



Fernvale State School

Student Code of Conduct

2025-2028 v5

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

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Endorsement

Principal Name:	David F. Raine
Principal Signature:	
Date:	December 2024
P/C President and-or School Council Chair Name:	Emily Fragar
P/C President and-or School Council Chair Signature:	
Date:	December 2024

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Purpose

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

The Fernvale 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.

Principal's Foreword

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

Fernvale State School has five core values,

- Honesty - that all children commit to telling the truth in all situations
- Acceptance – that all children accept all people including those with disabilities or from different countries and cultures
- Respect – that all children have regard to others, care about themselves and respect their and other people's property
- Responsibility – that all children act in a responsible manner
- Courage – that all children do their best in all situations and never give up

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

Fernvale 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 Fernvale state School Student Code of Conduct together. 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, school community members and how we will support them to meet those expectations.

Regards

David F. Raine
Principal

Consultation

Fernvale State School developed this plan in collaboration with our school community. Opportunities for consultation with parents, staff and students was undertaken through whole staff feedback, staff working party and parent meetings held in 2024.

Review Statement

The Fernvale State School Student Code of Conduct will undergo annual minor updates to reflect changing circumstances, data and staff as required. A full review is conducted every four years in line with the scheduled review process for the School Planning, Reviewing and Reporting cycle expected again in 2028.

Data Overview

This section is used to report on key measures related to student discipline, safety and wellbeing using existing data sets available to all schools. This provides an open and transparent reporting mechanism for the school community on the perceptions of students, parents and staff about school climate, attendance and school disciplinary absences.

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 from each school 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 for

- parents
- students
- staff
- principals

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

School Opinion Survey

Parent opinion survey

Parents/Caregivers were asked to think back over the school year, and to indicate the extent to which they agreed or disagreed with the following statements, for their eldest child in the school:	n	% Agreement
Fairness / Clarity of rules		
The expectations and rules are clear at this school.	105	90.5
Teachers at this school treat students fairly.	105	86.7
Student behaviour is well managed at this school.	104	70.2
Safety		
My child feels safe at this school.	105	89.5
Teachers at this school are interested in my child's wellbeing.	105	91.4
Partnerships		
This school works with me to support my child's learning.	104	88.5
I can talk to my child's teachers about my concerns.	103	94.2
This school keeps me well informed.	104	84.6
Staff at this school are responsive to my enquiries.	104	91.3
Staff at this school are approachable.	104	94.2
This school asks for my input.	100	74.0
This school takes parents' opinions seriously.	99	74.7
School culture		
My child likes being at this school.	104	90.4
This school celebrates student achievements.	102	94.1
This school fosters respectful relationships among all students.	102	84.3
Teachers at this school motivate my child to learn.	102	93.1
This school looks for ways to improve.	103	85.4
This school treats students equally, regardless of gender.	99	90.9
This school has a strong sense of community.	103	93.2
This is a good school.	104	88.5
Teaching and learning		
Teachers at this school expect my child to do their best.	103	95.1
Teachers at this school provide my child with useful feedback about their schoolwork.	100	86.0
My child is making good progress at this school.	103	91.3
I understand how my child is assessed at this school.	101	90.1
My child is interested in their schoolwork.	103	88.3
My child's learning needs are being met at this school.	104	83.7
Other		
This school is well maintained.	103	93.2

Student opinion survey

Students were asked to think back over the school year, and to indicate the extent to which they agreed or disagreed with the following statements:	n	% Agreement
Fairness / Clarity of rules		
The expectations and rules are clear at my school.	135	93.3
Teachers at my school treat students fairly.	133	71.4
Student behaviour is well managed at my school.	133	55.6
Safety		
I feel safe at my school.	132	79.5
I feel safe undertaking online activities using my school's internet.	132	93.9
My teachers are interested in my wellbeing.	134	89.6
Partnerships		
My school encourages me to participate in school activities.	134	92.5
My school takes students' opinions seriously.	133	69.9
I can get help with my schoolwork at home.	128	90.6
School culture		
My school encourages students to respect one another.	131	93.1
My school celebrates student achievements.	134	92.5
I like being at my school.	132	69.7
I can talk to my teachers about my concerns.	133	75.9
My school gives me opportunities to do interesting things.	134	89.6
My school looks for ways to improve.	132	85.6
I feel accepted by other students at my school.	132	63.6
My school treats students equally, regardless of gender.	132	67.4
My teachers motivate me to learn.	131	90.1
This is a good school.	128	88.3
Teaching and learning		
My teachers expect me to do my best.	134	96.3
My teachers help me with my schoolwork when I need it.	135	93.3
My teachers provide me with useful feedback about my schoolwork.	133	93.2
I understand how I am assessed at my school.	133	85.0
My schoolwork challenges me to think.	133	90.2
I am interested in my schoolwork.	134	58.2
Other		
I can access computers and other technologies at my school for learning.	135	96.3
My school is well maintained.	130	73.1

Staff opinion survey

Staff were asked to think back over the school year, and to indicate the extent to which they agreed or disagreed with the following statements about aspects of the school as a workplace:	n	% Agreement
Fairness / Clarity of rules		
The expectations and rules are clear at this school.	50	86.0
Students are treated fairly at this school.	50	68.0
Student behaviour is well managed at this school.	50	44.0
Students with disability are well supported at this school.	50	84.0
Safety		
I am aware of health, safety and wellbeing procedures at this school.	49	91.8
There is adequate focus on workplace safety at my workplace.	50	84.0
I feel this school is a safe place in which to work.	50	86.0
Partnerships		
This school takes staff opinions seriously.	50	72.0
This school encourages parents/carers to be active partners in educating their child.	49	91.8
School culture		
This school fosters respectful relationships among all students.	49	83.7
This school looks for ways to improve.	50	86.0
I enjoy working at this school.	50	86.0
This school promotes gender equality.	47	89.4
If I raised a concern, I feel confident that it would be taken seriously.	50	80.0
This is a good school.	50	88.0
Teaching and learning		
Students are encouraged to do their best at this school.	50	96.0
Staff wellbeing		
Staff are well supported at this school.	50	74.0
I feel that staff morale is positive at this school.	50	60.0
Staff are treated fairly and consistently at this school.	50	64.0
The wellbeing of employees is a priority for this school.	49	69.4
I am supported to manage the pressures of my workload.	49	79.6
Staff development		
I have access to relevant professional development.	50	86.0
I receive useful feedback about my work at this school.	50	74.0
This school encourages coaching and mentoring activities.	47	78.7
This school gives me opportunities to do interesting things.	50	80.0
Workplace culture		
This school keeps me well informed about things that are important to my work.	50	84.0
This school has an inclusive culture where diversity is valued and respected.	49	83.7
This school's culture supports people to achieve a good work-life balance.	49	75.5
This school offers flexible work arrangements.	43	74.4
I am confident that poor performance will be appropriately addressed in this school.	48	70.8
Recruitment and promotion decisions in this school are fair.	41	75.6
This school appropriately supports staff following an occupational violence/aggressive incident.	44	59.1
Other		
Information and communication technology issues at this school are resolved promptly.	47	78.7
This school is well maintained.	50	92.0
This school is well managed.	50	80.0
The school leadership team model the behaviours expected of all employees.	50	78.0

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 for the past five years.

