



Burrowes State School

# Student Code of Conduct

## 2020-2023

### ***Every student succeeding***

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

Queensland Department of Education  
State Schools Strategy 2019-2023

# Purpose

Burrowes State School is committed to providing a safe, respectful and disciplined learning environment for all students, staff, parents and visitors. We promote 'Pride @ Burrowes' and are a proud PBL school. We believe providing a learning experience that meets the needs of the 'Whole Child'. Every team member is committed to ensuring that every child is given every opportunity and support to be successful every day.

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

Its purpose is to facilitate high standards of behaviour from all in the school community, ensuring learning and teaching in our school is prioritised, where all students are able to experience success and staff enjoy a safe workplace.




## Contact Information

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## Endorsement

Principal Name:	Trish Wilmott
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Principal Signature:	
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Date:	7/12/20
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P/C President Name:	Cherie Hill
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P/C President Signature:	
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Date:	7/12/20
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# Principal's Foreword

## Introduction

Burrowes State School has a long and proud tradition of providing high quality education to students from across Marsden and the surrounding community. We believe strong, positive relationships between all members of our school are the foundation to supporting the success of all students. We value and promote the three way partnership between students, parents, staff and community members.

As a school we promote Pride @ Burrowes.

**P**ersistence

**R**esilience

**I**ntegrity

**D**etermination

**E**mpathy

These values, alongside our PBL framework, have been used in the development of this Student Code of Conduct, with the aim of helping shape and build the skills of all our students to be confident, self-disciplined and kind young people. Our school staff believe that communication and positive connections with other people are the most valuable skills our communities need now and in the future.

Burrowes 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 work in bringing this Burrowes State School Student Code of Conduct together over the past few months. Your interest and views shared through 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.

# Whole School Approach to Discipline

Burrowes State School uses Positive Behaviour for Learning (PBL) as the multi-tiered system of support for discipline 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.

Our schools rules are:

**I am safe**  
**I am respectful**  
**I am responsible**  
**I am a learner**

Behavioural expectations of students in all aspects of school life have been collaboratively created and are displayed in all areas of the school. The Behavioural Expectations are addressed in PBL lessons that are undertaken weekly in classrooms.

At Burrowes State School we believe discipline is about more than punishment. It is a word 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 Burrowes 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.

## 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 Positive Behaviour for Learning (PBL) expectations in place for students – I am Safe, I am Respectful, I am a Learner and I am Responsible.

## Students

Below is a copy of the PBL behavioural expectations for students at Burrowes SS. These expectations have been collaboratively created and help students and visitors understand the expectations and meet the standards we hold for everyone at Burrowes State School.

# Behavioural Expectations

<b>I am Safe</b>	<b>I am Respectful</b>	<b>I am a Learner</b>	<b>I am Responsible</b>
<u>All Settings:</u> <ul style="list-style-type: none"> <li>I will keep my hands and feet to myself</li> </ul>	<u>All Settings:</u> <ul style="list-style-type: none"> <li>I will treat everyone with respect</li> <li>I will use my manners</li> <li>I will treat my property and other's property with care</li> <li>I understand and accept that all people are different</li> <li>I will respect differences.</li> <li>I will wear my uniform with pride</li> <li>I will always be honest</li> </ul>	<u>All Settings:</u> <ul style="list-style-type: none"> <li>I will take pride in my learning</li> <li>I will try my best at all times</li> <li>I will make mistakes and that's 'ok'</li> <li>I will learn from my mistakes</li> </ul>	<u>All Settings:</u> <ul style="list-style-type: none"> <li>I am responsible for my own behaviour</li> <li>I will be a role model for other students</li> <li>I will be responsible for my own belongings</li> </ul>
<u>Assembly/Movement</u> <ul style="list-style-type: none"> <li>I will sit in two lines</li> <li>I will walk with my class in 2 lines to transition around the school</li> </ul>	<u>Assembly/Movement</u> <ul style="list-style-type: none"> <li>I will sit quietly and listen during assembly</li> <li>I will transition around the school quietly</li> </ul>	<u>Assembly/Movement</u> <ul style="list-style-type: none"> <li>I will be an appropriate role model for moving around the school</li> </ul>	<u>Assembly/Movement</u> <ul style="list-style-type: none"> <li>I am responsible for my own behaviour</li> <li>I will follow directions given to me by teachers</li> </ul>
<u>Before and After School:</u> <ul style="list-style-type: none"> <li>I will wait outside the Resource Centre before school</li> <li>I will only bring appropriate items to school</li> </ul>	<u>Before and After School:</u> <ul style="list-style-type: none"> <li>I will sit in a quiet manner and talk quietly with my friends</li> <li>I will wait for the teacher to dismiss me</li> <li>I will treat others kindly and show courtesy</li> <li>I will listen and follow directions from the bus driver</li> </ul>	<u>Before and After School:</u> <ul style="list-style-type: none"> <li>I will be on time</li> <li>I will be ready to learn</li> <li>I will always be a learner and be ready to learn</li> </ul>	<u>Before and After School:</u> <ul style="list-style-type: none"> <li>I will have all my school materials to start the day</li> <li>I will be a role model</li> <li>I will leave school in an appropriate manner</li> </ul>
<u>Tuckshop:</u> <ul style="list-style-type: none"> <li>I will line up sensibly</li> </ul>	<u>Tuckshop:</u> <ul style="list-style-type: none"> <li>I will wait patiently</li> </ul>	<u>Tuckshop:</u> <ul style="list-style-type: none"> <li>I will make healthy food choices</li> </ul>	<u>Tuckshop:</u>

