



Student Code of Conduct 2024-2027

Equity and Excellence

A progressive, high performing education system realising the potential of every student through Educational achievement, Wellbeing and engagement and Culture and inclusion.

State of Queensland, (Department of Education, 2022)

Contact Information

Postal address: WoodLinks Way, Collingwood Park, QLD, 4301

Phone: 07 3381 4666

Email: principal@woodlinksss.eq.ed.u.au

School website address: www.woodlinksss.eq.edu.au

Contact Person: Greg Noble (Principal)

Endorsement

Principal Name: Greg Noble

Principal Signature:

Date:

P/C President and-or School
Council Chair Name: Brittany Kemp

P/C President and-or School
Council Chair Signature:

Date:

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Purpose

WoodLinks State School is committed to maintaining a Safe, Respectful and Positive learning community. We provide students, staff and families with the opportunities to engage in quality learning experiences and acquire values supportive of their life long wellbeing.

This Student Code of Conduct is structured around the *Positive Behaviour for Learning* research to facilitate high standards of behaviour. This ensures that the learning and teaching in our school can be effective and students can actively participate within our school community.

Principal's Foreword

WoodLinks State School has a proud tradition of providing high quality education to students in the local community. We believe strong, positive relationships between all members of our school are the foundation to supporting the success of all students.

WoodLinks State School has three core expectations; Students are Safe, Respectful Learners.

Safe	all members of the community uphold safe practices so that all students access their education with confidence.
Respectful	all members of the school community engage respectfully with others so that all students access their education with confidence.
Learners	all members of the school community embrace education as the key to student futures and encourage access to education with confidence.

When these expectations are valued and embraced students enjoy coming to school, engage socially with friends and embrace learning challenges.

These expectations have been used in the development of this Student Code of Conduct. Our school staff believe that communication and positive connections are the key to fostering a culture of collective responsibility for student learning. Consistent lines of communication are promoted and valued to ensure we work as a team with families to develop young people for their futures.

WoodLinks State School staff take an educative approach to discipline, that behaviour can be taught and that mistakes are opportunities for everyone to learn. Our Student Code of Conduct provides an overview of the school's local policies on use of mobile phones and other technology, removal of student property and the approach to preventing and addressing incidents of bullying. It also details the steps 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 use of suspension or exclusion.

I thank the students, teachers, parents and other members of the community for their feedback and support that has been valued in developing the WoodLinks State School Student Code of Conduct over the last semester. Your interest and views shared through our online surveys during the process of developing this document have been invaluable. It provides a clear explanation of what we expect from students and how we will support them to meet those expectations.

P&C Statement of Support

As president of the WoodLinks State School P&C Committee, I am proud to support the new Student Code of Conduct. The inclusive, transparent consultation process has ensured that 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 WoodLinks State 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 WoodLinks State School Student Code of Conduct, and to take time to talk with their children about the expectations and discuss any support they may need. In particular, we want to emphasise the use of '*Pause*' strategies that teach students how to understand their own feelings and how to make good decisions to address concerns.

We also acknowledge the ongoing work from the school team to address the social and emotional wellbeing of students. The school proactively works holistically with parents, students and stakeholders to prevent behaviours including bullying. It is important that every parent and child of WoodLinks State School understands the processes when experiencing behaviours that may impact students' social and emotional wellbeing. This includes cyberbullying, through the misuse of social media or text messaging. The school team prides themselves on taking all concerns seriously and addressing issues before they escalate.

Any parents who wish to discuss the WoodLinks State 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 WoodLinks State School P&C Association. It is with your support that we can work collaboratively with the school staff and stakeholders to ensure all students are safe and appropriately supported to meet their individual social and emotional learning needs.

Brittany Kemp
P&C President 2024

Date:

Consultation

WoodLinks State School developed this plan in collaboration with our school community. Broad consultation with parents, staff and students was undertaken through staff meetings, community and student feedback.

This plan has been developed based on important data sets relating to attendance, suspensions and exclusions, major and minor behaviour incidents and behaviour trends throughout the school. Other inappropriate online behaviour including inappropriate use of mobile phones or other electronic devices also informed the development process.

This plan has been developed in three phase:

Phase 1 involved the development of a team to review data and identify the feedback and perspectives sought from all stakeholders.

Phase 2 involved the collation of data and feedback to create this document to support the ongoing provision of an environment that is 'Safe', 'Respectful' and centred around 'Learning'.

Review Statement

WoodLinks State School Student Code of Conduct will undergo annual minor updates to reflect changing circumstances, data and staff. A full review is conducted every four years in line with the scheduled review process for the School Planning, Reviewing and Reporting cycle.

Any families who require assistance to access a copy of the WoodLinks State School Student Code of Conduct, including translation to a suitable language, are encouraged to contact the principal.

Data Overview

The Parent, Student and Staff Satisfaction data in the tables below is drawn from the School Opinion Survey. The School Opinion Survey is an annual collection designed to obtain the views of parents/caregivers, students and school staff on what they do well and how they can improve.

Opinions on the school, student learning, and student wellbeing are sought from a parent/caregiver in all families and a sample of students from each state school.

Opinions on the school as a workplace are sought from all school staff and principals. There are additional questions for teaching staff on their confidence to teach and improve student outcomes. Principals are also asked about their confidence to lead the school and improve student outcomes.

There are four different confidential surveys:

- parents
- students
- staff
- principals.

For more information, refer to [frequently asked questions](#) page.

Review Statement

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School Opinion Survey

Parent opinion survey

Performance measure			
Percentage of parents/caregivers who agree [#] that:	2021	2022	2023
My child is making good progress at this school	92%	93%	94%
this is a good school	98%	96%	96%
their child likes being at this school	95%	96%	95%
their child feels safe at this school*	96%	95%	96%
their child's learning needs are being met at this school*	87%	93%	90%
teachers at this school expect their child to do his or her best	98%	98%	97%
teachers at this school provide their child with useful feedback about his or her school work*	95%	92%	94%
teachers at this school motivate their child to learn*	95%	96%	93%
teachers at this school treat students fairly* (S2008)	96%	96%	93%
they can talk to their child's teachers about their concerns* (S2009)	93%	95%	95%
this school works with them to support their child's learning* (S2010)	94%	93%	95%
this school takes parents' opinions seriously* (S2011)	89%	94%	87%
student behaviour is well managed at this school* (S2012)	96%	92%	87%
this school looks for ways to improve* (S2013)	93%	95%	96%
this school is well maintained* (S2014)	98%	99%	98%

Student opinion survey

Performance measure			
Percentage of students who agree [#] that:	2021	2022	2023
My school work challenges me to think	95%	90%	90%
they like being at their school* (S2036)	88%	76%	83%
they feel safe at their school* (S2037)	94%	86%	88%
their teachers motivate them to learn* (S2038)	98%	91%	91%
their teachers expect them to do their best* (S2039)	100%	97%	96%
their teachers provide them with useful feedback about their school work* (S2040)	98%	92%	91%
teachers treat students fairly at their school* (S2041)	92%	85%	83%
they can talk to their teachers about their concerns* (S2042)	88%	76%	76%
their school takes students' opinions seriously* (S2043)	90%	79%	79%
student behaviour is well managed at their school* (S2044)	88%	63%	68%
their school looks for ways to improve* (S2045)	100%	92%	90%
their school is well maintained* (S2046)	97%	90%	83%
their school gives them opportunities to do interesting things* (S2047)	94%	92%	90%