School Disciplinary Absences (SDAs)

Year	Semester	Number of SDAs	Incident type
2020	SEM1	0	Cancellation
2020	SEM1	0	Exclusion
2020	SEM1	1	Long Suspension
2020	SEM1	6	Short Suspension
2020	SEM2	0	Cancellation
2020	SEM2	0	Exclusion
2020	SEM2	0	Long Suspension
2020	SEM2	9	Short Suspension
2021	SEM1	0	Cancellation
2021	SEM1	0	Exclusion
2021	SEM1	1	Long Suspension
2021	SEM1	8	Short Suspension
2021	SEM2	0	Cancellation
2021	SEM2	0	Exclusion
2021	SEM2	2	Long Suspension
2021	SEM2	12	Short Suspension
2022	SEM1	0	Cancellation
2022	SEM1	0	Exclusion
2022	SEM1	0	Long Suspension
2022	SEM1	4	Short Suspension
2022	SEM2	0	Cancellation
2022	SEM2	0	Exclusion
2022	SEM2	0	Long Suspension
2022	SEM2	4	Short Suspension
2023	SEM1	0	Cancellation
2023	SEM1	0	Exclusion
2023	SEM1	0	Long Suspension
2023	SEM1	6	Short Suspension
2023	SEM2	0	Cancellation
2023	SEM2	0	Exclusion
2023	SEM2	0	Long Suspension
2023	SEM2	12	Short Suspension
2024	SEM1	0	Cancellation
2024	SEM1	0	Exclusion
2024	SEM1	0	Long Suspension
2024	SEM1	5	Short Suspension

Learning and Behaviour Statement

Everyone brings their own sets of personal beliefs to a school community. These beliefs influence their decisions, behaviour and social practices. It is reasonable to expect that not everyone will share the same sets of beliefs, and this contributes to a richly diverse social environment in each school. It can also contribute to differences in expectations and force us to reflect on our own understanding of what we consider acceptable and unacceptable. 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.

Our Student Code of Conduct Plan outlines our system for facilitating positive behaviours and responding to inappropriate and unacceptable behaviours. Through our school plan, shared expectations for student behaviour are plain to everyone, assisting Fernvale State School to create and maintain a positive and productive learning and teaching environment, where ALL school community members have clear and consistent expectations and understandings of their role in the educational process.

The school's motto is **ACTION, ATTITUDE** and **ACHIEVEMENT**. Under this umbrella lie our five values.

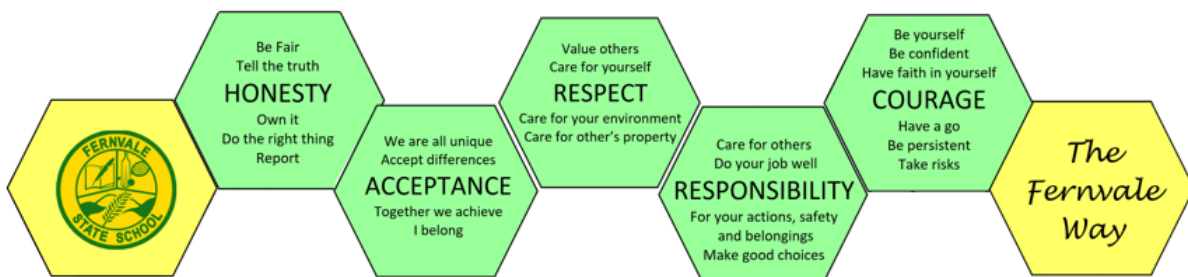
The Fernvale State School Code of Conduct Plan is based on the following values-

- HONESTY** - that all children commit to telling the truth in all situations
ACCEPTANCE- that all children accept all people –those with disabilities or from different countries and cultures
RESPECT- that all children have regard for others, care about themselves and respect their and other people's property
RESPONSIBILITY- that all children act in a responsible manner
COURAGE- that all children do their best in all situations and never give up

We believe that every aspect of life at Fernvale State School revolves around our beliefs. When children strive to live by our five values we say they are living "The Fernvale Way".

Our school community has identified the following school rules to teach and promote our high standards of responsible behaviour:

- **Be Honest**
- **Be Accepting**
- **Be Respectful**
- **Be Responsible**
- **Be Courageous**



Multi-Tiered Systems of Support

Tier	Prevention Description
1	<p>All students (Tier 1) Fernvale State School receive support for their academic and behavioural development. 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 (Tier 2) 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 Australian Curriculum or particular aspects of expected behaviours. The types of interventions offered at this level will vary according to the needs of each school's student body, 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>
3	<p>Individualised services for few students (Tier 3) 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 (their FBA) and should include strategies to:</p> <ul style="list-style-type: none"> • PREVENT problem behaviour

	<ul style="list-style-type: none"> • 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>
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Consideration of Individual Circumstances

Staff at Fernvale State School take into account students’ individual circumstances, such as their 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.

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

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

Student Wellbeing

Fernvale State School offers a range of programs and services to support the wellbeing of students in our school. We encourage parents and students to speak with their class teacher or make an appointment to meet with the Principal, Deputy Principal, Guidance officer, Youth Worker or School Chaplain 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

Fernvale State School may implement 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

Fernvale 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

Fernvale 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.

Fernvale State School maintains a minimum of two adrenaline auto-injector and asthma reliever/puffers, stored in the school's Office and first aid kit to provide emergency first aid medication if required.

Mental health

Fernvale 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 a Student Plan in OneSchool.

Suicide prevention

Fernvale State School has a Mental Health and Suicide response action plan. Any staff who notice suicide warning signs in a student should seek help immediately from the school Guidance Officer, Principal or Deputy Principal.

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, Fernvale 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, Fernvale 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, Fernvale 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

Fernvale 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 Fernvale 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 Deputy Principal or Principal.

Role	What they do
Class Teachers	<ul style="list-style-type: none"> provides support to all students and parents as required.
Community Elder	<ul style="list-style-type: none"> provides support and advice for students, staff and parents in order to enhance the educational experience for Indigenous and non-Indigenous students.
Deputy Principal	<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 need.
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
Student Support Services Team	<ul style="list-style-type: none"> monitors the academic, social and emotional wellbeing of students provides advice around referrals for student and/or family support
Qld Health Child Health Nurse Clinic	<ul style="list-style-type: none"> provides individual health consultations with assessment, support, health information and referral options related to: <ul style="list-style-type: none"> healthy eating and exercise relationships baby health and young people
Psychologist	<ul style="list-style-type: none"> provides individual and, at times, group support to students to assist their engagement with education and training
Teacher Aides	<ul style="list-style-type: none"> provides support to all students as required.

