal to attend detentions or to follow expectations
Other conduct prejudicial to the good order and management of school	Behaviour that may bring the school's name into disrepute or may cause disorder in student individual or group behaviour both at and outside of school, or on the way to or from school (including stops in-between)
Physical misconduct	Fighting: punching, kicking, hitting, slapping, tackling, throwing rocks, etc. Causing deliberate physical harm to another
Possess prohibited items	In possession of alcohol, knife, blade, Stanley knife, fruit knife, butter knife or any other object that may be considered 'dangerous' or possibly used to inflict harm or scare others
Prohibited items	Reported possession or suppling a dangerous object or substance school. E.g. knife, alcohol, Stanley knife etc.
Property misconduct	Theft – stealing of school or personal property
Refusal to participate in program of instruction	Persistent refusal to: bring necessary materials, complete homework, assignments or complete classwork
Substance misconduct involving illicit substance	Possession, use or supply of illegal substances
Substance misconduct involving tobacco and other legal substances	Smoking (including possession of cigarettes, papers, lighters etc. Including being in the company of others smoking)
Third minor referral	Refusal to adhere to supports, interventions and instructions to improve behaviour

Threat/s to others	Making threats of violence, death, or illegal act towards another person via any means
Truant/skip class	Leaving the school grounds without permission. Not following the 'sign in', 'sign out' process
Verbal misconduct	Swearing at staff or using aggressive language towards staff that carries the intent of swearing, e.g. "Truck you miss"
Other	 Sexually oriented activity on/around the school grounds, or while on an organised school activity, whilst in uniform or identifiable as a WSHS student Trespassing on private property Breaching 'Junior or Senior Learning Understanding", "Discipline Improvement Plan" Being charged with an offence Bringing the school's good name into disrepute both at and outside of school, or on the way to or from school (including stops in-between)

School Disciplinary Absences

A School Disciplinary Absence (SDA) is an enforced period of absences from attending a Queensland State School, applied by the principal as a consequence to address poor student behaviour. There are four types of SDA:

- short suspension (1 to 10 school days)
- long suspension (11 to 20 school days)
- charge-related suspension
- exclusion (period of not more than one year or permanently).

At Wilsonton State High School, the use of any SDA is considered a very serious decision. It is typically only used by the principal when other options have been exhausted or the student's behaviour is so dangerous that continued attendance at the school is considered a risk to the safety or wellbeing of the other students, staff or the wider school community.

Any student who breached the intention of a suspension, by being on site during school hours, without the express permission of the principal or their delegate, may be liable to an extension of that suspension. The degree to which the suspension is extended, due to the trespass, will be at the discretion of the principal and will reflect the nature of the student's behaviour and its impact on the good order and management of the school.

Parents and students may appeal a long suspension, charge-related suspension or exclusion decision. A review will be conducted by the Director-General or their delegate, and a decision made within 40 school days to confirm, amend/vary or set aside the original SDA decision by the principal.

The appeal process is a thorough review of all documentation associated with the SDA decision and provides an opportunity for both the school and the family to present their case on the matter. Time is afforded for the collection, dissemination and response to the materials by both the school and the family. It is important that the purpose of the appeal is understood so that expectations are clear, and appropriate supports are in place to ensure students can continue to access their education while completing their SDA.

Re-entry following suspension

Students who are suspended from Wilsonton State High School will likely be invited to attend a re-entry meeting on the day of their scheduled return to school. The main purpose of this meeting is to welcome the student, with their parent/s, back to school. It is not a time to review the student's behaviour or the decision to suspend. The student has already received a consequence through their disciplinary absence from school. The aim of the re-entry meeting is for school staff to set the student up for future success and strengthen home-school communication.

SCHOOL POLICIES

Wilsonton State High School has tailored school discipline policies designed to ensure students, staff and visitors work cooperatively to create and maintain a supportive and safe learning environment. Please ensure that you familiarise yourself with the responsibilities for students, staff and visitors outlined in the following policies:

- temporary removal of student property
- zero tolerance to drugs
- use of mobile phones and other devices by students
- preventing and responding to bullying
- · appropriate use of social media

Temporary removal of student property

The removal of any property in a student's possession may be necessary to promote the caring, safe and supportive learning environment of the school, to maintain and foster mutual respect between all state school staff and students. The <u>Temporary removal of student property by school staff procedure</u> outlines the processes, conditions and responsibilities for state school principals and school staff when temporarily removing student property.

In determining what constitutes a reasonable time to retain student property, the principal or school staff will consider:

- the condition, nature or value of the property
- the circumstances in which the property was removed
- the safety of the student from whom the property was removed, other students or staff members
- good management, administration and control of the school.

The principal or state school staff determine when the temporarily removed student property can be returned, unless the property has been handed to the Queensland Police Service.