Staff opinion survey

Performance measure			
Percentage of school staff who agree# that:	2021	2022	2023
they enjoy working at their school (S2069)	99%	98%	90%
they feel that their school is a safe place in which to work (S2070)	100%	100%	94%
they receive useful feedback about their work at their school (S2071)	97%	90%	77%
they feel confident embedding Aboriginal and Torres Strait Islander perspectives across the learning areas (S2114)	81%	84%	69%
students are encouraged to do their best at their school (S2072)	100%	100%	99%
students are treated fairly at their school (S2073)	97%	100%	85%
student behaviour is well managed at their school (S2074)	95%	98%	79%
staff are well supported at their school (S2075)	94%	90%	74%
their school takes staff opinions seriously (S2076)	92%	90%	69%
their school looks for ways to improve (S2077)	99%	98%	94%
their school is well maintained (S2078)	100%	100%	97%
their school gives them opportunities to do interesting things (S2079)	89%	96%	78%

* Nationally agreed student and parent/caregiver items

'Agree' represents the percentage of respondents who Somewhat Agree, Agree or Strongly Agree with the statement.

DW = Data withheld to ensure confidentiality.

School Disciplinary Absences (SDA)

Principals use a range of disciplinary consequences to address inappropriate behaviour. Suspensions, exclusions and cancellations of enrolment are only used as a last resort option for addressing serious behaviour issues. Principals balance individual circumstances and the actions of the student with the needs and rights of school community members.

All state schools are required to report School Disciplinary Absences (SDA) for the school year in their school annual report. There are four main categories of SDA: short suspension, long suspension, exclusion and charge-related suspension.

The following table shows the count of incidents for students recommended for each type of school disciplinary absence reported at the school.

WOODLINKS STATE SCHOOL DISCIPLINARY ABSENCES			
Type	2021	2022	2023
Short Suspensions – 1 to 10 days	63	41	77
Long Suspensions – 11 to 20 days	1	0	0
Charge related Suspensions	0	0	0
Exclusions	0	0	0

Learning and Behaviour Statement

The diversity of our staff, students and school communities is our greatest strength. By valuing culture and creating inclusive teaching and learning environments, when addressing student behaviour we are driving equity and excellence across WoodLinks state school. This means we; have clear expectations for schools and help to differentiate support so every student realises their potential; embrace diversity by creating welcoming, inclusive and accessible educational setting; value student, parent/carer, community and stakeholder voice in our approach to teaching and learning;

We encourage any student or parent to make an appointment with the principal to discuss the model of behaviour support and discipline used at this school.

Multi-Tiered Systems of Support

WoodLinks State School uses multi-tiered systems of support (MTSS) as the foundation for our integrated approach to learning and behaviour. MTSS is a preventative, differentiated model grounded in practical strategies, targeted planning and data-informed decision-making. Based on a problem-solving model, in MTSS school staff match increasingly intensive interventions to the identified needs of individual students.

Tier	Prevention Description
1	<p>All students (100%) in the school receive support for their academic and behavioural development. Focus is on the whole-school implementation of both the Australian Curriculum and Positive Behaviour for Learning (PBL) expectations. This involves:</p> <ul style="list-style-type: none"> • teaching behaviours in the setting they will be used • being consistent when addressing challenging behaviour, while taking developmental norms and behavioural function into account • providing refresher lessons and targeted recognition throughout the school year so skills are ready and likely to be used when students need them • asking students and their families for their perspectives on school climate, instruction, reinforcement, and discipline so improvements in Tier 1 may be made.
2	<p>Targeted instruction and supports for some students (10-15%) are more intense than Tier 1 services, providing more time and specialisation in services from a range of school-based staff to enable students to meet the required academic and behavioural standards.</p> <p>Tier 2 supports build on the lessons provided at Tier 1, and may prevent the need for more intensive interventions. Tier 2 supports are provided to small groups of students with similar needs, offering more time and/or detailed instruction on the</p>

	<p>Australian Curriculum or particular aspects of Positive Behaviour for Learning (PBL) expectations. The types of interventions offered at this level will vary</p> <p>according to the needs of each student, but all have certain things in common:</p> <ul style="list-style-type: none"> • there is a clear connection between the skills taught in the interventions and the school-wide expectations. • interventions require little time of classroom teachers and are easy to sustain • variations within each intervention are limited • interventions have a good chance of working (e.g., they are “evidence-based” interventions that are matched to the student’s need). <p>If the school data indicates that more than 10-15% of students require targeted services, then a review of Tier 1 is needed to address the basic implementation and quality of instruction.</p>
<p>3</p>	<p>Individualised services for few students (2-5%) who require the most intensive support a school can provide. These are usually delivered in very small groups or on an individual basis.</p> <p>Tier 3 supports continue to build on the lessons and supports provided at Tiers 1 and 2, becoming more individualised and more intensive until teams can identify what is needed for a student to be successful. Tier 3 supports are based on the underlying reasons for a student’s behaviour and should include strategies to:</p> <ul style="list-style-type: none"> • PREVENT problem behaviour • TEACH the student an acceptable replacement behaviour • REINFORCE the student’s use of the replacement behaviour • MINIMISE the payoff for problem behaviour. <p>Tier 3 supports exist along a continuum. Many students can benefit from a simple (or brief) Functional Behaviour Assessment (FBA) that identifies unique strategies to help the student achieve success. A smaller percentage of students may require a more comprehensive FBA that includes a more thorough process for data collection, teaming, and problem solving. A much smaller percentage of students may need an intensive FBA and wraparound plan that includes personnel from outside agencies and rigorous problem solving procedures.</p> <p>If the school data indicates that more than 2-5% of the student population requires individualised services, a review of Tier 1 and Tier 2 supports and organisation is recommended.</p>

Student Wellbeing

WoodLinks State School offers a range of programs and services to support the social and 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 or school based social worker 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 [student learning and wellbeing framework](#) 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 [personal and social capabilities](#) (self-awareness, self-management, social awareness and social management) in the implementation of the [P–12 curriculum, assessment and reporting framework](#).

Schools acknowledge the positive impact that a meaningful relationship between teacher and students can have on students' academic and social outcomes.

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

WoodLinks State 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

WoodLinks State 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

WoodLinks State 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.

WoodLinks State 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

WoodLinks State 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 '*personalised learning record*'.

Suicide prevention

WoodLinks State School staff who notice suicide warning signs in a student should seek help immediately from the social worker, school guidance officer, 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, WoodLinks State 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, WoodLinks State 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, WoodLinks State 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

WoodLinks State School is proud to have 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 whose dedicated roles are to help ensure our school is an inclusive, nurturing environment.

Students can approach any trusted school staff member at WoodLinks State 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 Principal.

Role	What they do
Guidance Officer	<ul style="list-style-type: none"> • 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.
Head of Inclusion	<ul style="list-style-type: none"> • provides support and advice for students, staff and parents in order to enhance the educational experience for students with diverse needs.
Deputy Principals	<ul style="list-style-type: none"> • leadership of Student Support Network to promote an inclusive, positive school culture • monitors attendance, behaviour and academic data to identify areas of additional needs.
Social Worker	<ul style="list-style-type: none"> • to provide professional social welfare assessments, interventions and follow up supports to students, parents/carers and individuals as required.