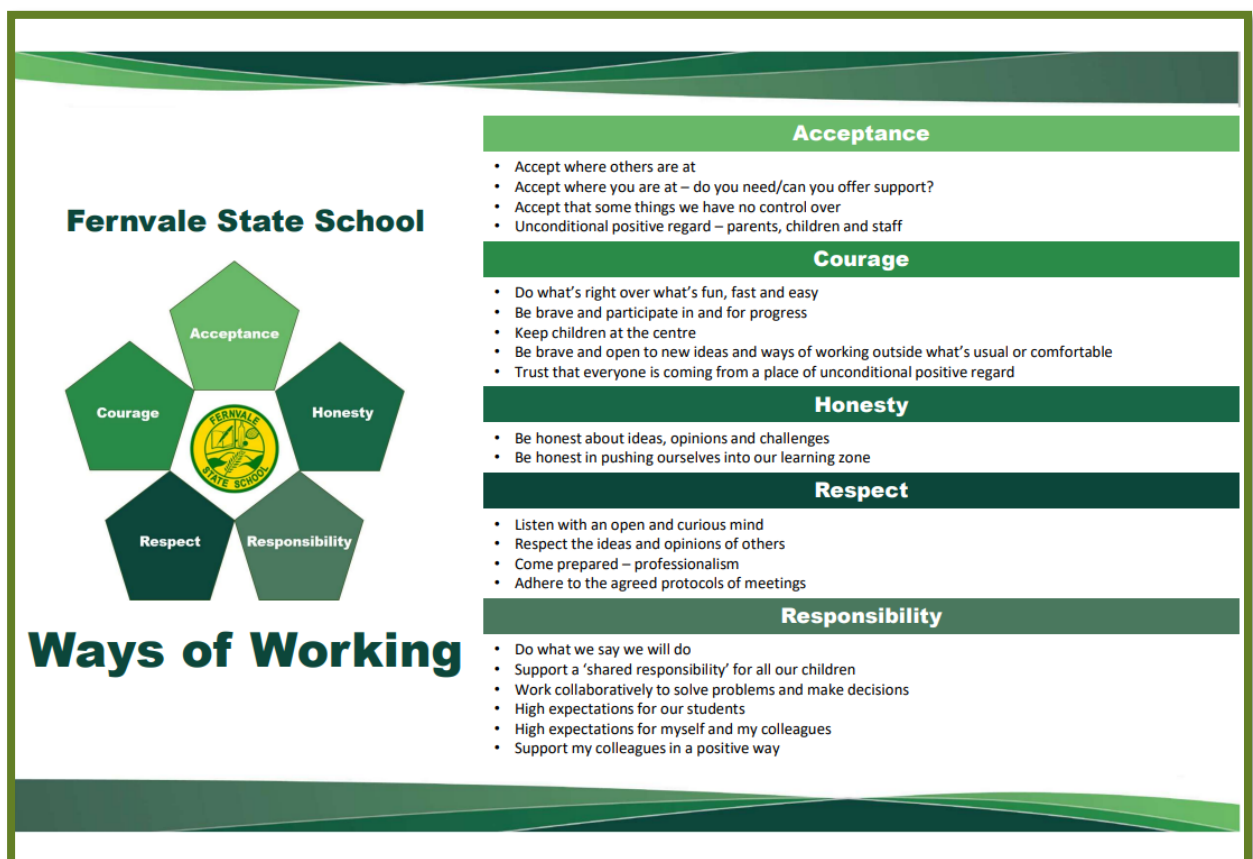
It is also important for students and parents to understand there are regional and state-wide support services available to supplement the school network.

Whole School Approach to Discipline

The first step in facilitating standards of positive behaviour is communicating those standards to **all** students. At Fernvale State School we emphasise the importance of directly teaching students the behaviours we want them to demonstrate at school. Communicating behavioural expectations is a form of universal behaviour support - a strategy directed towards **all** students designed to prevent inappropriate behaviour and provide a framework for responding to unacceptable behaviour.

A set of behavioural expectations in specific settings has been attached to each of our five school values and beliefs. The Schoolwide Expectations Teaching Matrix below outlines our agreed rules and specific behavioural expectations in all school settings.

Every classroom in our school uses the School Expectations Matrix, illustrated below, 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 on display in every classroom, used as the basis of teaching expectations throughout the year and revisited regularly to address any new or emerging issues.



SCHOOLWIDE EXPECTATIONS TEACHING MATRIX (Not an exhaustive list)