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The following items are explicitly prohibited at Wilsonton State High School and will be removed if found in a student's possession:

- illegal items or weapons (e.g. guns, knives*, throwing stars, brass knuckles, chains)
- imitation guns or weapons
- potentially dangerous items (e.g. blades, rope)
- drugs** (including tobacco)
- alcohol
- aerosol deodorants or cans (including spray paint)
- explosives (e.g. fireworks, flares, sparklers)
- flammable solids or liquids (e.g. fire starters, mothballs, lighters)
- poisons (e.g. weed killer, insecticides)
- Inappropriate or offensive material (e.g. racist literature, pornography, extremist propaganda).
- * No knives of any type are allowed at school, including flick knives, ballistic knives, sheath knives, push daggers, trench knives, butterfly knives, star knives, butter knives, fruit knives or craft knives, or any item that can be used as a weapon, for example a chisel. Knives needed for school activities will be provided by the school, and the use of them will be supervised by school staff. In circumstances where students are required to have their own knives or sharp tools for particular subjects or vocational courses, the school will provide information about the procedures for carrying and storing these items at school. The prohibition of the above items extends to possession on or around the school grounds, whilst on a school organised activity, whilst on the way to or from school (including stops in-between), whilst in school uniform, or when identifiable as a student of Wilsonton State High School.
- **The administration of medications to students by school staff is only considered when a prescribing health practitioner has determined that it is necessary or when there is no other alternative in relation to the treatment of a specific health need. Schools require medical authorisation to administer any medication to students (including over-the-counter medications such as paracetamol or alternative medicines).

Responsibilities

State school staff at Wilsonton State High School:

- do not require the student's consent to search school property such as lockers, desks or laptops that are supplied to the student through the school
- may seize a student's bag where there is suspicion that the student has a dangerous item (for example, a knife) in their school bag, prior to seeking consent to search from a parent or calling the police
- consent from the student or parent is required to examine or otherwise deal with the temporarily removed student property. For example, staff who temporarily remove a mobile phone from a student are not authorised to unlock the phone or to read, copy or delete messages stored on the phone;
- there may, however, be emergency circumstances where it is necessary to search a student's property without the student's consent or the consent of the student's parents (e.g. to access an EpiPen for an anaphylactic emergency)
- consent from the student or parent is required to search the person of a student (e.g. pockets or shoes). If consent is not provided and a search is considered necessary, the police and the student's parents should be called to make such a determination
- follow appropriate processes regarding return of confiscated property, the circumstances where confiscated property need not be made available for collection, deciding a reasonable time to make property available for collection.

Parents of students at Wilsonton State High School

- ensure your children do not bring property onto schools grounds or other settings used by the school (e.g. camp, sporting venues) that:
 - is prohibited according to the Wilsonton State High School Student Code of Conduct
 - o is illegal
 - puts the safety or wellbeing of others at risk

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- does not preserve a caring, safe, supportive or productive learning environment
- does not maintain and foster mutual respect
- collect temporarily removed student property as soon as possible after they have been notified by the Principal or state school staff that the property is available for collection.

Students of Wilsonton State High School

- do not bring property onto school grounds or other settings used by the school (e.g. camp, sporting venues) that:
 - o is prohibited according to the Wilsonton State High School Code of Conduct
 - o is illegal
 - o puts the safety or wellbeing of others at risk
 - o does not preserve a caring, safe, supportive or productive learning environment
 - o does not maintain and foster mutual respect
- collect their property as soon as possible when advised by the Principal or state school staff it is available for collection.

Wilsonton State High School's Zero Tolerance to Drugs

Possession, supply or use of drugs, alcohol, cigarettes or alcohol whilst at school, at a school activity, on the way to or from school (including stops in-between), in school uniform or when identifiable as a student of Wilsonton State High School will be classified as a serious offence.

Students in the company of those involved in a drug, alcohol or cigarette related incident at school, at a school activity, on the way to or from school (including stops in-between), in school uniform or when identifiable as a student of Wilsonton State High School can expect similar consequences which may include (for drug related incidents) an immediate suspension and or recommendation for exclusion as well as referral to the Police.

Use of mobile phones and other devices by students

Responsibilities

Wilsonton State High School students are responsible for and expected to turn off mobile phones and other personal digital devices at the first bell at 8:45am. From this point in time, students are required to keep mobile phones and other personal digital devices out of sight until the end of the school day at 2:55pm.

It is **unacceptable** for students at Wilsonton State High School to:

- use a mobile phone or other devices in an unlawful manner
- use a mobile phone in technology-free designated spaces (such as classrooms) or times
- download, distribute or publish offensive messages or pictures
- Use personal technology devices to record inappropriate behaviours or incidents (such as vandalism, fighting, bullying, staged fighting or pranks)
- use obscene, inflammatory, racist, discriminatory or derogatory language
- use language and/or threats of violence that may amount to bullying and/or harassment, or even stalking
- insult, harass or attack others or use obscene or abusive language
- deliberately waste printing and internet resources
- damage computers, printers or network equipment
- · commit plagiarism or violate copyright laws
- ignore teacher directions for the use of social media, online email and internet chat
- send chain letters or spam email (junk mail)
- knowingly download viruses or any other programs capable of breaching the department's network security
- use in-phone cameras anywhere a normal camera would be considered inappropriate, such as in change rooms or toilets
- invade someone's privacy by recording personal conversations or daily activities and/or the further distribution (e.g. forwarding, texting, uploading, Bluetooth use etc.) of such material

- use a mobile phone (including those with Bluetooth functionality) to cheat during exams or assessments
- take into or use mobile devices at exams or during class assessment unless expressly permitted by school staff.