It is also important for students and parents to understand there are regional and state-wide support services also 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 the Guidance Officer.

Whole School Approach to Discipline

WoodLinks State School uses Positive Behaviour for Learning (PBL) as the multi-tiered system of support for engagement in the school. This is a whole-school approach, used in all classrooms and programs offered through the school, including sporting activities and excursions.

PBL is an evidence-based framework used to:

- analyse and improve student behaviour and learning outcomes
- ensure that only evidence-based practices are used correctly by teachers to support students
- continually support staff members to maintain consistent school and classroom improvement practices.

At WoodLinks State School we have a belief in student engagement. It is a statement that reflects our belief that student behaviour is a part of the overall teaching and learning approach in our school. Our staff take responsibility for making their expectations clear, for providing supportive instruction about how to meet these expectations and strive to use behavioural incidents as opportunities to re-teach.

The development of the WoodLinks State School Student Code of Conduct is an opportunity to explain the PBL framework with parents and students, and gain their support to implement a consistent approach to teaching behaviour. The language and expectations of PBL can be used in any environment, including the home setting for students. Doing everything we can do to set students up for success is a shared goal of every parent and school staff member.

Any students or parents who have questions or would like to discuss the Student Code of Conduct or PBL are encouraged to speak with the class teacher or make an appointment to meet with the principal.

Consideration of Individual Circumstances

Staff at WoodLinks State School take into account student diversity such as behaviour history, disability, mental health and wellbeing, religious and 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 equality, 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. Individualised adjustments are recorded on ONESCHOOL through the use of personalised learning records, specialised and support provisions.

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.

PBL Expectations

Our staff are committed to delivering a high quality of education for every student, and believe all adults in the school, whether visiting or working, should meet the same three Positive Behaviour for Learning (PBL) expectations in place for students, to be Safe, Respectful, Learners.

Students

Below are examples of what these PBL expectations look like for students across the school. In addition, each classroom will have their own set of classroom rules to help students and visitors understand the expectations and meet the standards we hold for everyone at WoodLinks State School.

Safe

- I report unsafe behaviours
- I am an Upstander
- I ask for help

Respectful

- I am respectful to all members of the school community
- I take responsibility for my actions
- I show care and compassion for others

Learner

- I use Growth Mindset tools
- I remain focused during disruptions
- I ask for help

Parents and staff

The table below explains the PBL expectations for parents when visiting our school and the standards we commit to as staff.

Safe

<i>What we expect to see from you</i>	<i>What you can expect from us</i>
Ensure your child attends school every day and notify the school of any changes to care and living arrangements.	We will create a safe, supportive and inclusive environment for every student.
You are respectful in your conversations at home about school staff.	We will ensure positive behaviours are role modelled for all students.
You leave and collect your child from the designated area of the school at the commencement of the school day from 8:15am and the end of the day at 3:00pm.	We will give clear guidance about a designated area for parents to leave and collect students.

Respectful

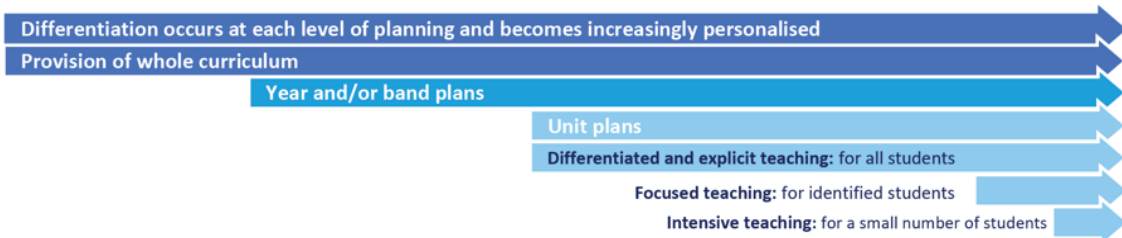
<i>What we expect to see from you</i>	<i>What you can expect from us</i>
You respect the obligation of staff to maintain student and family privacy.	We will maintain confidentiality about information relating to your child and family.
You are respectful in your conversations at home about our school and will make an appointment to discuss concerns.	We will create a safe, supportive and inclusive environment for every student.
You recognise 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.

Learner

<i>What we expect to see from you</i>	<i>What you can expect from us</i>
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 stay informed about school news and activities by reading the school newsletter and other materials sent home by school staff.	We will use the electronic school newsletter, electronic sign, emails and Facebook as the primary means of notifying parents about school news, excursions or events.
You approach the class teacher with student concerns. Approach the Deputy Principals or Principal if you have concerns about behaviour of a staff member or parent.	We will work with every family to quickly address any complaints or concerns about the behaviour of staff, students or other parents.

Differentiated and Explicit Teaching

WoodLinks State 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 practise these behaviours. Teachers reinforce expected behaviours, provide feedback and correction, and opportunities for practise. Teachers at WoodLinks State 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 layers to differentiation, as illustrated in the diagram below. This model is the same used for academic and pedagogical differentiation.



These three layers map directly to the tiered approach discussed earlier in the Learning and Behaviour section. For example, in the PBL framework, Tier 1 is differentiated and explicit teaching for all students, Tier 2 is focussed teaching for identified students and Tier 3 is intensive teaching for a small number of students. Each layer provides progressively more personalised supports for students.

WoodLinks State Schools Expectations



WL	Whole School	Classrooms	Overall and playgrounds	Eating Areas	Transition & Line Up	Toilets	In an Audience	Excursion & Breakfast Club	Experiences at Open	In the Community
Being Safe	<ul style="list-style-type: none"> I keep my hands and feet to myself. I walk on concrete. 	<ul style="list-style-type: none"> I walk in the classroom. I use all the equipment with care. I keep my hands and feet to myself. 	<ul style="list-style-type: none"> I wear my bucket hat. I use equipment safely. I keep my hands and feet to myself. I play and follow the school approved games and rules. 	<ul style="list-style-type: none"> I stay seated while I am eating. I wait for permission before I leave the area. I only eat the food that has been prepared for me. 	<ul style="list-style-type: none"> I walk in a straight line. I keep my hands by my side. I maintain in my own space. 	<ul style="list-style-type: none"> I wash my hands correctly. I leave quickly and quietly. I am accompanied by a responsible buddy. 	<ul style="list-style-type: none"> I remain with my class. I sit still. 	<ul style="list-style-type: none"> I wait patiently for my turn. I only spend my own money. 	<ul style="list-style-type: none"> I stay with my group. I stay seated on the bus. I keep my hands inside the bus. 	<ul style="list-style-type: none"> Be a safe, responsible and ethical online citizen. Follow the privacy laws with integrity. Engage in online activities appropriately.
Being a Learner	<ul style="list-style-type: none"> I am ready to listen and learn. I know my school's expectations. 	<ul style="list-style-type: none"> I always try my best. I always have a go. I ask for help if I need it. I stay on task. I have my books and equipment ready. 	<ul style="list-style-type: none"> I report minor behaviours to the teacher on duty. I stop playing when the first bell rings. I go to the toilet and get a drink before class starts. 	<ul style="list-style-type: none"> I eat my healthy food first. Recycling any plastic, glass and paper waste. 	<ul style="list-style-type: none"> I stay in two lines when walking with my class. I follow my teacher. I line up quickly and promptly. 	<ul style="list-style-type: none"> I am water wise. I am not wasteful. 	<ul style="list-style-type: none"> I am ready to look and listen. I participate appropriately. I try to learn from this experience. 	<ul style="list-style-type: none"> I place my order before school. I make healthy choices. I learn about money and change. 	<ul style="list-style-type: none"> I cooperate with others. I am willing to listen and learn new things. 	<ul style="list-style-type: none"> Showcase WoodLinks State School by proudly speaking positively about it. Attend WoodLinks State School activities and events. Being prepared with permission slips and making payment when required.
Being Respectful	<ul style="list-style-type: none"> I listen and follow directions the first time. I use teacher's names when talking to them. I am polite and well-mannered. I wear the correct school uniform with pride. 	<ul style="list-style-type: none"> I sit with SL's on the carpet. I ask permission to leave the classroom. I am only in the room when my teacher is. I raise my hand to talk. I give everyone the right to listen and learn. I use encouraging language. I keep my area tidy. I am responsible for my own belongings. 	<ul style="list-style-type: none"> I listen and follow directions immediately from the duty teacher. I share equipment and take turns. I listen to others' opinions. I solve issues with kind words. 	<ul style="list-style-type: none"> I raise my hand to play. I leave my area free from rubbish. I talk quietly to the people around me. I do not waste food. 	<ul style="list-style-type: none"> I walk with no voice. 	<ul style="list-style-type: none"> I use the toilet correctly. I respect people's privacy. I flush the toilet. I place my rubbish in the bin. 	<ul style="list-style-type: none"> I listen to all speakers and performers. I sit with my legs crossed, hands in lap and back up straight. I do not talk to those around me. I sing the national anthem with pride. 	<ul style="list-style-type: none"> I know what I want to buy. I speak clearly and politely. 	<ul style="list-style-type: none"> I wear full school uniforms with pride. I use appropriate verbal and non-verbal language. I keep hands off others and their belongings. I show great sportsmanship. 	<ul style="list-style-type: none"> Represent the school with pride. Use appropriate verbal and non-verbal language. Keep hands off others and their belongings.