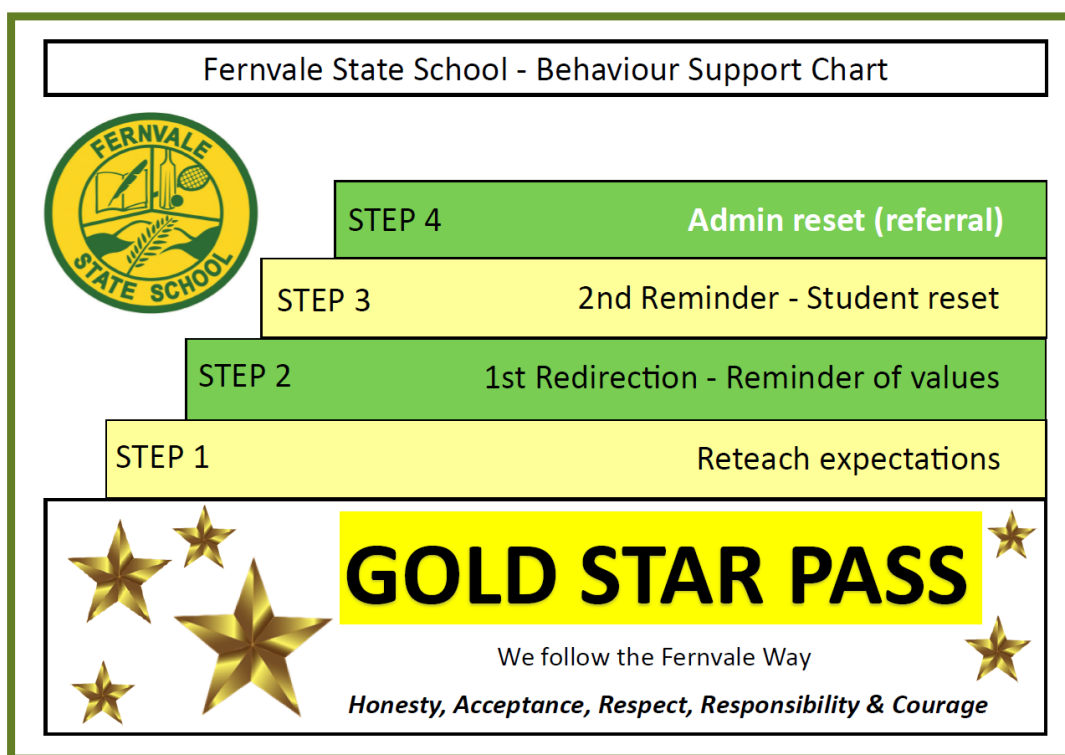
	WHOLE SCHOOL	LEARNING AREAS	PLAY AREAS	TOILETS	EATING AREAS	BEFORE & AFTER SCHOOL/ BUS LINES	ONLINE
BE HONEST	<ul style="list-style-type: none"> -We tell the truth -We tell the whole story 	<ul style="list-style-type: none"> -We tell the truth -We tell the whole story 	<ul style="list-style-type: none"> -We tell the truth -We tell the whole story 	<ul style="list-style-type: none"> -We use the toilets during breaks -We use toilets appropriately 	<ul style="list-style-type: none"> -We eat our own food 	<ul style="list-style-type: none"> -We use our own bike/scooter only 	<ul style="list-style-type: none"> -We keep personal information private -We keep passwords secret
BE ACCEPTING	<ul style="list-style-type: none"> -We treat everyone equally -We value, support and encourage others 	<ul style="list-style-type: none"> -We are helpful to all students -We are kind -We respect everyone's right to learn 	<ul style="list-style-type: none"> -We invite others to play or join in our games -We are kind 		<ul style="list-style-type: none"> -We use kind words 		
BE RESPECTFUL	<ul style="list-style-type: none"> -We are always respectful to staff -We follow adult directions immediately -We use equipment appropriately -We keep hands, feet and objects to ourself 	<ul style="list-style-type: none"> -We raise our hand to speak -We respect others' rights to learn -We are good listeners -We walk quietly around the school 	<ul style="list-style-type: none"> -We respect the environment and the animals within -We show respect to other students and staff -We use appropriate language 	<ul style="list-style-type: none"> -We respect people's privacy 	<ul style="list-style-type: none"> -We wait for permission before leaving the eating area 	<ul style="list-style-type: none"> -We follow the instructions of staff on duty -We walk our bike/ scooter in the school grounds -We wait respectfully and quietly 	<ul style="list-style-type: none"> -We think before posting online -We communicate kindly and respectfully -We ask permission before recording and/or sharing anything
BE RESPONSIBLE	<ul style="list-style-type: none"> -We are in the right place at the right time -We follow instructions immediately -We use appropriate language 	<ul style="list-style-type: none"> -We are on time and prepared to learn -We look after our property -We complete set tasks 	<ul style="list-style-type: none"> -We return equipment -We play fairly, safely and follow the rules -We wear shoes and socks at all times -We wear a hat when in the sun 	<ul style="list-style-type: none"> -We keep toilets tidy -We wash our hands 	<ul style="list-style-type: none"> -We sit in the eating area -We put rubbish in the bin -We eat our food in the eating area -We clean up after ourselves 	<ul style="list-style-type: none"> -We line up quietly ready for learning each morning -We line up quietly in the correct bus line -We walk sensibly across the road to board the bus 	<ul style="list-style-type: none"> -We use technology as instructed -We communicate online only what we would communicate with others face to face
BE COURAGEOUS	<ul style="list-style-type: none"> -We do our best at all times -We never give up -We report inappropriate behaviours to staff 	<ul style="list-style-type: none"> -We try our best in all subjects -We ask for help if needed -We report inappropriate behaviours 	<ul style="list-style-type: none"> -We participate in all sports / games -We do our best at all games / sport -We never give up -We accept the decision of the umpire -We report inappropriate behaviours to teachers 	<ul style="list-style-type: none"> -We report any mess or damage 			<ul style="list-style-type: none"> -We report unwanted online contact to a trusted adult

These expectations are communicated to students via a number of strategies, including:

- Behaviour lessons conducted by classroom teachers;
- Reinforcement of learning from behaviour lessons on School Assemblies and during active supervision by staff during classroom and non-classroom activities.
- Through Trauma Informed Practices eg Circle Time (Berry Street Model)

The whole school approach to promoting positive behaviours complements our expected matrix of behaviours.

The Fernvale State School Behaviour Support Chart is a consistent visual chart in every learning space.



At Fernvale State School we positively acknowledge all students from Year Prep – Year 6 in a positive *'free & frequent'* universal, school-wide, consistent approach.

Every class in the school has a **GOLD STAR PASS** stamp chart in the classroom.

	NAME: _____					
	GOLD Star <i>Pass</i> ★					
	Be Honest Be Accepting Be Respectful Be Responsible Be Courageous					

Fernvale staff positively acknowledge all students demonstrating the *Fernvale Values:*

Honesty, Acceptance, Respect, Responsibility & Courage

When a student receives 20 stamps and their GOLD PASS is completed, a Fernvale student designed postcard is selected by the student, recorded and signed by the teacher and sent home from the classroom.

All students begin a new GOLD PASS after they have completed one (20 stamps). There are various, uniquely designed postcards for students to collect and share with their family.



We believe positive behaviour acknowledgements assist our school to improve social, emotional, behavioural and academic outcomes for students.

Our whole school positive, **consistent** system provides teachers, staff and students more time to focus on relationships and classroom instruction. Students and staff benefit from:

- increased respectful and positive behaviour
- increased time focused on instruction
- improved social-emotional wellbeing
- positive and respectful relationships among students, staff and parents/carers
- increased adoption of evidence-based instructional practices
- a predictable learning environment with improved perceptions of safety and increased attendance.

Fernvale State School - Major and Minor Behaviour Process

MAJOR LEVEL BEHAVIOURS

LEADERSHIP MANAGED

Support Strategies and Consequences

Leadership Team members will determine consequences appropriate to the situation, including but not limited to the following:

- Time in office
- Restorative consequences
- Restitution plan
- Parent contact/conference
- Behaviour plan developed
- Supported play
- Daily behaviour monitoring sheet
- Loss of privileges
- Behaviour support referral
- Classroom withdrawal
- Community service
- Suspension

Behaviour Resolved

Yes

No

Restorative Practice

Conference Suspension

MINOR LEVEL BEHAVIOURS

TEACHER MANAGED

Support Strategies and Consequences

Teachers will apply behaviour management strategies appropriate to the situation, including but not limited to the following:

- Clear and consistent expectations and routines
- Selective attending
- Waiting and scanning
- Using proximity
- Descriptive encouraging
- Distraction
- Redirect to learning
- 1:1 quiet talk
- Move seat in class
- Give a warning
- Give a choice
- Logical and natural consequences, eg. tidy up, make up time

Behaviour Resolved

Yes

No

Restorative Practice

Teacher Managed to Resolution

Referral to Leadership
(using referral form)

Behaviour Continues
(teacher unable to resolve)

Restorative practice is an approach that encourages behaviour that is supportive and respectful. It puts the onus on individuals to be truly accountable for their behaviour and to repair any harm caused to others as a result of their actions. Examples of restorative questions to respond to challenging behaviour:

- What happened?
- What were you thinking?
- How are you feeling now?
- Who was affected? How were they affected?
- How can we make things right?