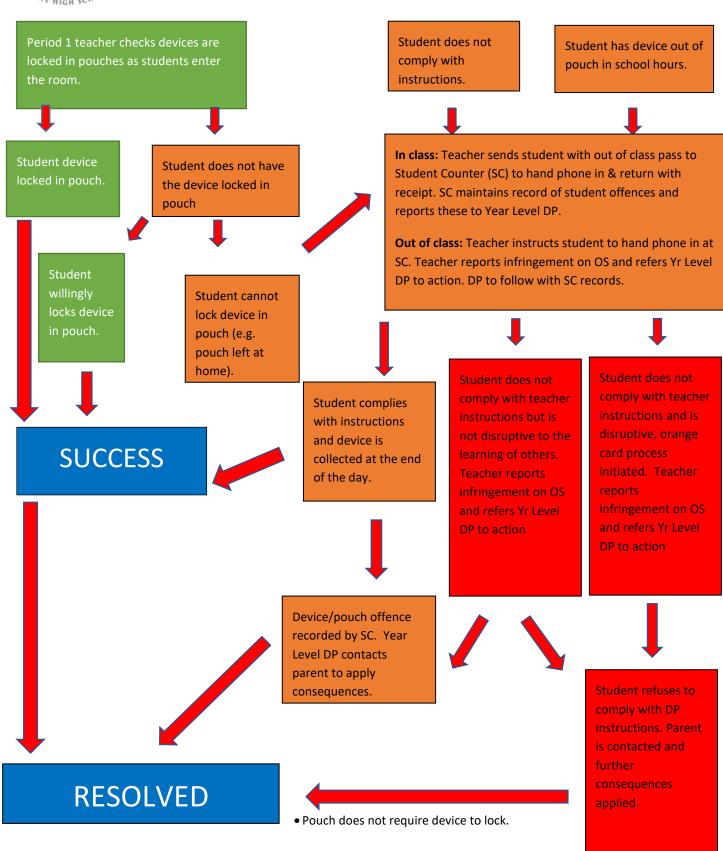
The table below illustrates the procedures to follow if incorrect use of mobile phones and other personal digital devices occurs.

Deliberate Misuse of Mobile Phones or Related Devices in Classrooms: What Can Students Expect?

Incorrect Use	Consequence
Phone visible in class or out of class – 1 st offence	Student directed by teacher to take the phone/ device to the office. Year level deputy informed by teacher.
	Student collects phone/ device after 2:55pm from the office and consequences applied.
Phone visible in class or out of class – 2 nd offence	Student directed by teacher to take the phone/ device to the office. Year level deputy informed by teacher.
	Student collects phone/ device after 2:55pm from the office.
	Student has a meeting with the deputy principal to discuss use of phone/ device at school and home contact is made and further consequences applied.
Phone visible in class or out of class – 3rd offence	Student directed by teacher to take the phone/ device to the office. Year level deputy informed by teacher.
	Student has a meeting with the deputy principal to discuss use of phone/ device at school and home contact is made.
	Parent to collect phone/ device from the office and meet with deputy principal to discuss disciplinary consequences.
	School decision about suspension (1-10 days, 11-20 days), Exclusion, Cancellation or Alternative to suspension program.



Off and Out of Sight Mobile Phone Process at WSHS



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At all times students, while using ICT facilities and devices supplied by the school, will be required to act in line with the requirements of the Wilsonton State High School Student Code of Conduct. In addition, students and their parents should:

- understand the responsibility and behaviour requirements (as outlined by the school) that come with accessing the department's ICT network facilities
- ensure they have the skills to report and discontinue access to harmful information if presented via the internet or email
- be aware that:
 - access to ICT facilities and devices provides valuable learning experiences for students and supports the school's teaching and learning programs
 - the school is not responsible for safeguarding information stored by students on departmentally-owned student computers or mobile devices
 - schools may remotely access departmentally-owned student computers or mobile devices for management purposes
 - students who use a school's ICT facilities and devices in a manner that is not appropriate may be subject to disciplinary action by the school, which could include restricting network access
 - o despite internal departmental controls to manage content on the internet, illegal, dangerous or offensive information may be accessed or accidentally displayed

Note: teachers will always exercise their duty of care, but avoiding or reducing access to harmful information also requires responsible use by the student.

Loss or Theft

Mobile phones and other electronic devices are brought to school entirely at the owner's risk. Wilsonton State High School cannot accept any responsibility for theft, loss, damage or health effects resulting from the use of an electronic device. Parents and students are reminded that electronic devices are personal property and are not insured by Wilsonton State High School or the Department of Education and Training.

Preventing and responding to bullying

Wilsonton State High School uses the <u>Australian Student Wellbeing Framework</u> to promote positive relationships and the wellbeing of all students, staff and visitors at the school.

Our staff know student learning is optimised when they feel connected to others and experience safe and trusting relationships. Indeed, students who feel secure are more likely to be active participants in their learning and to achieve better physical, emotional, social and educational outcomes. Teachers who feel valued and supported are more likely to engage positively with students and build stronger connections within the school community. Parents who are positively engaged with their child's education leads to improved student self-esteem, attendance and behaviour at school. Enhancing the wellbeing of students and their educators delivers overall long-term social, health and economic benefits to the Australian community.

Wilsonton State High School has a **Student Senate**, with diverse representatives from each year level meeting regularly with the school leadership team to promote strategies to improve student wellbeing, safety and learning outcomes. The standing items on the agenda for each Student Senate meeting are the core elements of the Australian Student Wellbeing Framework:

- 1. **Leadership:** Principals and school leaders playing an active role in building a positive learning environment where the whole school community feels included, connected, safe and respected.
- 2. **Inclusion:** All members of the school community actively participating in building a welcoming and equitable school culture that values diversity, and fosters positive, respectful relationships.