<ul style="list-style-type: none"> <li>I will wait my turn</li> </ul>	<ul style="list-style-type: none"> <li>I will use my manners</li> </ul>		<ul style="list-style-type: none"> <li>I will be a role model and use my manners</li> </ul>
<p><u>Playtimes:</u></p> <ul style="list-style-type: none"> <li>I will wear my school hat</li> <li>I will wear my shoes</li> <li>I will only run on the grass</li> <li>I will use the equipment appropriately</li> <li>I will report incidents to the staff member on duty</li> </ul>	<p><u>Playtimes:</u></p> <ul style="list-style-type: none"> <li>I will follow the school rules</li> <li>I will follow the rules of the game</li> <li>I will treat all other's with respect</li> <li>I will resolve all problems peacefully</li> </ul>	<p><u>Playtimes:</u></p> <ul style="list-style-type: none"> <li>I will encourage others</li> <li>I will be a good sport</li> </ul>	<p><u>Playtimes:</u></p> <ul style="list-style-type: none"> <li>I will think before I act</li> <li>I will use kind words</li> <li>I will act appropriately at playtimes</li> </ul>
<p><u>In Class:</u></p> <ul style="list-style-type: none"> <li>I will enter and leave learning areas when a teacher instructs me to</li> <li>I will stay in my classroom during learning time.</li> <li>I will use equipment appropriately</li> <li>I will only move around the room when instructed</li> <li>I will walk in the classroom</li> </ul>	<p><u>In Class:</u></p> <ul style="list-style-type: none"> <li>I will listen carefully to others</li> <li>I will raise my hand when I wish to talk</li> <li>I will listen to others</li> <li>I will respect others and what they have to say</li> <li>I will respect other's right to learn</li> </ul>	<p><u>In Class:</u></p> <ul style="list-style-type: none"> <li>I will be an active learner and allow others to learn without disruption</li> <li>I will do my work to the best of my ability</li> <li>I will do my homework to the best of my ability.</li> </ul>	<p><u>In Class:</u></p> <ul style="list-style-type: none"> <li>I will follow the class rules</li> <li>I will lead by example and try my best</li> <li>I will look after my belongings</li> </ul>
<p><u>Toilets:</u></p> <ul style="list-style-type: none"> <li>I will wash my hands</li> <li>I will flush the toilet</li> <li>I will act safely</li> <li>I will return to class immediately</li> </ul>	<p><u>Toilets:</u></p> <ul style="list-style-type: none"> <li>I will be water and paper wise</li> <li>I will leave the area clean</li> </ul>	<p><u>Toilets:</u></p> <ul style="list-style-type: none"> <li>I will use the toilets during breaks if possible</li> <li>I will return to class without disrupting any other classes</li> </ul>	<p><u>Toilets:</u></p> <ul style="list-style-type: none"> <li>I will report inappropriate behaviour in the toilets immediately</li> <li>I will use the soap, water and toilet paper appropriately</li> </ul>
<p><u>Off-Campus Activities:</u></p> <ul style="list-style-type: none"> <li>I will remain with my teacher at all times</li> <li>I will follow instructions at all times</li> </ul>	<p><u>Off-Campus Activities:</u></p> <ul style="list-style-type: none"> <li>I will represent my school with pride</li> <li>I will pay attention to guest speakers/guides/presenters</li> </ul>	<p><u>Off-Campus Activities:</u></p> <ul style="list-style-type: none"> <li>I will be responsible for my own learning and follow directions given by the teacher</li> </ul>	<p><u>Off-Campus Activities:</u></p> <ul style="list-style-type: none"> <li>I will be responsible for my own behaviour and lead by example</li> </ul>





## Parents and Visitors

The school wide PBL expectations are also used to explain the expectations of parents and visitors to our school. The following table further outlines expectations of parents and visitors.

I am Safe	I am Respectful	I am a Learner	I am Responsible
<ul style="list-style-type: none"> <li>I will follow all instructions from school staff</li> <li>I will participate in evacuation/ lockdown as required</li> </ul>	<ul style="list-style-type: none"> <li>I will treat everyone with respect</li> <li>I will use kind words and actions</li> <li>I will respect differences.</li> <li>I will always be honest</li> <li>I will use respectful language</li> <li>I will use appropriate processes to complain or praise</li> </ul>	<ul style="list-style-type: none"> <li>I will be an appropriate role model</li> </ul>	<ul style="list-style-type: none"> <li>I will be responsible for my own behaviour and lead by example</li> <li>I will communicate positively</li> </ul>

## School Staff

I am Safe	I am Respectful	I am a Learner	I am Responsible
<ul style="list-style-type: none"> <li>I will follow departmental guidelines to ensure myself and my students are safe at all times.</li> </ul>	<ul style="list-style-type: none"> <li>I will treat everyone with respect</li> <li>I will use kind words and actions</li> <li>I will respect differences.</li> <li>I will always be honest</li> <li>I will use respectful language</li> </ul>	<ul style="list-style-type: none"> <li>I will be an appropriate role model</li> <li>I will participate in PLTs and professional development to further my knowledge and build expertise.</li> </ul>	<ul style="list-style-type: none"> <li>I will be responsible for my own behaviour and lead by example</li> <li>I will communicate positively</li> </ul>