We can all be a WoodLinks State School Superhero!

Every classroom in our school uses the PBL Expectations Matrix as a basis for developing their behaviour standards. Using this matrix, the class teacher works with all students to explain exactly what each of the expectations look,



sound and feel like in their classroom. The completed matrix is used as the basis of teaching expectations throughout the year and revisited regularly to address any new or emerging issues.

Focused Teaching

Some of the students 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, and focused teaching is provided to help them achieve success.

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.

Support staff, including teachers with specialist expertise in learning, language or development, work collaboratively with class teachers at WoodLinks State School to provide focused teaching. Focused teaching is aligned to the PBL Expectations Matrix, and student progress is monitored by the classroom teacher/s to identify those who:

- no longer require the additional support
- require ongoing focussed teaching
- require intensive teaching.

For more information please organise a meeting with our Deputy or School Principal.

Intensive Teaching

Research evidence shows that even in an effective, well-functioning school there will always be some students 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.

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 or teachers, 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, function-based behaviour assessment and 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 of complex personal issues.

Students who require intensive teaching will be supported holistically by the student support network through individualised plans and programs.

Such programs may include:

- School based social and emotional groups
- Safe Space
- Playground Support

Legislative Delegations

Legislation

In this section of the WoodLinks State 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 \(Qld\)](#)
- [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 exclude or cancel the enrolment of a student at the school. Although these decision-making responsibilities cannot be delegated to other staff in the school, such as deputy principals, the Deputy Principals and Head of Special Education are often charged with communicating these decisions and liaising with parents/ carers throughout any process.

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 WoodLinks State School follows the same differentiated approach used in the proactive teaching and support of student behavioural expectations.

The majority of students will be confident and capable of meeting established expectations that are clear, explicitly taught and practised. In-class corrective feedback, redirections and rule reminders may be used by teachers to respond to low-level or minor problem behaviours. The school wide behaviour process allows students to, act and then reflect on their own behaviour.

Some students will need additional support, time and opportunities to practise expected behaviours. Some students may experience difficulty with meeting the stated expectations, and even with focussed teaching, in-class corrective feedback, redirections and rule reminders continue to display low-level problem behaviour. A continued pattern of low-level behaviour can interfere with teaching and learning for the whole class, as a result the class teacher may refer the student to the school administration team immediately for determination of a potential disciplinary consequence.

For a small number of students, a high level of differentiated support or intensive teaching is required to enable them to engage successfully in learning and meet the behavioural expectations. This may be needed throughout the school year on a continuous basis. The determination of the need will be made by the principal in consultation with staff and other relevant stakeholders. On occasion the behaviour of a student may be of a serious nature, such as causing harm to other students, property 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 serious in nature as to warrant immediate removal of the student for the safety of others, and no other or attempted alternative discipline strategy has been successful in dealing with the problem behaviour.

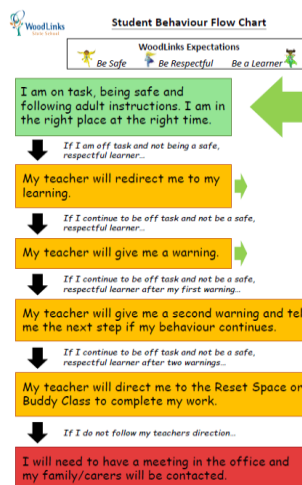
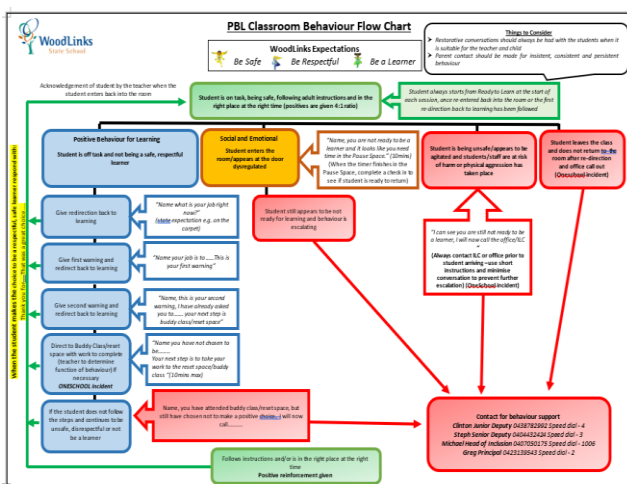
The differentiated responses to problem behaviour can be organised into three tiers, with increasing intensity of support and consequences to address behaviour that endangers others or causes major, ongoing interference with class or school operations.

Differentiated

Our class teachers provide in-class or in-school disciplinary responses to low-level or minor problem behaviour. This may include:

- Pre-correction (e.g. “Remember, walk quietly to your seat”)
- Non-verbal and visual cues (e.g. posters, hand gestures)
- Whole class practising of routines
- Ratio of 5 positive to 1 negative commentary or feedback to class
- Corrective feedback (e.g. “Hand up when you want to ask a question”)
- Rule reminders (e.g. “When the bell goes, stay seated until I dismiss you”)
- Explicit behavioural instructions (e.g. “Pick up your pencil”)
- Proximity control
- Tactical ignoring of inappropriate behaviour (not student)
- Revised seating plan and relocation of student/s
- Individual positive reinforcement for appropriate behaviour
- Class and school wide incentives
- Reminders of incentives or class goals
- Redirection
- Low voice and tone for individual instructions
- Give 30 second ‘take-up’ time for student/s to process instruction/s
- Reduce verbal language
- Break down tasks into smaller chunks
- Provide positive choice of task order (e.g. “Which one do you want to start with?”)
- Prompt student to take a break or utilise pause space
- Model appropriate language, problem solving and verbalise thinking process (e.g. “I’m not sure what is the next step, who can help me?”)
- Provide demonstration of expected behaviour
- Private discussion with student about expected behaviour
- Warning of more serious consequences (e.g. removal from classroom)

As seen below teachers closely align the essential skills with the behaviour process encouraging students to have ownership of their own behaviour and to ensure consistency across the school.