- **3. Student voice:** Students actively participating in their own learning and wellbeing, feeling connected and using their social and emotional skills to be respectful, resilient and safe.
- **4. Partnerships:** Families and communities collaborating as partners with the school to support student learning, safety and wellbeing.
- **5. Support:** School staff, students and families sharing and cultivating an understanding of wellbeing and positive behaviour and how this supports effective teaching and learning.

A priority for the Wilsonton State High School Student Senate is contributing to the implementation of strategies that enhance wellbeing, promote safety and counter violence, bullying and abuse in all online and physical spaces. The engagement of young people in the design of technology information and digital education programs for parents was a key recommendation from the Queensland Anti-Cyberbullying Taskforce report in 2018, and at Wilsonton State High School we believe students should be at the forefront of advising staff, parents and the broader community about emerging issues and practical solutions suitable to different contexts.

What is Bullying?

The agreed national definition for Australian schools describes bullying as:

- ongoing and deliberate misuse of power in relationships through repeated verbal, physical and/or social behaviour that intends to cause physical, social and/or psychological harm
- involving an individual or a group misusing their power, or perceived power, over one or more persons who feel unable to stop it from happening
- happening in person or online, via various digital platforms and devices and it can be obvious (overt) or hidden (covert). Bullying behaviour is repeated, or has the potential to be repeated, over time (for example, through sharing of digital records)
- having immediate, medium and long-term effects on those involved, including bystanders.
 At Wilsonton State High School we acknowledge that bullying is a word that describes
 behaviours and not the child. We do not label a child a bully. Rather, they are referred to as
 a person who uses bullying behaviours. It is to be noted that students who are the victims of
 bullying behaviour may in turn exhibit such behaviours themselves.

Behaviours that do not constitute bullying include:

- mutual arguments and disagreements (where there is no power imbalance)
- not liking someone or a single act of social rejection
- · one-off acts of meanness or spite
- isolated incidents of aggression, intimidation or violence, or fights between equals, whether on-line or in person.

However, these conflicts are still considered serious and need to be addressed and resolved. At Wilsonton State High School our staff will work to quickly respond to any matters raised of this nature in collaboration with students and parents.

Types of Bullying Behaviours

Туре	Example behaviours
Physical	Hitting, poking, kicking, tripping, pushing, repeatedly and intentionally damaging someone else's belongings

Verbal	Repeated or systematic name calling, insults, homophobic or racist remarks, offensive comments or verbal abuse
Social (covert indirect actions)	Lying about someone, spreading rumours, repeated mimicking, ongoing deliberate exclusion
Psychological	Threatening, manipulating, stalking, spreading rumours/ untruths designed to psychologically wound
Cyberbullying	Use of technology (such as email, mobile devices, chat rooms, social networking sites to bully verbally, socially, or psychologically

Students Reporting Bullying

Can do so via:

- **STYMIE:** At Wilsonton State High School we use this on-line notification app to encourage reporting and thereby reducing bullying and harmful behaviours early. Stymie helps reduce the frequency and duration of bullying behaviours and encourages appropriate responses. Parents can find more information at www.stymie.com.au.
- Telling a teacher or other responsible adult: such as year coordinator, guidance officer, teacher or other school personnel
- Completing a bullying incident report

The flowchart on the next page explains the actions Wilsonton State High School teachers will take when they receive a report about student bullying, including bullying which may have occurred online or outside of the school setting. Please note that the indicative timeframes will vary depending on the professional judgment of teachers who receive the bullying complaint and their assessment of immediate risk to student/s.

Wilsonton State High School - Bullying response flowchart for teachers

Please note these timelines may be adjusted depending on the unique circumstances and risk associated with each situation. This is at the professional judgment of the staff involved. Timeframes should be clearly discussed and agreed with student and family.

Key contacts for students and parents to report bullying:

Year 7 to Year 12 – Year Level Coordinator (or class teacher if happening in class) Deputy Principal - 46390444

First hour Listen Day one Document

- Provide a safe, quiet space to talk
- Reassure the student that you will listen to them
- Let them share their experience and feelings without interruption
- If you hold immediate concerns for the student's safety, let the student know how you will address these. Immediate in this circumstance is where the staff member believes the student is likely to experience harm (from others or self) within the next 24 hours
- Ask the student for examples they have of the alleged bullying (e.g. hand written notes or screenshots)
- Write a record of your communication with the student
- Check back with the student to ensure you have the facts correct
- Enter the record in OneSchool
- Notify parent/s that the issue of concern is being investigated

Day two Collect

Day three

Discuss

- Gather additional information from other students, staff or family
- Review any previous reports or records for students involved
- Make sure you can answer who, what, where, when and how
- Clarify information with student and check on their wellbeing
- Evaluate the information to determine if bullying has occurred or if another disciplinary matter is at issue
- Make a time to meet with the student to discuss next steps
- Ask the student what they believe will help address the situation
- Engage the student as part of the solution
- Provide the student and parent with information about student support network
- Agree to a plan of action and timeline for the student, parent and yourself