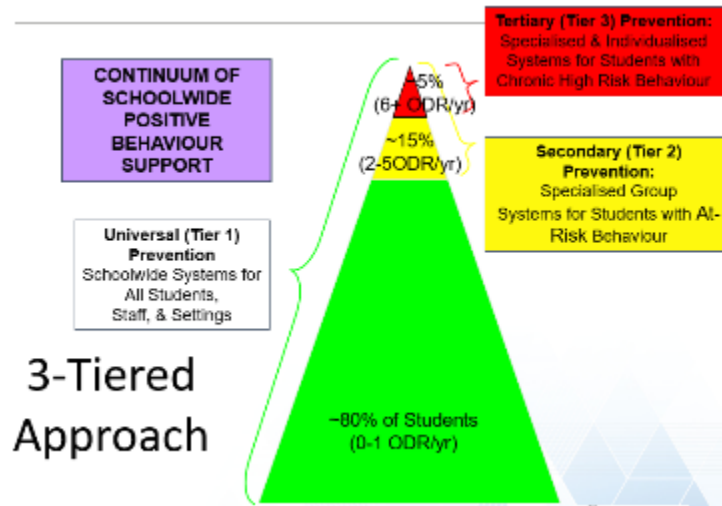
## Differentiated and Explicit Teaching

Burrowes 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 Burrowes 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.





These three layers map directly to a tiered approach. 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.

## Focused Teaching

Approximately 25% of all students in any school or classroom may require additional support to meet behaviour expectations, even after being provided with differentiated and explicit teaching. These students may have difficulty meeting behavioural expectations in a particular period of the day or as part of a learning area/subject, 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 Burrowes 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.

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

- Art Therapy
- Drumming
- Passport to Play - Zones of Regulation (lunchtime program)
- Structured Play – with Play Coaches (Year 6)

For more information about these programs, please speak with the Guidance Officer, Jackie Maxsoud or the Head of Behaviour, David Gurney.

## Intensive Teaching

Research evidence shows that even in an effective, well-functioning school there will always be approximately 5% of the student population who require intensive teaching to achieve behavioural expectations. Intensive teaching involves frequent and explicit instruction, with individuals or in small groups, to develop mastery of basic behavioural concepts, skills and knowledge.

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.

For some students, this intensive teaching may take place onsite with school staff. Other students may require a referral to an outside agency such as a Positive Learning Centre. Decisions regarding which students require which intensive supports are made at a weekly Tier 3 Behaviour Meeting, attended by the Head of Behaviour, Guidance Officer, Deputy Principals, Head of Special Education Services and the Principal.

## Disciplinary Consequences

The disciplinary consequences model used at Burrowes 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, sanctions and rule reminders may be used by teachers to respond to low-level or minor problem behaviours.

Some students will need additional support, time and opportunities to practise expected behaviours. Approximately 15% of the student population may experience difficulty with meeting the stated expectations, and even with focussed teaching, in-class corrective feedback, sanctions 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, and a decision may be needed by the class teacher to refer the student to the school administration team immediately for determination of a disciplinary consequence.

For a small number of students, approximately 2-5%, a high level of differentiated support or intensive teaching is required to enable them to meet the behavioural expectations. This may be needed throughout the school year on a 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 so serious, such as causing harm to other students or to staff, that the principal may determine that an out of school suspension or exclusion is necessary as a consequence for the student's behaviour. Usually this course of action is only taken when the behaviour is either so serious as to warrant immediate removal of the student for the safety of others, and no other alternative discipline strategy is considered sufficient to deal 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.

The Table below was collaboratively developed by staff and following consultation with the Burrowes State School P&C was published as the three tiers of behaviour.