Fernvale State School Behaviour Definitions

(to be referred to when dealing with and recording behaviour incidents)

Behaviour	Definitions	Examples of Major Behaviour	Examples of Minor Behaviour	Non-Examples
Abusive language/ Verbal Misconduct	Swearing or curse words directed towards others in a demeaning or provoking way. Repeated intentional use of inappropriate language. Disrespectful messages include negative comments related to religion, race, gender, ethnicity, appearance, sexuality, disabilities or other personal matters.	Repeated name calling and personal attacks about self, peers and family members. Ongoing verbal messages (spoken, written, nonverbal, electronic) that use inappropriate language with intent to offend. Offensive swearing at people within the school community.	Student engages in low level inappropriate language. Swearing in the classroom (eg hurt self and said "Oh shit") and responds to re-direction. Swearing that is not directed at someone. Saying "Shut up" to another student.	<i>Saying "stupid" or "ugly" and it is not directed at others.</i>
Academic Misconduct/ Cheating/ Lying	Student engages in lying/cheating.	Persistent lying to an adult. Persistent cheating.	Student engages in lying/cheating and admits behaviour.	<i>Cheating due to skill deficit.</i>
Bullying/ Harassment	Student delivers disrespectful messages (verbal, gestures, electronic) to another person that includes: threats or intimidation, obscene gestures, texts, emails, pictures or written notes. (Disrespectful messages include negative comments based on race, religion, gender, appearance, ethnicity, disabilities or other personal matters).	Repeated and/or escalating verbal abuse, teasing or taunting. Inappropriate touching of others. Sexual comments / pictures which are used to intimidate. Repeated verbal and physical threats to harm another person.	Single incident teasing or taunting. Low level comments. Unwanted verbal, physical or emotional advances. Encouraging/supporting wrong behaviour in other people. Name calling. Mimicking others. Threatening others, eg. fake punching.	<i>Acceptable humour without malice.</i>
Defiance/ Disrespect	Persistent refusal to follow directions combined with a rebellious attitude that challenges an adult.	Persistently yelling at an adult. Continuing to walk away when addressed by an adult (after being instructed to come back). Repeated back chatting. Repeatedly refusing to follow directions. Failure to adhere to mobile phone/ technology policy.	Rolling eyes. Smirking. Making faces. Walking away when addressed by an adult. Muttering under breath comments directed at others.	<i>Refusal to follow directions due to a skill deficit, i.e. inability to complete task/direction. Culturally sensitive behaviours (such as eye contact for aboriginal students, ...).</i>
Disruption	Persistent behaviour causing an interruption to learning in a class or activity causing the teacher to stop teaching for a prolonged period of time.	Yelling/persistent calling out with intent to disrupt. Turning over furniture. Sustained loud talking. Sustained out of seat behaviour. Student does not respond to redirection. Throwing objects with intent, eg. wads of paper. Ongoing behaviour causing persistent interruption to class, school routines, school activities or in the playground.	Inappropriate, non-related comments. Talking to friends. Touching other people or their property. Repeated noise – tapping pencils. Playing with objects. Calling out. Leaving chair without permission. Tapping on the classroom window/door. Arriving at class unprepared to work. Saying, "This is stupid"; "I'm not doing it"; "You can't make me"; "I don't care".	<i>Making loud noises which are disability related i.e. tics. Calling out answers to questions through enthusiasm. Unintentional dislocation of objects – dropping pencils, rubbers on the floor. Not arriving with materials due to factors outside their control. Students who have difficulty maintaining focus due to medical or educational needs. Not completing work due to a skill deficiency or work which is too hard.</i>
Dress code	Students not wearing the school uniform as per the uniform policy.	Not wearing the school uniform on excursions or activities out of school grounds when representing school.	Wearing a non-uniform shirt. Wearing a non-approved short skirt/shorts. Wearing non-sun safe clothing. Not wearing closed in shoes with socks. Not wearing a broad brim or bucket hat.	<i>Not wearing school uniform due to circumstances out of children's control: such as not having a jumper on a cold day; being unclean, parents' inability to provide the clothing – due to financial difficulties.</i>
Physical Aggression/ Misconduct/ Fighting	Physical contact with intent or outcome of causing injury or harm to others without provocation or retaliation. Physical contact with intent or outcome of causing injury or harm to animals, wildlife, the school environment.	The following actions are done without provocation, or in retaliation with excessive force: <ul style="list-style-type: none"> • hitting • punching • kicking or stomping • spitting, scratching • hitting using an object Actions using sharp/dangerous objects. Persistent targeting or threats towards another person or animal.	Actions done in self-defence which may include hitting or pushing. Single verbal threat or gesture made towards another person.	<i>Accidental contact.</i>

Fernvale State School Behaviour Definitions

(to be referred to when dealing with and recording behaviour incidents)