Day four Implement

- Document the plan of action in OneSchool
- Complete all actions agreed with student and parent within agreed timeframes
- Monitor student and check in regularly on their wellbeing
- Seek assistance from student support network if needed

Day five Review

Ongoing

Follow up

- Meet with the student to review situation
- Discuss what has changed, improved or worsened
- Explore other options for strengthening student wellbeing or safety
- Report back to parent
- Record outcomes in OneSchool

Wilsonton State High School

- Stand strong, stand proud, stand together
 Continue to check in with student on regular basis until concerns have been mitigated
 - Record notes of follow-up meetings in OneSchool
- Refer matter to specialist staff within 48 hours if problems escalate
- Look for opportunities to improve school wellbeing for all students

Cyberbullying

Cyberbullying is treated at Wilsonton State High School with the same level of seriousness as inperson bullying. The major difference with cyberbullying however, is that unlike in-person bulling, cyberbullying follows students into their community, their homes and their bedrooms, giving them no opportunity to escape the harassment or abuse during the evening, weekends or holidays.

In the first instance, students or parents who wish to make a report about cyberbullying should approach the year coordinator, school based police officer or deputy principal.

It is important for students, parents and staff to know that state school principals have the authority to take disciplinary action to address student behaviours that occur outside of school hours or school grounds. This includes cyberbullying. Parents and students who have concerns about cyberbullying incidents occurring during school holidays should immediately seek assistance through the Office of the e-Safety Commissioner or the Queensland Police Service.

Students enrolled at Wilsonton State High School may face in-school disciplinary action, such as detention or removing of privileges, or more serious consequences such as suspension or exclusion from school for engaging in behaviour that adversely affects, or is likely to adversely affect, other students or the good order and management of the school. This includes behaviour such as cyberbullying which occurs outside of school hours or settings. For example, on the weekend or during school holidays. It also applies to inappropriate online behaviour of enrolled students that is directed towards other community members or students from other school sites.

Parents or other stakeholders who engage in inappropriate online behaviour towards students, staff or other parents may be referred to the Office of the e-Safety Commissioner and/or the Queensland Police Service. State school staff will be referred for investigation to the Integrity and Employee Relations team in the Department of Education. Any questions or concerns about the school process for managing or responding to cyberbullying should be directed to the year level deputy principal. The flowchart on the following page explains school processes for responding to cyberbullying.

Wilsonton State High School - Cyberbullying response flowchart for school staff

How to manage online incidents that impact your school

Student protection

If at any point the principal forms a reasonable suspicion that a student has been harmed or is at risk of harm, they have a responsibility to respond in accordance with the Student protection procedure.

Explicit images

If the investigation involves naked or explicit images of children, staff should not save, copy, forward or otherwise deal with the content, as per the Temporary removal of student property by school staff procedure. This includes onto OneSchool records. Refer to the investigative process outlined in 'Responding to incidents involving naked or explicit images of children' from the Online Incident management guidelines.

Report

Refer to the Online incident management guidelines for more details, or if assistance is required, contact the Cybersafety and Reputation Management (CSRM)team on 3034 5035 or Cybersafety.ReputationManagement@qed.qld.gov.au.

Does the online behaviour/incident negatively impact the good order and management of the school?



1. Initiate an incident response

Start an incident management log (running sheet) which records times and dates of events, observations, tasks completed, persons involved and written conversational notes.

2. Collect evidence

Gather and preserve any evidence of the online content or a potential unlawful online behaviour, where legally permissible. Confiscation of digital devices can only be done under the Temporary removal of student property by school staff procedure.

3. Is there a potential crime?

The <u>Queensland Criminal Code</u> contains several applicable sections for cyberbullying. A list of potential relevant criminal offences can be viewed at <u>Appendix 3</u>, and include:

- unlawful stalking
- computer hacking and misuse
- possession, distribution and making child exploitation material
- fraud obtaining or dealing with identification information
- · criminal defamation.

Inform the student's parent/s (and student if appropriate) of their options:

- Report the incident to an external agency such as police, Office of the eSafety Commissioner or the Australian Cybercrime Online Reporting Network.
- Report the online content/behaviour using the online tools provided by the website or app.

Principals may start contact with a law enforcement agency (LEA) by completing an LEA referral form, under the <u>Disclosing personal information to law enforcement agencies</u> procedure. Refer back to Step 3 to report potential crimes that do not negatively impact the good order of the school.

NO



Principals may start contact with a law enforcement agency (LEA) by completing an LEA referral form. Information can be shared when reasonably satisfied the disclosure is necessary for the prevention, detection, investigation, prosecution or punishment of a criminal offence or to assist in averting a serious risk to the life, health or safety of a person or where the disclosure is in the public interest. For access to the relevant forms, refer to Disclosing personal information to law enforcement agencies procedure.

Principals may continue to investigate the matter for disciplinary purposes, subject to all laws and department procedures.

Content may not constitute a criminal offence requiring police involvement but it may negatively impact the good order and management of the school. Principals can take action for the online behaviour as outlined below.

4. Take steps to remove the upsetting or inappropriate content

Request poster to remove, use online reporting tools or if assistance is required, contact the CSRM team or Office of eSafety Commissioner.