<b><u>Behaviour Requiring Redirection</u></b>	<b><u>Common Minor Behaviour</u></b>	<b><u>Common Major Behaviour</u></b>
<b>Accidental physical misconduct</b> <ul style="list-style-type: none"> <li>pushing, bumping into another student</li> <li>Tackling/play fighting</li> </ul>	<b>Physical Misconduct</b> (no intent to hurt, accidental) <ul style="list-style-type: none"> <li>hitting, kicking, pinching, pulling hair</li> <li>With object (hat, rocks, sticks, stationary)</li> </ul>	<b>Physical Misconduct</b> (intent to hurt) <ul style="list-style-type: none"> <li>Punching, kicking, pinching, pulling hair</li> <li>With object (hat, rocks, sticks, stationary)</li> </ul>
<b>Verbal Misconduct</b>  <b>Swearing indirectly</b> <ul style="list-style-type: none"> <li>after hurting themselves</li> </ul>	<b>Verbal Misconduct</b> <ul style="list-style-type: none"> <li>Directed at a teacher (secondary)</li> <li>In relation to a teacher</li> <li>Directed at another student</li> <li>Racist remarks</li> <li>Threatening a staff member or student</li> </ul> <b>Swearing indirectly</b> <ul style="list-style-type: none"> <li>in conversation to other students (accidental use)</li> </ul>	<b>Verbal Misconduct</b> (intent) <ul style="list-style-type: none"> <li>Directed at a teacher</li> <li>Directed at another student</li> <li>Racist remarks</li> <li>Threatening a staff member or student with physical harm</li> </ul> <b>Swearing (with intent)</b> <ul style="list-style-type: none"> <li>Swearing at or about a teacher in front of a parent/community member</li> </ul>
<b>Disruptive</b> <ul style="list-style-type: none"> <li>calling out in class</li> <li>talking while others are talking</li> <li>making inappropriate noises</li> <li>(clicking, tapping, whistling)</li> </ul>	<b>Disruptive</b> <ul style="list-style-type: none"> <li>calling out in class</li> <li>talking while others are talking</li> <li>making inappropriate noises</li> <li>(clicking, tapping, whistling)</li> </ul>	<b>Disruptive</b> <b>(Further escalation of behaviour)</b>
<b>Out of Bounds</b> <ul style="list-style-type: none"> <li>Being in any out of bounds area by accident</li> </ul>	<b>Out of Bounds</b> <ul style="list-style-type: none"> <li>Repeatedly being in out of bounds areas</li> <li>Staff Carpark etc.</li> </ul>	<b>Out of Bounds</b> <ul style="list-style-type: none"> <li>Leaving school grounds</li> </ul>
<b>Running on the concrete</b> <ul style="list-style-type: none"> <li>Deliberate exclusion from group/game</li> </ul>	<b>Running on the concrete</b> <ul style="list-style-type: none"> <li>Repeated running on concrete</li> </ul>	<b>Running on the concrete</b>
<b>Refusal to follow behaviour policy</b> <ul style="list-style-type: none"> <li>Not following class rules</li> </ul>	<b>Refusal to follow behaviour policy</b> <ul style="list-style-type: none"> <li>Not going to timeout</li> <li>Not attending detention</li> </ul>	<b>Refusal to follow behaviour policy</b> <ul style="list-style-type: none"> <li>Not going to buddy class</li> <li>Escalation/repeated behaviour after returning from buddy class</li> </ul>
<b>Littering</b> <ul style="list-style-type: none"> <li>Accidentally leaving rubbish behind</li> </ul>	<b>Littering</b> <ul style="list-style-type: none"> <li>Deliberately leaving/throwing rubbish</li> </ul>	<b>Littering</b> <ul style="list-style-type: none"> <li>Throwing rubbish at someone</li> </ul>
<b>Leaving Seat</b> <ul style="list-style-type: none"> <li>Moving around the classroom</li> </ul>	<b>Leaving Seat</b> <ul style="list-style-type: none"> <li>Refusal to move back to seat after instruction</li> <li>Repeatedly moving around the classroom</li> <li>Leaving Classroom but staying in wet area without permission</li> </ul>	<b>Leaving Seat</b> <ul style="list-style-type: none"> <li>Repeated behaviour after attending buddy class</li> <li>Leaving classroom block without permission</li> <li>Hiding around buildings</li> <li>Leaving school grounds</li> </ul>
<b>Leaving eating area</b> <ul style="list-style-type: none"> <li>Moving around during eating time</li> </ul>	<b>Leaving eating area</b> <ul style="list-style-type: none"> <li>Leaving designated eating area</li> </ul>	<b>Leaving eating area</b>
<b>Continually out of bounds</b> <ul style="list-style-type: none"> <li>In sight of teachers</li> <li>Accidentally out of bounds</li> </ul>	<b>Continually out of bounds</b> <ul style="list-style-type: none"> <li>Around classrooms at playtime</li> <li>Off school grounds</li> </ul>	<b>Continually out of bounds</b> <ul style="list-style-type: none"> <li>In staff carparks</li> <li>Off school grounds</li> </ul>