Focussed

Classes are supported by other school-based staff to address in-class problem behaviour. This may include:

- Functional Behaviour Assessment
- Individual student behaviour support strategies (e.g. Student behaviour plan)
- Personalised learning record
- Targeted skills teaching in small group
- Child Psychology and guidance and social worker support
- Check in Check Out strategy
- Teacher coaching and debriefing
- Referral to Student Support Network for team based problem solving
- Stakeholder meeting with parents and external agencies
- Playground monitoring cards and safe space referrals

Intensive

School leadership team work in consultation with Student Support Network to address persistent or ongoing behaviour. This may include:

- Functional Behaviour Assessment based individual support plan
- Complex case management and review
- Stakeholder meeting with parents and external agencies including regional specialists
- Temporary removal of student property (e.g. dangerous or illicit substances)
- Short term suspension (up to 10 school days)
- Long term suspension (up to 20 school days)
- Charge related suspension (student has been charged with a serious criminal offence is suspended from school until the charge has been dealt with by the relevant justice authorities)
- Suspension pending exclusion (student is suspended from school pending a decision by the Director-General or delegate (principal) about their exclusion from school)
- Exclusion (student is excluded from a particular state school site, a group of state schools or all state schools in Queensland for a defined period of time or permanently)
- Cancellation of enrolment for students older than compulsory school age who refuse to participate in the educational program provided at the school.

The following table provides a summary of how minor and major behaviours are defined and managed at WoodLinks State School.

Behaviour Category		Definition	Example	Definition	Example
Abusive language	Minor verbal messages used in an inappropriate way	Calling other students demeaning names (e.g. dumb, stupid, loser)	Verbal messages that include swearing, name calling, or use of words in an inappropriate way	Racial or religion slurs, directing a swearword at another student or staff member	
Bomb Threat/ False Alarm	Student delivers a message of possible explosive materials being on or near campus, and/or pending explosion		Student delivers a message of possible explosive materials being on or near campus, and/or pending explosion	With intent of causing fear, student tells peers that their parent has placed an explosive on school grounds.	
Defiance	Continued refusal to comply with a reasonable request	Comment made by student to adult: "You can't tell me what to do"	Deliberately refusing to obey staff given an instruction	Repeated refusal to comply without responding to a member of Admin	
Bullying	Deliberate verbal, physical and/or social behaviour intended to cause ongoing harm. Can occur online or in person		Deliberate verbal, physical and/or social behaviour intended to cause ongoing harm. Can occur online or in person	Continued targeted behaviour (physical/verbal/written) of the same individual	
Disrespect	Intentionally delivers minor, socially rude or dismissive messages to others	Student rolls eyes and sighs when given an instruction	Intentionally delivers socially rude or dismissive messages to others	Student rolls eyes, sighs and makes rude comments during lesson	
Disruption	Continued disturbance that disrupts the learning environment which does not cause physical harm or injury to one's self or others	Repeated noise or talking which is affecting multiple others	Any major disturbance that interferes with the whole class learning environment	Constantly walking around, yelling out or interrupting learning without responding	
Dress Code	Consistently not adhering to school dress code or uniform policy	Wearing items of clothing not connected to school colours or wearing jewellery on regular occurrences	Deliberately and consistently not adhering to dress code or uniform policy	Wearing visually inappropriate or offensive clothing	
Fighting	Involvement in mutual participation in an incident involving physical violence		Involvement in mutual participation in an incident involving physical violence	Two or more students pushing/punching/ kicking each other with intent to hurt one another	
Harassment	Engaging in the delivery of harmful messages in any format related to gender, identity, ethnicity, sex, race, religion, disability, physical features or other characteristics		Engaging in the delivery of harmful messages in any format related to gender, identity, ethnicity, sex, race, religion, disability, physical features or other characteristics	Student intentionally making a hurtful joke about another student's physical appearance	
Physical Aggression	Intentional minor physical contact with peers, animals, flora or fauna, where injury may occur	Student accidentally making contact with a peer where injury could occur	Intentionally engaging in actions involving physical contact with peers, animals, flora or fauna where injury has occurred	Student kicking a teacher or peer with intent to hurt them	
Academic Misconduct	Using minor dishonest methods to gain academic advantage	Copying work done by someone else in order to gain advantage	Using dishonest methods to gain academic advantage	Student getting another student to complete their assignment for them	

Violating Discipline	Isolated, minor incident of creating, changing or modifying a document with intention of misreading	Isolated incident of student signing homework using pen or signature	Creating, changing or modifying a document with intention of misreading	Student writing a note addressed to school, misaddressing parent who is unaware
Property misuse causing risk to others	Engaging in misuse of property which may cause unintentional risk to others	Throwing workbook in frustration, accidentally hitting another student	Engaging in unsafe, misuse of property which may cause risk to others	Pushing over a desk, throwing classroom objects around the room
Property damage	Inappropriate use of property or objects resulting in damage to property that does not cause harm or injury to one's self or others	Using school or staff resources, drawing with pencil on school property	Participating in an activity that results in destruction, damage or displacement of property	Deliberately kicking a hole in the wall, drawing over the walls with permanent marker
Substance Involvement Involving tobacco and other legal substances	In possession of non-prescription medication such as Paracetamol, without staff knowledge or written permission	Carrying a self-administering non-prescription medication such as Paracetamol	In possession of, applied or using tobacco, alcohol, other prohibited substance or equipment	Found with or affected by alcohol. Found with or using cigarettes
Substance Involvement Involving illegal substances			In possession of, applied or using illegal drugs/ substances/ intoxicants or equipment	Found with, selling or affected by illegal drugs
Technology violation	Deliberate misuse of technology including mobile phones, iPads, smart watches, cameras, computers and other devices	Accessing games when instructed to complete online task. Using a mobile phone or other personal electronic device during school time	Inappropriate use of any technology device. This includes frequent or illegal activity such as attempting to hack, sending inappropriate content and misappropriation	Using social media to bully and harass other students in and outside of school, using ICT's or phones to access or show related photos
Theft	Being in possession of, having passed on, or being responsible for removing school or someone's property	Isolated incident of taking something minor, then showing remorse to a staff member	Being in possession of, having passed on, or being responsible for removing school or someone's property	Intentionally taking home a person's watch with intent to steal it
Use/ possession of combustible			Use/ is in possession of combustible objects readily capable of causing harm or damage	Bringing matches, lighters, firecrackers, petrol, lighter fluid or aerosols to school
Use/ possession of weapons			Use/ is in possession of knives and/ or guns that are not school property or objects readily capable of causing harm or damage	Bringing a knife to school
Tamper (Out of school)			A student is absent from school for the morning, afternoon or the entire day without permission	Does not come into the school grounds when dropped off or leaves the school grounds during the day without permission
Tamper (Out of class)	A student is present at school and leaves the classroom without permission	Leaves the classroom and returns when asked to do so	A student is present at school and leaves the classroom without permission and does not return when asked to do so	Leaves the classroom and does not return when asked
Refusal to participate in educational program of the school	Refusal to participate in learning and/or complete work when spoken to	Student refuses to take part in learning the first time after being redirected to do so	Intentional refusal to participate in learning that is requested or expected	Student intentionally refuses to take part in learning after being given warnings and redirections
Other severe behaviour related suspension				

School Disciplinary Absences

A School Disciplinary Absence (SDA) is an enforced period of absence from attending a Queensland state school, applied by the Principal or principal delegates as a consequence to address 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 WoodLinks State School, the use of any SDA is considered a very serious decision. It is typically used by the Principal, Deputy Principals or Head of Inclusive Practice when other options have been exhausted or the student's behaviour impacts student learning or welfare that continued attendance at the school is considered a risk to the safety or wellbeing of the school community.