5. Managing student behaviour

Where the online behaviours of students do negatively impact the good order and management of the school, the principal must take appropriate follow-up action. Where appropriate:

- take statutory disciplinary action to address cyberbullying:
 - that occurs outside of school hours or school grounds that also negatively affects
 the good order and management of the school (e.g. where the conduct, threats,
 intimidation or abuse have created, or would likely create a risk of, substantial
 disruption within the school environment, or where the conduct, threats,
 intimidation or abuse has or might reach school premises);
 - that is undertaken on or originating from school premises during school hours, or by means of use of school ICT, concerning other students, staff or members of the school community;
- $\textbf{OR}\quad \bullet \quad \text{use non-statutory options to deal with the matter, for example:}$
 - discussion with student's parents;
 - student mediation;
 - apology;
 - ICT / mobile technology ban;
 - guidance referral.

6. Student welfare

Principals must consider and support the wellbeing of any student who is displaying apparent negative effects from cyberbullying, by means of offering the student guidance officer support.

7. Recording the incident on OneSchool

If the incident was resolved at school-level, record details of the incident, as reported to the school and investigated through the incident management process, in the student's OneSchool behaviour record.

Cybersafety and Reputation Management (CRM)

The Department of Education employs a dedicated team of experts to assist in maintaining the integrity of the department's reputation with regards to cybersafety and reputation management issues, effectively leading the development and implementation of departmental cybersafety processes.

This team provides **direct support for schools** to respond to concerns of inappropriate online behaviour and misuse of information and communication technology.

The team provides a <u>guide for parents</u> with important information about cybersafety and cyberbullying, and suggestions about what you can do if your child is a target or responsible for inappropriate online behaviour.

The team has also developed a <u>Cyberbullying and reputation management</u> (Department employees only) resource to assist principals in incident management.

For more information about cybersafety sessions at your school, or for assistance with issues relating to online behaviour, contact the team (Department employees only).

Wilsonton State High School Anti-Bullying Strategy

At Wilsonton State High School we encourage our community to use a range of responses to prevent and respond to bullying. It starts with:

The 'STOP WALK TALK' Strategy

Students are encouraged to use the strategy if they feel hurt by others words or actions. This should be a student's first response to perceived bullying behaviours and should ideally be used prior to reporting the incident so that the person using bullying behaviours has been given clear signals that their behaviour is unwanted and is causing emotional or physical harm.



At our school we believe that the whole school community can play a part in helping to maintain a safe and predictable environment for everyone. The following table outlines what we can all do to stop bullying:

Students

Show respect for all community members

Speak up against bullying behaviours

Use the "Stop Walk Talk' strategy

Report bullying to an adult in person or through STYMIE

Collect evidence such as screenshots or witness statements

Report cyberbullying to the school based police officer, year level deputy principal or complete a 'Stop Harassing Me' postcard

Refuse to join in and walk away

Encourage someone to report it Complete an incident report

Parents

Support the values of respect and tolerance for others in your home and in your relationships with other members of the school community

Encourage your child to demonstrate these values at school

Monitor your child and report changes to the school (e.g. loss of confidence, fearfulness, anxiety, change in sleep/ eating patterns, increased stress, mood swings, school avoidance, self-harming, damaged belongings or clothing, sudden changes in academic performance)

Staff

Respond appropriately to all reported bullying behaviour by assessing whether it is bullying, its severity, collecting evidence, referral of the incidents for action and recording on Oneschool. Staff will also provide support from a range of interventions for both parties

Note: Teachers will respond to all reports of bullying. However, different responses may be appropriate depending on the nature and degree of the behaviours exhibited.

Appropriate use of social media

The internet, mobile phones and social media provide wonderful opportunities for students to network and socialise online. While these technologies provide positive platforms for sharing ideas, they also have the potential to cause pain and suffering to individuals, groups or even whole communities.

It's important to remember that sometimes negative comments posted about the school community have a greater impact than expected. This guide offers some information about how to use social media in relation to comments or posts about the school community. Reputations of students, teachers, schools, principals and even parents can be permanently damaged and in some cases, serious instances of inappropriate online behaviour are dealt with by police and the court system.

Being aware of a few simple strategies can help keep the use of social media positive and constructive:

- Before you post something online, ask yourself if the community or individual really need to know. Is it relevant, positive and helpful?
- Remember that what you post online is a direct reflection of who you are. People will
 potentially form lasting opinions of you based on what you post online.
- Be a good role model. If things get heated online consider logging out and taking a few moments to relax and think. Hasty, emotive responses could inflame situations unnecessarily.
- Be mindful when commenting, try to keep general and avoid posting anything that could identify individuals.

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- A few years ago parents may have discussed concerns or issues with their friends at the school gate. Today with the use of social media, online discussions between you and your close friends can very quickly be shared with a much wider audience, potentially far larger than intended.
- Taking a few moments to think about the content you are about to post could save upset, embarrassment, and possible legal action.
- As a parent you have a role in supervising and regulating your child's online activities at home and its impact on the reputation and privacy of others. Parents are their child's first teachers so they will learn online behaviours from you.

Is it appropriate to comment or post about schools, staff or students?

Parental and community feedback is important for schools and the department. If you have a compliment, complaint or enquiry about an issue at school, the best approach is to speak directly to the school about the matter, rather than discussing it in a public forum.

While many schools use social media to update parents of school notices, the department prefers that parents contact schools directly with a compliment, complaint or enquiry due to privacy considerations. Imagine if your doctor, accountant or banking institution tried to contact you to discuss important matters via Facebook.