<ul style="list-style-type: none"> <li>Repeatedly in out of bounds areas after reminders</li> </ul>	<ul style="list-style-type: none"> <li>Repeatedly in out of bounds areas after reminders</li> </ul>	<ul style="list-style-type: none"> <li>Refusal to return to correct areas</li> </ul>
<b>Lying</b> <ul style="list-style-type: none"> <li>About name to teacher on duty</li> <li>About behaviour</li> <li>Lying about ownership</li> </ul>	<b>Lying</b>	<b>Lying</b>
<b>Vandalism</b>	<b>Vandalism</b> <ul style="list-style-type: none"> <li>Accidentally defacing/damaging school property</li> <li>Accidentally defacing/damaging another students property</li> </ul>	<b>Vandalism</b> <ul style="list-style-type: none"> <li>Wilfully defacing/damaging school property</li> <li>Wilfully defacing/damaging another students property</li> </ul>
<b>Possessing a prohibited item</b> <ul style="list-style-type: none"> <li>Hands over item when asked</li> </ul>	<b>Possessing a prohibited item</b> <ul style="list-style-type: none"> <li>Does not hand over item when asked</li> <li>Electronics – phone, iPad etc.</li> </ul>	<b>Possessing a prohibited item</b> <ul style="list-style-type: none"> <li>Lighters</li> <li>Knives</li> <li>Sticks, rocks</li> <li>Hand-made weapons (shanks, rubber bands etc.)</li> </ul>
<b>Non-Compliant with Routine</b> <ul style="list-style-type: none"> <li>Refusal to follow instructions</li> <li>Refusal to complete tasks</li> </ul>	<b>Non-Compliant with routine</b> <ul style="list-style-type: none"> <li>refusal to follow instruction, refusal to complete set tasks, running away from teacher</li> </ul>	<b>Non-Compliant with Routine</b>
<b>Late to class</b> <ul style="list-style-type: none"> <li>no longer than 10 minutes with a legitimate reason</li> </ul>	<b>Late to class</b> <ul style="list-style-type: none"> <li>no longer than 10 minutes – without legitimate reason</li> </ul>	<b>Late to Class</b>
<b>Not following uniform policy</b> <ul style="list-style-type: none"> <li>no hat, out of uniform</li> </ul>	<b>Not following uniform policy</b> <ul style="list-style-type: none"> <li>Refusal to play undercover</li> </ul>	<b>Not following uniform policy</b> <ul style="list-style-type: none"> <li>Refusal to play undercover – repeated behaviour over an extended period of time</li> </ul>
<b>Stealing</b> <ul style="list-style-type: none"> <li>Accidentally taking another student or staff member’s property without asking</li> </ul>	<b>Stealing</b> <ul style="list-style-type: none"> <li>Taking another student or staff member’s property without asking</li> </ul>	<b>Stealing</b> <ul style="list-style-type: none"> <li>Deliberately taking another student or staff member’s property without asking</li> </ul>
<b>Repeated/Ongoing Minor Behaviour</b>	<b>Repeated/Ongoing Minor Behaviour</b>	<b>Repeated/Ongoing Minor Behaviour</b> <ul style="list-style-type: none"> <li>Regular/Ongoing minor behaviour that has been addressed by a staff member and parents have been informed</li> </ul>
<b>Social Media</b> <ul style="list-style-type: none"> <li>Inappropriate use of technology</li> </ul>	<b>Social Media</b> <ul style="list-style-type: none"> <li>Deliberate use of technology to target a student via social media/cyberbullying a one off offence</li> </ul>	<b>Social Media</b> <ul style="list-style-type: none"> <li>Deliberate targeting of a student via social media/cyberbullying ongoing/repetitive incidents</li> </ul>
<b>Cheating on a Test/Assessment</b>	<b>Cheating on a Test/Assessment</b> <ul style="list-style-type: none"> <li>Deliberately cheating on a test/assessment piece</li> </ul>	<b>Cheating on a Test/Assessment</b> <ul style="list-style-type: none"> <li>Deliberately cheating on a test/assessment piece Multiple times/attempts to cheat</li> </ul>

The following table explains the consistent approach that teachers at Burrowes SS will take to addressing problem behaviour (major/minor/redirections)

# Burrowes State School Behaviour Process



Possible responses to minor behaviour

## Problem Behaviour (Determine Redirect/ Major/Minor)

\*Least Intrusive

- ✓ Active listening
- ✓ Work out function of behavior
- ✓ Re-direct and distract student
- ✓ Parallel praise
- ✓ Prompt: Break or drink of water

- ✓ Redirect others
- ✓ Prompt calming down strategies
- ✓ Prompt: reward systems
- ✓ Prompt: remind to use words
- ✓ Offer alternative task – revised work program
- ✓ Chill out time

- ✓ Removal of other students from proximity
- ✓ Removal of objects from proximity
- ✓ PBL Room Support

\*Most Intrusive

- ### REDIRECTION/MINOR
1. Redirect behaviour
  2. Ask student the rule
  3. Restate rule
  4. Give choice
  5. Issue consequence

**Behaviour Stopped**  
Give verbal acknowledgement/praise

**Behaviour Continues**  
Apply immediate consequence

Classroom Examples

Refer to Least to Most Intrusive

- Reflection time in class
- Time out of activity
- Altered activity
- Notify Parents

(Record on OneSchool if pattern of behaviour)

Playground Examples

- Sit out of activity
- Walk with teacher

### REDIRECTION/MINOR or MAJOR

If the behaviour is major or a reoccurring minor parent contact **must** be made **by the classroom teacher**

- ### BURROWES BASICS
1. Co-construct individual classroom rules and expectations that align with school rules.
  2. Use proactive strategies: e.g. seating plans, ESCM, reinforcing positive behaviour.
  3. Maintain regular parent contact
  4. Use of Brain Breaks

- ### OneSchool Referrals
- PBL Staff
  - Relevant DP
  - HOSES if SEP STUDENT

- ### MAJOR
1. Inform student of rule violation.
  2. Complete PBL Room referral (yellow form)
  3. OneSchool Incident
- Refer: PBL Staff, Year level DP,  
\*HOSES if SEP Student

- ### PBL Room ACTIONS
1. Investigate incident referrals
  2. Communicate with relevant DP investigation findings
- Refer: PBL Staff, Year level DP,  
\*HOSES if SEP Student

- If behaviour is ongoing, PBL room support is required frequently or a high level incident takes place please contact HOB to arrange a meeting to:
- Create an IBMP
  - Conduct an FBA
  - FBA to be completed by HOB, classroom teacher and other relevant staff
  - FBA process managed by HOB

Response to all behaviour incidents should be calm, consistent, immediate, respectful and individualised.

Consequences are determined by school staff, depending on the incident this may include PBL room staff, Deputy Principal and/or Principal.

The following table provides a guide to expected consequences, however, please note each individual incident is considered on a case by case basis and consequences will depend on many factors.