Behaviour	Definitions	Examples of Major Behaviour	Examples of Minor Behaviour	Non-Examples
Property damage/ vandalism	Students participating in an activity that results in substantial destruction or disfigurement of property.	Breaking or damaging classroom items with intent. Throwing desks, chairs, classroom equipment. Throwing rocks, sticks, objects with intent. Computer misuse resulting in breakage or deliberately wiping data/work. Carved and or permanent graffiti. Damaging any part of the school with intent. Damaging other people's property with intent.	Accidental breakage through rough behaviour. Destroying or damaging own property. Non-permanent graffiti in/over school equipment. Deliberate wastage of school materials. Throwing small non-dangerous items, without intent to break or damage.	Dropping lunch or wrappers on the floor. Accidental graffiti.
Property misuse causing risk to others/ self	Behaviours which endanger self or others.	Climbing on structures to an unsafe height and refusing direction to get down. Repeated running along crowded corridors or concrete areas. Lifting grates. Using equipment unsafely eg. inappropriate use of power points, fans, scissors. Projectiles eg. water bombs, egging, throwing objects. Climbing tables/ bag racks.	Running on the concrete. Being in 'out of bounds' areas. Pushing to get into line. Pushing others when lining up or walking around the school.	Making unintentional contact with peers as part of a game – bumping into someone.
Refusal to participate in program of instruction/ non-compliance with routine	Student is non-compliant with teacher instructions or school expectations.	Persistent refusal to comply/ follow directions/ school rules, values and expectations. Work refusal: Not attempting work at their level. Destroying work.	Student engages in brief or low intensity failure to respond to adult requests straight away but eventually responds.	Student not engaging due to skill deficit – not able to comprehend/ complete work.
Substance misconduct - Possess prohibited items	Student is involved in a process of consuming (past, present); dealing or in possession of alcohol, drugs or paraphernalia. Student is in possession/use of a tobacco/ vaping substance.	Any alcoholic products or illegal drugs, brought into the school grounds. Attending school seemingly under the influence of alcohol or a drug. Misuse of prescribed/non-prescribed medication. Student is observed smoking a tobacco substance/ vape. Student is observed giving other students a tobacco substance/ vape, illicit drugs, alcohol. Student is in possession of pornography.	Drinking and sharing energy drinks/caffeinated drinks. Bringing prescribed/non-prescribed medication to school and not handing it into the office. Student is in possession of a tobacco substance/vape. Chewing and/or sharing chewing gum.	Prescribed medication accompanied by a doctor's letter and with parent consent – this is to be kept at the office where a medical condition exists. Asthma puffer, medicated cough lozenges. Finding tobacco products in the school grounds and surrendering it to the office.
Technology Violation	Student engages in inappropriate use of mobile phone, drone, smartwatch, camera, computer or other communication device. This includes fraudulent or illegal activity such as attempting to hack, impersonating staff or other students.	Sending inappropriate emails to others. Attempting to access inappropriate/ unapproved web pages. Attempting to penetrate or alter computer security mechanisms or gain access to information. Use of technology in a way that is used for bullying/ harassment/ threats to others.	Being on an alternate website during learning tasks. Interfering with another person's computer, eg. pressing sleep button, closing webpages, sending emails from their account. Not turning in phone/ device to the office. Playing games that are not appropriate for school.	Any issues due to technical difficulties. Genuinely forgetting to turn in phone/ device to office.
Theft	The acquisition of other's property without permission and with intent to permanently deprive.	Taking another's property without permission. Removing property from another's school bag or desk and hiding or keeping item. Repeated and ongoing theft of classroom consumables. Theft of substantial items.	Taking someone else's property without permission and returning when asked. Single incident of theft of classroom consumables that can be easily replaced.	Accidentally taking someone's property and returning without prompting.
Truancy – out of class/ out of school	Unexplained absence/s with or without parent's knowledge.	Leaving school without permission. Repeated leaving the classroom/ line. Staying out of class on the school grounds without anyone knowing where they are. Repeated failure to attend classes. Repeated lateness, early departures. Repeated absence from school with/without parent permission. Leaving class without permission.	Deliberate failure to return to class after an acceptable amount of time, eg. after breaks or going to the toilet during class time. Leaving the classroom without permission and being within clear view of class teacher/ staff member.	Authorised cool down time. At an official school appointment, eg. Guidance Officer. Absence due to health/medical reasons or reasons out of the individual's control.
Use/ Possesses prohibited items – Combustibles	Student is in possession of substances/objects capable of causing bodily harm or property damage.	Matches, lighters Firecrackers Gasoline Lighter fluids spray paint	Aerosol sprays (including deodorants)	Finding a combustible item in the school grounds and surrendering it to the office
Use/ possession of Weapons Misconduct involving objects	Student is in possession of knives, guns (real or look alike) or other objects presumed to be or capable of causing bodily harm.	Bringing guns, knives, other potentially dangerous items to school. Using an item as a weapon to harm or threaten to harm.	Using sticks or other found objects during play without intent to harm.	Bringing a cultural item (which could be considered a weapon) to school for a curriculum task. These need to be handed to a staff member on arrival and collected at the end of the day.



Reporting

A consistent approach to reporting is expected through the use of a set of guidelines as below:



Fernvale State School Effort and Behaviour Reporting Guidelines

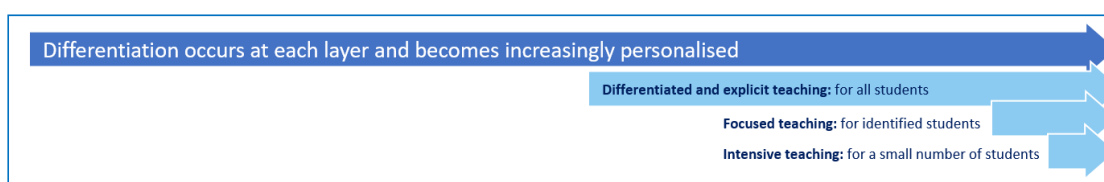
	EXCELLENT	VERY GOOD	SATISFACTORY	NEEDS ATTENTION	UNACCEPTABLE
	VERY HIGH	HIGH	SOUND	DEVELOPING	SUPPORT REQUIRED
	<i>Honesty, Acceptance, Respect, Responsibility, Courage</i>				
EFFORT	I independently: <ul style="list-style-type: none"> am on time to class and prepared for learning with the necessary equipment. remain focussed on my learning and participate appropriately in class seek improvement through my use of teacher feedback (spoken or written) complete and submit all work on time produce my best effort 	I consistently: <ul style="list-style-type: none"> am on time to class and prepared for learning with the necessary equipment. remain focussed on my learning and participate appropriately in class seek improvement through my use of teacher feedback (spoken or written) complete and submit all work on time produce my best effort 	I usually: <ul style="list-style-type: none"> am on time to class and prepared for learning with the necessary equipment. remain focussed on my learning and participate appropriately in class seek improvement through my use of teacher feedback (spoken or written) complete and submit all work on time produce my best effort 	I sometimes: <ul style="list-style-type: none"> am on time to class and prepared for learning with the necessary equipment. remain focussed on my learning and participate appropriately in class seek improvement through my use of teacher feedback (spoken or written) complete and submit all work on time produce my best effort 	I sometimes: <ul style="list-style-type: none"> am on time to class and prepared for learning with the necessary equipment. remain focussed on my learning and participate appropriately in class seek improvement through my use of teacher feedback (spoken or written) complete and submit all work on time produce my best effort
BEHAVIOUR	I independently: <ul style="list-style-type: none"> am honest am accepting and cooperate with others am respectful of others and show care of property am responsible and follow instructions. I use ICT responsibly and ethically 	I consistently: <ul style="list-style-type: none"> am honest am accepting and cooperate with others am respectful of others and show care of property am responsible and follow instructions. I use ICT responsibly and ethically 	I usually: <ul style="list-style-type: none"> am honest am accepting and cooperate with others am respectful of others and show care of property am responsible and follow instructions. I use ICT responsibly and ethically 	I sometimes: <ul style="list-style-type: none"> am honest am accepting and cooperate with others am respectful of others and show care of property am responsible and follow instructions. I use ICT responsibly and ethically 	I sometimes: <ul style="list-style-type: none"> am honest am accepting and cooperate with others am respectful of others and show care of property am responsible and follow instructions. I use ICT responsibly and ethically

Differentiated and Explicit Teaching

Fernvale 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 Fernvale 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.



Focused Teaching

Approximately 15% of all students in any school or classroom may require additional support to meet behaviour expectations, even after being provided with differentiated and explicit teaching. These students may have difficulty meeting behavioural expectations in a particular period of the day or as part of a learning area/subject, 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 Fernvale State School to provide focused teaching. Focused teaching is aligned to the School's 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.

Fernvale State School has a range of Student Support staff in place to help arrange and deliver focused teaching to students who need more support to meet expectations. In addition, the school also seeks support from external agencies to further support and address specific skill development and cultural needs for some students.

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. Examples may include referral to alternate programs on offer. 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 assigned a case manager at the school that will oversee the coordination of their program, communicate with stakeholders and directly consult with the student.