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 in the matter. Time is afforded for 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 WoodLinks State School may 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 the 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.

It is not mandatory for the student or their parents to attend a re-entry meeting. It may be offered as a support for the student to assist in their successful re-engagement in school following suspension.

Arrangements

The invitation to attend the re-entry meeting will be communicated via telephone and in writing, usually via email. Re-entry meetings are short, taking less than 10 minutes, and kept small with only the Principal or their delegate attending with the student and their parent/s.

A record of the meeting is saved in OneSchool, under the Contact tab, including any notes or discussions occurring during the meeting.

Structure

The structure of the re-meeting should follow a set agenda, shared in advance with the student and their family. If additional items are raised for discussion, a separate arrangement should be made to meet with the parent/s at a later date and time. This meeting should be narrowly focussed on making the student and their family feel welcome back into the school community.

Possible agenda:

- Welcome back to school
- Check in on student wellbeing
- Discuss any recent changes to school routine or staffing
- Offer information about supports available (e.g. guidance officer)
- Set a date for follow-up
- Thank student and parent/s for attending
- Walk with student to classroom

Reasonable adjustments

In planning the re-entry meeting, school staff will consider reasonable adjustments needed to support the attendance and engagement of the student. This includes selecting an appropriate and accessible meeting space, organising translation or interpretation services or supports (e.g. AUSLAN), provision of written and/or pictorial information and other relevant accommodations. The inclusion of support staff, such as guidance officers, school based social worker may also offer important advice to ensure a successful outcome to the re-entry meeting.

School Policies

WoodLinks State 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
- 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 **temporary removal of student property by school staff procedure** 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 state 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 school staff determine when the temporarily removed student property can be returned, unless the property has been handed to the Queensland Police Service.

The following items are explicitly prohibited at WoodLinks State 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 and vapes)
- 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.

Responsibilities

State school staff at WoodLinks State 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.

Parents of students at WoodLinks State 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 WoodLinks State School Student Code of Conduct
 - is illegal
 - puts the safety or wellbeing of others at risk
 - 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 school staff that the property is available for collection.

Students of WoodLinks State School

- do not bring property onto school grounds or other settings used by the school (e.g. camp, sporting venues) that:
 - is prohibited according to the WoodLinks State School Code of Conduct
 - is illegal
 - puts the safety or wellbeing of others at risk
 - does not preserve a caring, safe, supportive or productive learning environment
 - 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.

Use of mobile phones and other devices by students

Digital literacy refers to the skills needed to live, learn and work in a society where communication and access to information is dominated by digital technologies like mobile phones. However, the benefits brought about through these diverse technologies can be easily overshadowed by deliberate misuse which harms others or disrupts learning.

In consultation with the broader school community, WoodLinks State School has determined that explicit teaching of responsible use of devices is a critical component of digital literacy. Students are provided with access to school devices to develop knowledge and confidence to navigate and use these technologies safely. Developing digital literacy is a responsibility shared between parents, school staff and students.

It is also agreed that personal devices that are capable of making calls and mobile phones are not permitted as part of everyday schooling. Students in possession of devices are expected to hand them to the administration each morning and collect after school finishes.

Responsibilities

The responsibilities for students using mobile phones or other devices at school or during school activities, are outlined below.

It is **unacceptable** for students at WoodLinks State School to:

- use a mobile phone or other devices in an unlawful manner
- download, distribute or publish offensive messages or pictures
- 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

- 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
- Remove school devices from their designated areas

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 WoodLinks State 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
 - despite internal departmental controls to manage content on the internet, illegal, dangerous or offensive information may be accessed or accidentally displayed
 - teachers will always exercise their duty of care, but avoiding or reducing access to harmful information also requires responsible use by the student.

Personal Technology Device policy

This policy reflects the importance the school places on students displaying courtesy, consideration and respect for others whenever they are using personal technology devices.

Certain personal technology devices banned from school

Students must not bring valuable personal technology devices such as a camera, digital video camera, tablet, game device and ipads to school as there is a risk of damage or theft.

Confiscation

Permitted personal technology devices such as a camera, digital video camera, tablet, game device and ipads to school as there is a risk of damage or theft used contrary to this policy on school premises will be confiscated by school staff. They will be made available for collection from the school office at the end of the school day unless required to be kept for purposes of disciplinary investigation, when it will only be returned in the presence of a parent.

Devices potentially containing evidence of criminal offences may be reported to the police. In such cases police may take possession of such devices for investigation purposes and students and parents will be advised to contact Queensland Police Service (QPS) directly.

Personal technology device etiquette

Bringing personal technology devices to school is not allowed by the school because of the potential for theft and general distraction and/or disruption associated with them.

Recording voice and images

Every member of the school community should feel confident about participating fully and openly in all aspects of school life without concern that their personal privacy is being invaded by them being recorded without their knowledge or consent.

We uphold the value of trust and the right to privacy at WoodLinks State School. Students using personal technology devices to record inappropriate behaviours or incidents (such as vandalism, fighting, bullying, staged fighting or pranks etc.) for the purpose of dissemination among the student body or outside the school, by any means (including distribution by phone or internet posting) builds a culture of distrust and disharmony.

Students must not record images anywhere that recording would not reasonably be considered appropriate (e.g. in change rooms, toilets or any other place where a reasonable person would expect to be afforded privacy). Recording of events in class is not permitted unless express consent is provided by the class teacher.

A student at school who uses a personal technology device to record private conversations, ordinary school activities (apart from social functions like graduation ceremonies) or violent, illegal or embarrassing matter capable of bringing the school into public disrepute is considered to be in breach of this policy.

Even where consent is obtained for such recording, the school will not tolerate images or sound captured by personal technology devices on the school premises or elsewhere being disseminated to others, if it is done for the purpose of causing embarrassment to individuals

or the school, for the purpose of bullying or harassment, including racial and sexual harassment, or where without such intent a reasonable person would conclude that such outcomes may have or will occur.

Students may be subject to consequences (including suspension and recommendation for exclusion) if they breach the policy by being involved in recording and/or disseminating material (through text messaging, display, internet uploading or other means) or are knowingly the subject of such a recording.

Students should note that the recording or dissemination of images that are considered indecent (such as nudity or sexual acts involving children) are against the law and if detected by the school will result in a referral to QPS.