	Possible Consequences
<b>Minor Behaviours</b>	Managed by classroom teachers – may include; redirection withdrawal from play, completing work in own time, altered activity
<b>Major Behaviours</b>	Managed by classroom teachers with support from PBL room staff, Deputy Principal and/or Principal – withdrawal of privileges (incl. play, school sport, leadership positions), suspension, part time placement plan (shortened day at school)

## School Disciplinary Absences

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

- Short suspension (1 to 10 school days)
- Long suspension (11 to 20 school days)
- Charge-related suspension
- Exclusion (period of not more than one year or permanently).

At Burrowes State School, the use of any SDA is considered a very serious decision. It is typically only used by the Principal when other options have been exhausted or the student's behaviour is so dangerous that continued attendance at the school is considered a risk to the safety or wellbeing of the 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 Burrowes 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 punishment through their disciplinary absence from school. The aim of the re-entry meeting is for school staff to set the student up for future success and strengthen home-school communication.

## School Policies

Burrowes 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 state 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 Burrowes 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)
- alcohol
- aerosol deodorants or cans (including spray paint)
- explosives (e.g. fireworks, flares, sparklers)
- flammable solids or liquids (e.g. fire starters, mothballs, lighters)
- poisons (e.g. weed killer, insecticides)
- inappropriate or offensive material (e.g. racist literature, pornography, extremist propaganda).

\* No knives of any type are allowed at school, including flick knives, ballistic knives, sheath knives, push daggers, trench knives, butterfly knives, star knives, butter knives, fruit knives or craft knives, or any item that can be used as a weapon, for example a chisel. Knives needed for school activities will be provided by the school, and the use of them will be supervised by school staff. In circumstances where students are required to have their own knives or sharp tools for particular subjects or vocational courses, the school will provide information about the procedures for carrying and storing these items at school.

\*\* The administration of medications to students by school staff is only considered when a prescribing health practitioner has determined that it is necessary or when there is no other alternative in relation to the treatment of a specific health need. Schools require medical authorisation to administer any medication to students (**including over-the-counter medications such as paracetamol or alternative medicines**).

### Responsibilities

**State school staff** at Burrowes 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

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 Burrowes 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 Burrowes 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 state school staff that the property is available for collection.

#### **Students** of Burrowes 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 Burrowes 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, Burrowes State School has determined that explicit teaching of responsible use of mobile phones and other devices is a critical component of digital literacy. The knowledge and confidence to navigate and use these technologies safely while developing digital literacy is a responsibility shared between parents, school staff and students.

It is also agreed that time and space should be provided at school where technology is not permitted, and students are encouraged to engage in other social learning and development activities.

### **Responsibilities**

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

It is **acceptable** for students at Burrowes State School to:

- use mobile phones or other devices
  - before or after school hours
  - in an emergency as directed by school staff

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

- have their mobile phone on their person or in their school bag or desk during the school

- use a mobile phone or other devices in an unlawful manner
- use a mobile phone during the school day – all phones are to be handed in BEFORE school commences or on arrival.
- 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
- damage computers, printers or network equipment
- commit plagiarism or violate copyright laws
- ignore teacher directions for the use of social media, online email and internet chat
- send chain letters or spam email (junk mail)
- knowingly download viruses or any other programs capable of breaching the department's network security
- use in-phone cameras anywhere a normal camera would be considered inappropriate, such as in change rooms or toilets
- invade someone's privacy by recording personal conversations or daily activities and/or the further distribution (e.g. forwarding, texting, uploading, Bluetooth use etc.) of such material
- use a mobile phone (including those with Bluetooth functionality) to cheat during exams or assessments
- take into or use mobile devices at exams or during class assessment unless expressly permitted by school staff.

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 Burrowes 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.

**Please note: School staff will not manage online incidents that do not directly affect teaching and learning at Burrowes State School. If students are behaving in an unacceptable manner, online, out of school hours it is recommended that parents refer this matter directly to <https://www.esafety.gov.au/> or the police.**

## Preventing and responding to bullying

Burrowes State School uses the [Australian Student Wellbeing Framework](#) to promote positive relationships and the wellbeing of all students, staff and visitors at the school.

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

Burrowes State School uses the following framework to structure a preventative approach to managing bullying.



### 1. Leadership

Principals and school leaders playing an active role in building a positive learning environment where the whole school community feels included, connected, safe and respected.

### 2. Inclusion

All members of the school community actively participating in building a welcoming school culture that values diversity, and fosters positive, respectful relationships.

### 3. Student voice

Students actively participate in their own learning and wellbeing, feel connected and use their social and emotional skills to be respectful, resilient and safe.

### 4. Partnerships

Families and communities collaborating as partners with the school to support student learning, safety and wellbeing.

### 5. Support

School staff, students and families sharing and cultivating an understanding of wellbeing and positive behaviour and how this supports effective teaching and learning.

## **Bullying**

The agreed national definition for Australian schools describes bullying as

- ongoing and deliberate misuse of power in relationships through repeated verbal, physical and/or social behaviour that intends to cause physical, social and/or psychological harm;
- involving an individual or a group misusing their power, or perceived power, over one or more persons who feel unable to stop it from happening;
- happening in person or online, via various digital platforms and devices and it can be obvious (overt) or hidden (covert). Bullying behaviour is repeated, or has the potential to be repeated, over time (for example, through sharing of digital records);
- having immediate, medium and long-term effects on those involved, including bystanders. Single incidents and conflict or fights between equals, whether in person or online, are not defined as bullying.