If you have raised an issue with a school or know that another person has, consider refraining from discussing those details on social media, particularly the names of anyone involved.

Keep comments calm and polite, just as you would over the telephone or by email. If you encounter negative or derogatory content online which involves the school, hinders a child's learning and/or affects the school community at large, contact the school principal.

Possible civil or criminal ramifications of online commentary

A serious instance of inappropriate online behaviour may constitute a criminal offence and become a police matter. For example, online content may substantiate the offence of 'using a carriage service to menace, harass or cause offence' (Criminal Code Act 1995 (Cth) s. 474.17). School staff may contact their union or obtain personal legal advice if they feel that online content seriously impacts their reputation. Defamatory online content may give rise to litigation under the Defamation Act 2005 (Qld).

What about other people's privacy?

If you upload photos of your children, be mindful of who might be in the background. You might be happy to share your child's successes with your friends and family via social media, but some parents are not. If you are tagging or naming students, consider that other parents may not want their child's name attached to images online.

What if I encounter problem content?

Taking the following steps may help resolve the issue in a constructive way:

- refrain from responding
- take a screen capture or print a copy of the concerning online content
- If you consider problem content to be explicit, pornographic or exploitative of minors, you should keep a record of the URL of the page containing that content but NOT print or share it. The URL can be provided to the school principal, or police, as needed for escalation of serious concerns
- block the offending user
- · report the content to the social media provider.

Student Drivers Policy

Throughout Year 11 and 12 students may obtain their driver's licence and transport themselves and others to school each day. To ensure student safety there are certain protocols that student drivers must follow as part of Wilsonton State High School's Student Code of Conduct.

Students who drive to school must return to the office the 'student driver contract' that has been signed by their parent/carer and themselves. This contract will then be placed on the student's file in the front office. Students will also need to supply the school with their car registration details, make and model.

If a student driver is transporting passengers to school, that passenger must return the passenger contract signed by the passenger, the passenger's parents, the student driver and the student driver's parents. The contract must then be returned to the front office where a copy will be placed on both the student drivers file and the passenger file.

Students who drive to school are not allowed to leave school grounds during school time without signing out of the office with parental permission, and then signing back into the office upon their return. Students will not be allowed to sign out of the office just because they have the means to transport themselves and others around town. They are still the responsibility of Wilsonton State High School until 2:55pm, each school day. Student drivers will only be able to sign out of school for appointments or extenuating circumstances as approved by the deputy principal or principal.

Students will not be allowed to sign out and leave school grounds:

- For lunch at home, McDonalds, shops etc
- During spares
- Because they feel like going home

When attending school activities, excursions or functions where the school is transporting the other students, student drivers will need to arrive at school, park their car and travel with the rest of the students as per the school organised travel arrangements. Where it is expected that students will already be at a venue for a school activity, excursion or function the student driver may drive themselves and their approved passengers to that venue.

Should student drivers or their passengers breach their driver or passenger contracts, consequences will apply to that student as per Wilsonton State High School's Student Code of Conduct.

RESTRICTIVE PRACTICES

School staff at Wilsonton State High School need to respond to student behaviour that presents a risk of physical harm to the student themselves or others. It is anticipated that most instances of risky behaviour can be de-escalated and resolved quickly. On some rarer occasions, a student's behaviour may continue to escalate and staff need to engage immediately with positive and proactive strategies aimed at supporting the student to manage their emotional arousal and behaviour.

In some very rare situations, where there is immediate risk of physical harm to the student or other people, and when all other alternative strategies have failed to reduce the risk, it may be necessary for staff to use restrictive practices.

The use of restrictive practices will always be as a last resort, when there is no other available option for reducing immediate risk to the student, staff or other people. Restrictive practices are not used for punishment or as a disciplinary measure.

The department's <u>Restrictive practices procedure</u> is written with consideration for the protection of everyone's human rights, health, safety and welfare. There are six fundamental principles:

- 1. Regard to the human rights of those students
- 2. Safeguards students, staff and others from harm
- 3. Ensures transparency and accountability
- 4. Places importance on communication and consultation with parents and carers
- 5. Maximises the opportunity for positive outcomes, and
- 6. Aims to reduce or eliminate the use of restrictive practices.

Very rarely restrictive practices will be planned and staff will employ, when necessary, pre-arranged strategies and methods (of physical restraint/ mechanical restraint/ clinical holding) which are based upon behaviour risk assessment or clinical health need and are recorded in advance. The use of planned strategies will only be where there is foreseeable immediate risk consistent with the **Restrictive practices procedure**.

Seclusion will not be used as a planned response and will only be used in serious circumstances for managing an unforeseeable situation in an emergency. It will be used for the shortest time possible and in a safe area that presents no additional foreseeable risk to the student. In such emergencies, a staff member will observe the student at all times and seclusion will cease as soon as possible.

Following the use of any restrictive practice, a focused review will help staff to understand how they responded to the risk in any incident that involved the use of a restrictive practice. Staff will consider whether there are other options for managing a similar situation in the future. This strategy works well for reducing the use of restrictive practices.

All incidents of restrictive practices will be recorded and reported in line with departmental procedures.

CRITICAL INCIDENTS

It is important that all school staff have a consistent understanding of how to respond in emergencies involving student behaviour that seriously endangers the student or others. This consistency ensures that appropriate actions are taken to ensure that both students and staff are kept safe.