Text communication

The sending of text messages that contain obscene language and/or threats of violence may amount to bullying and or harassment or even stalking, and will subject the sender to discipline and possible referral to QPS. Students receiving such text messages at school should ensure they keep the message as evidence and bring the matter to the attention of the school office.

Recording private conversations and the *Invasion of Privacy Act 1971*

It is important that all members of the school community understand that under the *Invasion of Privacy Act 1971*, 'a person is guilty of an offence against this Act if the person uses a listening device to overhear, record, monitor or listen to a private conversation'. It is also an offence under this Act for a person who has overheard, recorded, monitored or listened to a conversation to which s/he is not a party to publish or communicate the substance or meaning of the conversation to others.

Students need to understand that some conversations are private and therefore to overhear, record, monitor or listen to such private conversations may be in breach of this Act, unless consent to the recording is appropriately obtained.

Special circumstances arrangement

Students who require the use of a personal technology device in circumstances that would contravene this policy (for example to assist with a medical condition or other disability or for a special project) should negotiate a special circumstances arrangement with the Deputy Principal or Principal.

Preventing and responding to bullying

Purpose

WoodLinks State School strives to create positive, predictable environments for all students at all times of the day. The disciplined and teaching environment that we are creating is essential to:

- achieving overall school improvement, including the effectiveness and efficiency of our student support procedures
- raising achievement and attendance
- promoting equality and diversity and
- ensuring the safety and well-being of all members of the school community.

The Queensland Education definition of bullying is that is the ongoing and deliberate misuse of power in the relationships through repeated verbal, physical and/or social behaviour that intends to cause physical, social and/or psychological harm. Bullying is repeated behaviour directed towards a person that is intended to cause harm or fear. It may be physical, verbal, psychological or social, and can happen in person or online.

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.

Such occurrences may still be serious and require intervention or management, however they do not meet the threshold of a behaviour that can be described as bullying.

There is no place for bullying in WoodLinks State School. Those who are bullied and those who bully are at risk for behavioural, emotional and academic impact. These outcomes are in direct contradiction to our school community's goals and efforts for supporting all students.

Students who wish to make a report about bullying should approach a teacher with whom they feel most comfortable or trust, which may be their regular class teacher, a guidance officer or deputy principal for example. Students who engage in bullying behaviour may face disciplinary action whether behaviour:

- occurs at school
- occurs outside of school hours or settings (including school camps and excursions)
- is directed towards other community members or students from other school sites.

All incidents that directly impact the good order and management of a school will be managed in line with WoodLinks's Student Code of Conduct. Principals and school staff have a responsibility to respond to allegations of bullying.

Rationale

Many bullying behaviours are peer-maintained through the actions of bystanders. That is, peers react to bullying in ways that may increase the likelihood of it occurring again in the future. Reactions include joining in, laughing, or simply standing and watching, rather than intervening to help the person being bullied. Whilst our school would never encourage students to place themselves at risk, our anti-bullying procedures involve teaching the entire

school a set of safe and effective responses to all problem behaviour, including bullying, in a way that those who bully are not socially reinforced for demonstrating it.

The anti-bullying procedures at WoodLinks State School are an addition to our school wide positive behaviour support processes. This means that all students are being explicitly taught the expected school behaviours and receiving high levels of social acknowledgement for doing so. Adding lessons on bullying and how to prevent and respond to it is a subset of procedures that our students are already accustomed to.

Prevention

Attempting to address specific problem behaviours will not be successful if the general level of disruptive behaviour in all areas of our school is not kept to a low level. Therefore, our school wide universal behaviour support practices will be maintained at all times.

This will ensure that:

- Our universal behaviour support processes will always remain the primary strategy for preventing problem behaviour, including preventing the subset of bullying behaviour
- All students know the 3 school rules and have been taught the expected behaviours attached to each rule in all areas of the school
- All students have been or are being taught the specific routines in the non-classroom areas, from exiting the classroom, conducting themselves in accordance with the school expectations in the playground and other areas, to re-entering their classrooms
- All students are receiving high levels of positive reinforcement for demonstrating expected behaviours, including those associated with following our routines, from all staff in the non-classroom areas of the school
- A high level of quality active supervision is a permanent staff routine in the non-classroom areas. This means that duty staff members are easily identifiable and are constantly moving, scanning and positively interacting as they move through the designated supervision sectors of the non-classroom areas.

The student curriculum modules of the anti-bullying process consist of lessons taught by all teachers in all classrooms to a school wide schedule of instruction. At all times simultaneous instruction is our goal, in order to maintain consistency of skill acquisition across the school.

An initial introductory lesson is delivered, which teaches the 3-step process to be used by all students when experiencing bullying behaviour either as a person being bullied, the person bullying or bystander.

The introductory lesson is followed by several shorter lessons, each of which focuses on one of the bullying behaviours that the school has identified and defined. These lessons include instruction on how to approach adults and also on what reactions and systemic responses they should expect from adults.

Research indicates that a common outcome of anti-bullying programming is an improvement in understanding of bullying but little change in the frequency or nature of actual bullying behaviour. One of the reasons cited for this outcome is the lack of behavioural rehearsal in the programming. The anti-bullying process at WoodLinks State School takes care to combine

knowledge with practice in a process of active learning, so that students understand by 'doing' as much as by 'knowing'.

WoodLinks State School records inappropriate behaviour and uses behavioural data for decision-making. This data is entered into our database on a daily basis and can be recalled as summary reports at any time. This facility allows the school to track the effectiveness of its anti-bullying process, to make any necessary adjustments, and to identify specific bullying behaviours that may need to be revisited or revised in the instructional process.

WoodLinks State 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:

Classroom Teacher
School Principal

First hour
Listen

- 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

Day one
Document

- 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

- 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

Day three
Discuss

- 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

- 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

Cyberbullying

Cyberbullying is treated at WoodLinks State School with the same level of seriousness as in-person bullying. The major difference with cyberbullying however, is that unlike in-person bullying, 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 regular class teacher who can be approached directly by students, parents or staff for assistance in preventing and responding to cyberbullying. Contact with administration can then be pursued if the matter is not resolved.

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 WoodLinks State School may face in-school disciplinary action for engaging in inappropriate online behaviours that adversely affects, or is likely to adversely affect, other students or the good order and management of the school. 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 the Principal.

WoodLinks State 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](#).