Legislative Delegations

Legislation

In this section of the Fernvale 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 suspend, exclude or cancel the enrolment of a student at the school. These decision-making responsibilities cannot be delegated to other staff in the school, such as deputy principals.

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

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

Disciplinary Consequences

The disciplinary consequences model used at Fernvale 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.

Differentiated

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")
- Use of Zones of Regulations to self-identify what zone of emotions a student is currently experiencing
- Non-verbal and visual cues (e.g. posters, hand gestures)
- Whole class practising of routines
- 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-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; increase non-verbal communication
- 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 time away in class
- 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
- Peer consequence (e.g. corrective feedback to influential peer demonstrating same problem behaviour)
- Private discussion with student about expected behaviour
- Reprimand for inappropriate behaviour
- Warning of more serious consequences (e.g. removal from classroom)
- Detention

Focussed

Class teacher is 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)
- Targeted skills teaching in small group
- Token economy
- Detention
- Behavioural contract
- Counselling and guidance support
- Self-monitoring plan
- Teacher coaching and debriefing
- Referral to Student Support Services or Regional Behaviour Management Team for team based problem solving
- Stakeholder meeting with parents and external agencies

Intensive

School leadership team work in consultation with a range of stakeholders to address persistent or ongoing serious problem 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. mobile phone)
- 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.

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 Fernvale 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 Fernvale State School are to 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, as 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.

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 in writing. Re-entry meetings are short and kept small with only the Principal or their delegate and where possible Class teacher 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 or Community Education Counsellors, may also offer important advice to ensure a successful outcome to the re-entry meeting.

School Policies

Fernvale 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 Fernvale 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.

** 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 Fernvale State School:

- do not require the student's consent to search school property such as 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 Fernvale 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 Fernvale 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 Fernvale 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 Fernvale 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.

Queensland state schools are committed to reducing the distraction of mobile devices to provide optimal learning environments for all students.

For the purpose of this procedure, mobile devices include mobile phones, wearables such as smartwatches, handheld devices and other emerging technologies which have the ability to connect to telecommunication networks or the internet.

All state school students must keep mobile phones switched off and 'away for the day' during school hours.

Wearable devices, such as smartwatches, must have notifications switched off so that phone calls, messages and other notifications cannot be sent or received during school hours.

Students and their parents may apply for an exemption from this requirement based on certain criteria.

Responsibilities

In accordance with the *Student use of mobile devices* procedure, at Fernvale State School the following is an expectation:

- it is a requirement for all students (except for those with recorded exemptions) to keep their personal mobile phones switched off and 'away for the day' and/or disable notifications on wearable devices during school hours;
- formal exemption can be sought from the Principal from this policy for students who require access to their personal mobile phone or wearable device during school hours for medical, disability and/or wellbeing reasons;
- students are expected to present their personal mobile phones at the office for safe storage on arrival to school and collect from the office at the end of the day;
- no devices allowed for educational activities such as sport, camps and excursions;

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

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

- use mobile phones or other devices only in the following event if required within the teaching of the Australian Curriculum for
 - assigned class work and assignments set by teachers
 - developing appropriate literacy, communication and information skills
 - authoring text, artwork, audio and visual material for publication on the intranet or internet for educational purposes as supervised and approved by the school
 - conducting general research for school activities and projects
 - communicating or collaborating with other students, teachers, parents or experts in relation to school work
 - accessing online references such as dictionaries, encyclopaedias, etc.
 - researching and learning through the department's eLearning environment
- be courteous, considerate and respectful of others when using a mobile device
- switch off and place the mobile device out of sight during classes, before and after school, and during lunch breaks unless the device is being used in a teacher directed activity to enhance learning
- seek teacher's approval where they wish to use a mobile device under special circumstances.

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

- use a mobile phone or other devices in an unlawful manner at school
- 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 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 the Fernvale 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.

Preventing and responding to bullying

Fernvale 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.

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 Fernvale State School our staff will work to quickly respond to any matters raised of this nature in collaboration with students and parents.

“Play Rangers” are trained Year 5 and 6 students that once demonstrating a specific level of ability are rostered to support Prep to Year Three students in the playground to encourage and support fair play through communication and teamwork strategies with younger students. Strategies taken from the Berry Street Education Model are also implemented by school staff to enhance positive relationships with and between students across the school.

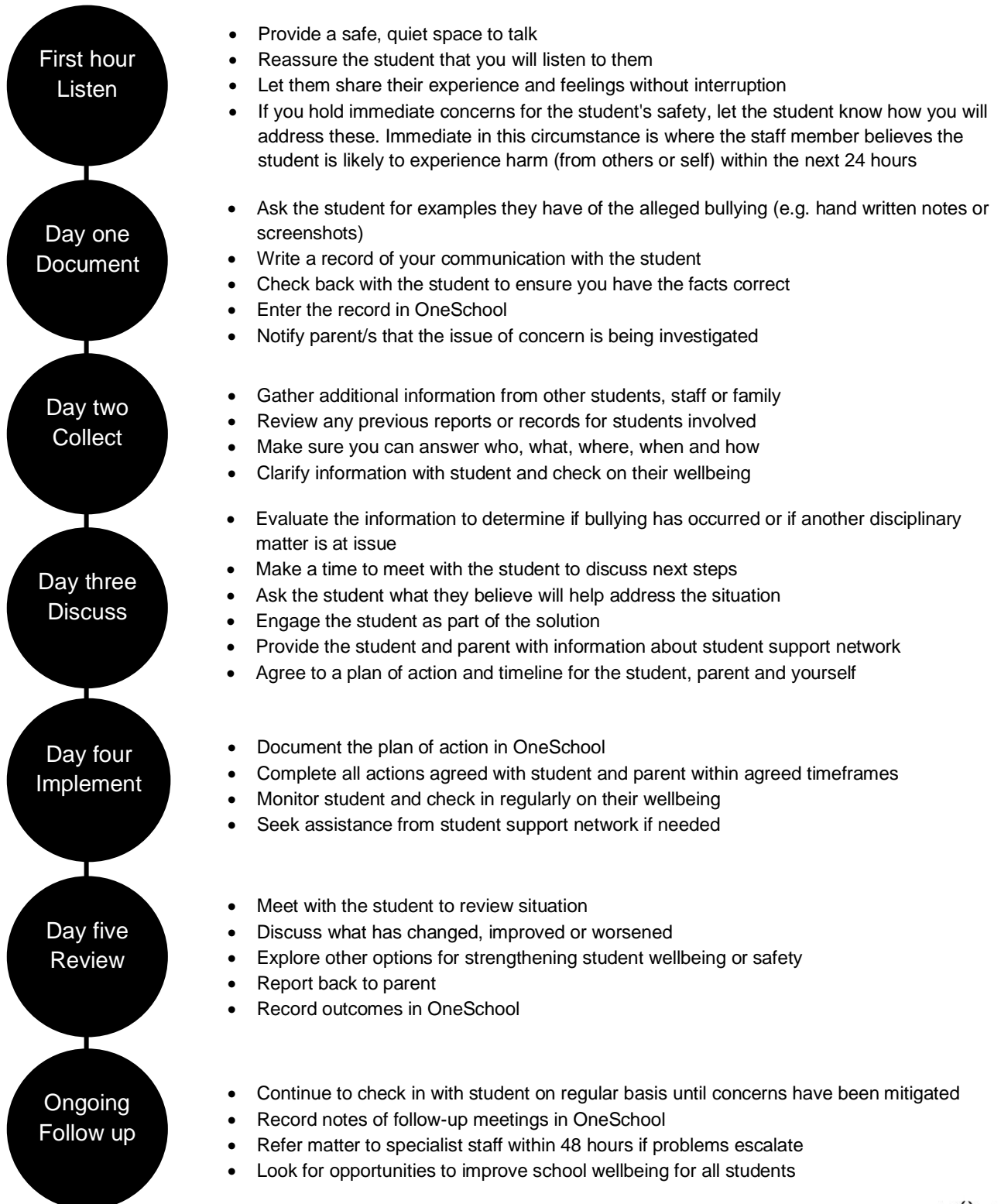
The following flowchart explains the actions Fernvale State School teachers will take when they receive a report about student bullying, including bullying which may have occurred online or outside of the school setting. Please note that the indicative timeframes will vary depending on the professional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