A critical incident is defined as an occurrence that is sudden, urgent, and usually unexpected, or an occasion requiring immediate action (e.g. in the community, on the road). The aim in these situations is to bring the behaviour of the student under rapid and safe control. It is not a time to try and to punish or discipline the student; it is a crisis management period only.

Staff should follow the documented plan for any student involved in regular critical incidents, which should be saved and available for staff to review in OneSchool.

For unexpected critical incidents, staff should use basic defusing techniques:

- Avoid escalating the problem behaviour: Avoid shouting, cornering the student, moving into the student's space, touching or grabbing the student, sudden responses, sarcasm, becoming defensive, communicating anger and frustration through body language.
- Maintain calmness, respect and detachment: Model the behaviour you want students
 to adopt, stay calm and controlled, use a serious measured tone, choose your
 language carefully, avoid humiliating the student, be matter of fact and avoid
 responding emotionally.
- 3. Approach the student in a non-threatening manner: Move slowly and deliberately toward the problem situation, speak privately to the student/s where possible, speak calmly and respectfully, minimise body language, keep a reasonable distance, establish eye level position, be brief, stay with the agenda, acknowledge cooperation, withdraw if the situation escalates.
- 4. Follow through: If the student starts displaying the appropriate behaviour briefly acknowledge their choice and re-direct other students' attention towards their usual work/activity. If the student continues with the problem behaviour, then remind them of the expected school behaviour and identify consequences of continued unacceptable behaviour.
- **5.** Debrief: At an appropriate time when there is low risk of re-escalation, help the student to identify the sequence of events that led to the unacceptable behaviour, pinpoint decision moments during the sequence of events, evaluate decisions made, and identify acceptable decision options for future situations.

RELATED PROCEDURES & GUIDELINES

These are related procedures or guidelines which school staff use to inform decisions and actions around matters associated with students wellbeing, behaviour and learning. They include:

- Cancellation of enrolment
- Complex case management
- · Customer complaints management policy and procedure
- Disclosing personal information to law enforcement agencies
- Enrolment in state primary, secondary and special schools
- Hostile people on school premises, wilful disturbance and trespass
- Inclusive education
- Police and Child Safety Officer interviews and searches with students
- Restrictive practices
- Refusal to enrol Risk to safety or wellbeing
- Student discipline
- Student dress code
- Student protection
- · Supporting students' mental health and wellbeing
- · Temporary removal of student property by school staff
- Use of ICT systems
- Using mobile devices

RESOURCES

- Australian Professional Standards for Teachers
- Bullying. No Way!
- <u>eheadspace</u>
- Kids Helpline
- Office of the eSafety Commissioner
- Parentline
- Queensland Department of Education School Discipline
- Raising Children Network
- Student Wellbeing Hub

COMPLAINTS PROCEDURE

All Queensland state schools are committed to ensuring that all complaints - whether they relate to a school staff member or a school's operations - are dealt with in a fair and equitable manner. As a parent or carer, you can express dissatisfaction with the service or action of the Department of Education or its staff, including decisions made or actions taken in a school and/or by the local regional office.

As a complainant, it is your responsibility to:

- give us a clear idea of the issue or concern and your desired solution
- provide all the relevant information when making the complaint
- · understand that addressing a complaint can take time
- cooperate respectfully and understand that unreasonable, abusive, or disrespectful conduct will not be tolerated
- let us know if something changes, including if help is no longer needed.

The Department of Education may not proceed with your complaint if your conduct is unreasonable.

In most instances, staff members are told of complaints made about them and offered the right of reply. A complainant also has the right to have a support person throughout the process.

The following three-step approach assists parents and school staff in reaching an outcome that is in the best interests of the student:

1. Early resolution: discuss your complaint with the school

The best place to raise any concerns is at the point where the problem or issue arose. You can make an appointment at the school to discuss your complaint with your child's teacher or the principal. You are also welcome to lodge your complaint in writing or over the phone. You can also make a complaint through QGov.

Complaints may be lodged by telephone, writing or in electronic format. Email addresses can be accessed through the schools directory.

2. Internal review: contact the local Regional Office

If, after taking the early resolution step, you are dissatisfied with the outcome of your complaint or how the complaint was handled, you can ask the local <u>regional office</u> to conduct a review. You need to submit a <u>Request for internal review form</u> within 28 days of receiving the complaint outcome.

3. External review: contact a review authority

If you are dissatisfied after the internal review, you may wish to contact a review authority, such as the Queensland Ombudsman, and request an independent, external review. More information about external review options is available at www.ombudsman.qld.gov.au.

Some matters need to be handled in a different way to school matters and will be referred to other areas in the department. These include:

- issues about harm, or risk of harm, to a student attending a state school, which must be managed in accordance with the Student protection procedure.
- complaints about corrupt conduct, public interest disclosures; or certain decisions made under legislation, which will be dealt with as outlined in the <u>Excluded complaints factsheet</u>.

CONCLUSION

Wilsonton State High School is proud to present its Student Code of Conduct to our school community. It sets out the principles, policies and guidelines which enable us to ensure a safe, respectful and disciplined learning environment for all students, staff, parents and visitors. Ultimately, we are educators who want the best for the students in our care. We expect high standards of behaviour from all in the school community, ensuring teaching and learning in our school are prioritised. This means all students can participate positively within our school community and be their best selves.