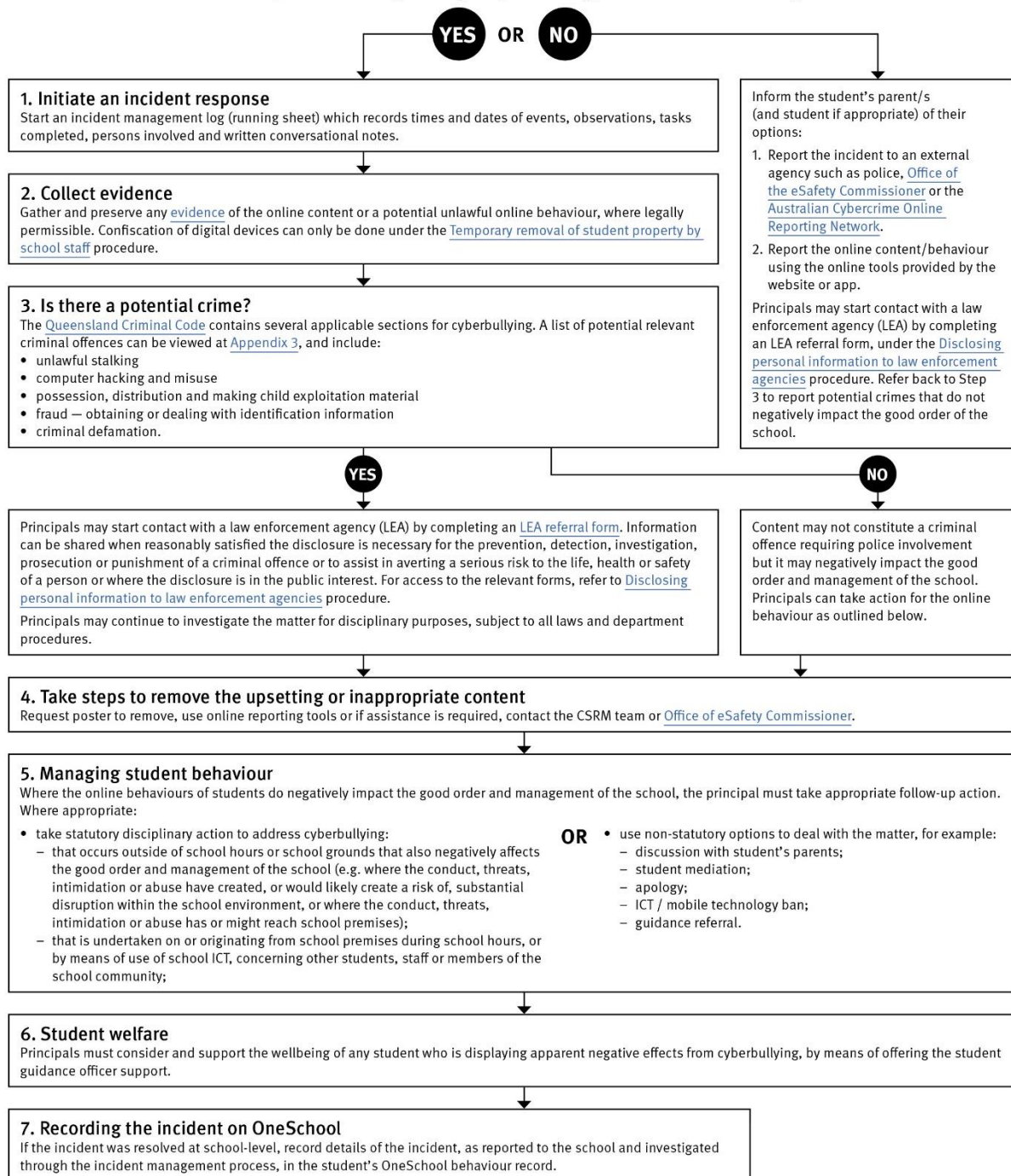
Explicit images

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 Cybersecurity 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?



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 guide for parents 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 Cyberbullying and reputation management (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).

Student Intervention and Support Services

WoodLinks State School recognises the need to provide intervention and support to all students involved in incidents of bullying, including cyberbullying.

Students who have been subject or witness to bullying have access to a range of internal support staff, as identified in the Student Support Network section earlier in this document. Students are, however, also encouraged to approach any staff member with whom they feel comfortable sharing their concerns, regardless of their role in the school. All staff at WoodLinks State School are familiar with the response expectations to reports of bullying, and will act quickly to ensure students' concerns are addressed. Depending on the nature of the reported bullying incident, a formal plan of action may be developed and documented to support the implementation of strategies to assist the student.

Students who engage in bullying behaviours towards others will also be provided with support to assist them to use more socially acceptable and appropriate behaviours in their interactions. This includes counselling, social development programs, referral to mental health services or involvement in a restorative justice strategy. School disciplinary measures may also be used to reinforce the seriousness with which the community takes all incidents of bullying. These measures may include internal school suspension, withdrawal from social events or celebrations or more severe punishments such as suspension or exclusion from school.

Appropriate use of social media

Students of WoodLinks State School are expected to engage in the appropriate use of social media. Specific examples of appropriate use of social media sites and apps include:

- Ensuring that personal information, such as full name, address, phone number, school name and location or anyone else's personal information, is not shared.
- Thinking about what they want to say or post, and how it could be interpreted by others, before putting it online. Remember, once content is posted online you lose control over it. Students should not post content online that they would be uncomfortable saying or showing to their parents' face or shouting in a crowded room.
- Remembering that it can be difficult to work out whether messages typed on social media sites and apps are meant to be funny or sarcastic. Tone of voice and context is often lost which can lead to unintended consequences. If students think a message may be misinterpreted, they should be cautious and make the decision not to post it.
- Never provoking, or engaging with, another user who is displaying inappropriate or abusive behaviour. There is no need to respond to a cyberbully. Students should report cyberbullying concerns to a teacher and allow the teacher to record and deal with the online concern.

If inappropriate online behaviour impacts on the good order and management of WoodLinks State School, the school may impose disciplinary consequences for that behaviour regardless of whether the behaviour occurs during or outside of school hours.

Disciplinary consequences could include suspension and/or exclusion. In serious cases of inappropriate online behaviour, the school may also make a report to the police for further investigation.

WoodLinks State School will not become involved in concerns of cyberbullying or inappropriate online behaviour where the incident in question does not impact upon the good order and management of the school. For example, where cyberbullying occurs between a student of this school and a student of another school outside school hours. Such an incident will be a matter for parents and/or police to resolve.

Laws and consequences of inappropriate online behaviour and cyberbullying

Inappropriate online behaviour may in certain circumstances constitute a criminal offence. Both the *Criminal Code Act 1995* (Cth) and the *Criminal Code Act 1899* (Qld) contain relevant provisions applicable to cyberbullying.

The Commonwealth Criminal Code outlines a number of criminal offences concerning telecommunications services. The most relevant offence for cyberbullying is "using a carriage service to menace, harass or cause offence to another person".

The Queensland Criminal Code contains several applicable sections for cyberbullying. Potential relevant criminal offences are:

- Unlawful stalking.
- Computer hacking and misuse.
- Possession of child exploitation material.
- Involving a child in making child exploitation material.
- Making child exploitation material.
- Distribution of child exploitation material.
- Criminal Defamation.

There are significant penalties for these offences.

WoodLinks State School strives to create positive environments for all students at all times of the day, including while online. To help in achieving this goal, WoodLinks State School expects its students to engage in positive online behaviours.

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.

Restrictive Practices

School staff at WoodLinks State 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 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 **Restrictive practices procedure** 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:

1. 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.
2. 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 and 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.

- 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](#)
- [Behaviour Foundations professional development package](#) (school employees only)
- [Bullying. No Way!](#)
- [eheadspace](#)
- [Kids Helpline](#)
- [Office of the eSafety Commissioner](#)
- [Parentline](#)
- [Queensland Department of Education School Discipline](#)
- [Raising Children Network](#)
- [Student Wellbeing Hub](#)

Conclusion

WoodLinks State School staff are committed to ensuring every student is supported to feel safe, welcome and valued in our school. There may, however, be occasions where parents need to raise a concern or make a complaint about an issue they feel is adversely affecting their child's education.

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.

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 [regional office](#) to conduct a review. You need to submit a [Request for internal review form](#) 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 [Excluded complaints factsheet](#).