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.

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

At Burrowes State School we use the High Five.

### **High Five+**

The High Five behavioural approach will continue to be utilised at Burrowes State School in 2020 and beyond and is regularly revisited during assemblies. Posters have been displayed throughout the school for students and visiting parents to familiarise themselves with the process. Teachers will be following this up with classroom lessons throughout the term, based on the five steps of the High Five process.

### **Steps of the High Five:**

1. Ignore
2. Friendly Talk
3. Walk Away
4. Firm Talk
5. Report

### **What is the High Five?**

- It is an effective strategy to develop problem-solving strategies for our students
- A whole school approach that can also eradicate bullying
- It is a 5 step problem solving strategy that can be used in the classroom, in the playground and for perceived bullying incidents

When students report incidences to teachers' on duty, they shall be checking that students' have followed the High Five process before reporting the incident. This will ensure a consistency of practice and the upskilling of students in relation to the process. Using the High Five steps will assist all students, as it empowers them to take control of the situation and ensure that all students at Burrowes State School are playing safely and following the rules. Parents please talk with your children re this process. I am positive that as a united team; we can ensure a continued successful implementation of the High Five program at Burrowes State School.



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

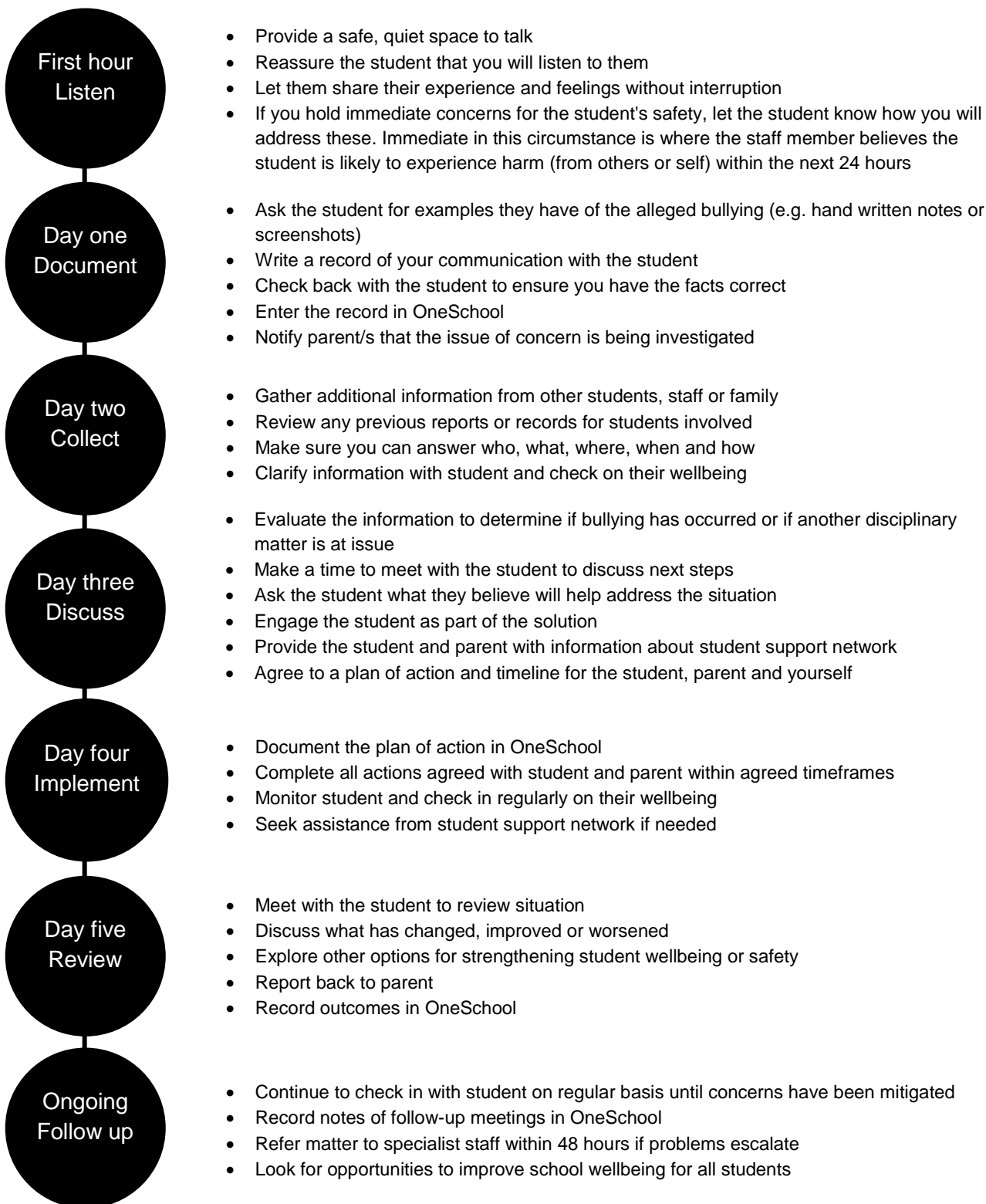
## Burrowes State School - Bullying response flowchart for teachers

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:

Prep to Year 6 – Class teacher

Head of Behaviour – David Gurney, 07 3802 3333



## Cyberbullying

Cyberbullying is treated at Burrowes 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 (for students in primary year levels). There is also a dedicated senior leadership officer, Head of Behaviour, David Gurney, who can be approached directly by students, parents or staff for assistance in preventing and responding to cyberbullying.

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

Parents or other stakeholders who engage in inappropriate online behaviour towards students, staff or other parents may be referred to the Office of the e-Safety Commissioner and/or the Queensland Police Service. State school staff will be referred for investigation to the Integrity and Employee Relations team in the Department of Education. Any questions or concerns about the school process for managing or responding to cyberbullying should be directed to the Principal, Trish Wilmott.



# Burrowes 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](#).

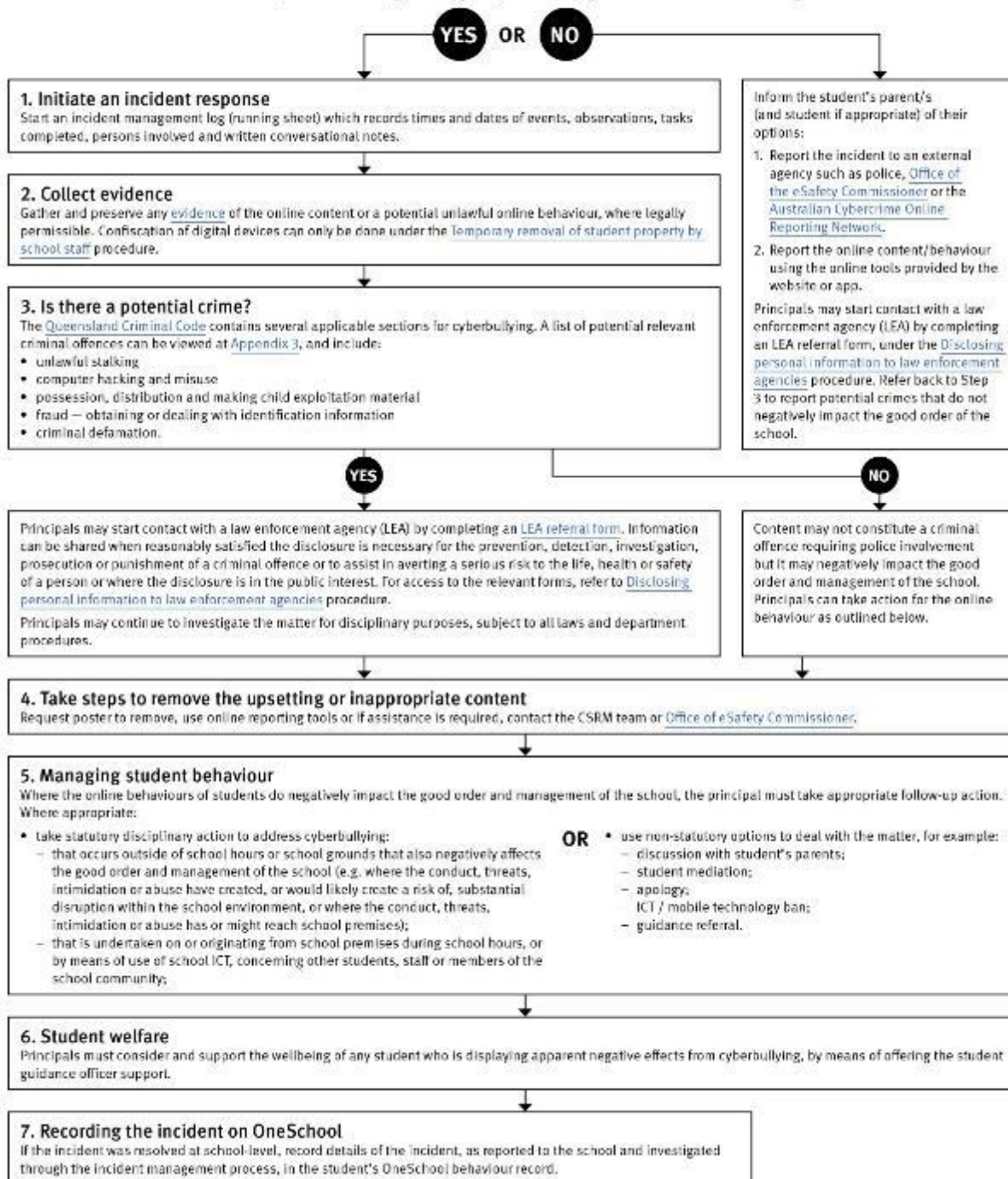
### Explicit images

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 Cybersafety and Reputation Management (CSRM) team on 1034 5035 or [Cybersafety.ReputationManagement@qed.qld.gov.au](mailto: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

Burrowes 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 Burrowes 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.

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

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

The department's **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.

**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](#)
- [Parent and community engagement framework](#)
- [Parentline](#)
- [Queensland Department of Education School Discipline](#)
- [Raising Children Network](#)
- [Student Wellbeing Hub](#)

## Conclusion

Burrowes 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 you 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. You can also make a complaint through [QGov](#).

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

2. **Internal review: contact the local Regional Office**  
If, after taking the early resolution step, you are dissatisfied with the outcome of your complaint or how the complaint was handled, you can ask the local [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](http://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](#).