Fernvale 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



Cyberbullying

Cyberbullying is treated at Fernvale 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.

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 Fernvale 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 or Deputy Principal.

Fernvale 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](#).

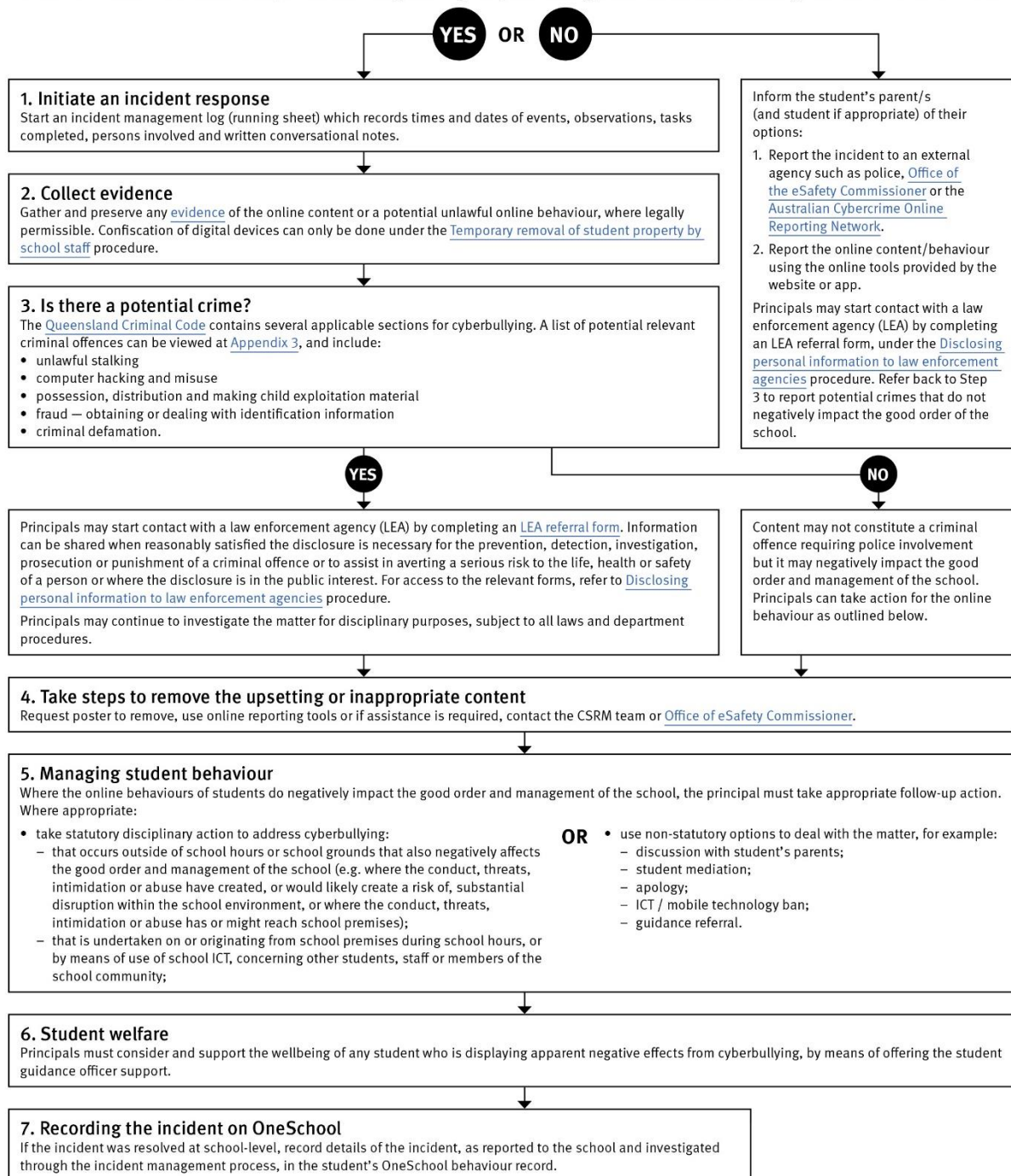
Explicit images

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 [Cybersafety 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 [Cybersafety and reputation management team](#) (Department employees only).

Student Intervention and Support Services

Fernvale 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 Fernvale 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

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

It's important to remember that sometimes negative comments posted about the school community have a greater impact than expected. This guide offers some information about how to use social media in relation to comments or posts about the school community.

Reputations of students, teachers, schools, principals and even parents can be permanently damaged — and in some cases, serious instances of inappropriate online behaviour are dealt with by police and the court system.

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

- Before you post something online, ask yourself if the community or individual really need to know. Is it relevant, positive and helpful?
- Remember that what you post online is a direct reflection of who you are. People will potentially form lasting opinions of you based on what you post online.
- Be a good role model. If things get heated online consider logging out and taking a few moments to relax and think. Hasty, emotive responses could inflame situations unnecessarily.
- Be mindful when commenting, try to keep general and avoid posting anything that could identify individuals.
- A few years ago parents may have discussed concerns or issues with their friends at the school gate. Today with the use of social media, online discussions between you and your close friends can very quickly be shared with a much wider audience, potentially far larger than intended.
- Taking a few moments to think about the content you are about to post could save upset, embarrassment, and possible legal action.
- As a parent you have a role in supervising and regulating your child's online activities at home and its impact on the reputation and privacy of others. Parents are their child's first teachers — so they will learn online behaviours from you.

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

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

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

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

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

Possible civil or criminal ramifications of online commentary

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

What about other people's privacy?

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

What if I encounter problem content?

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

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

Restrictive Practices

School staff at Fernvale 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.
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

Conclusion

Fernvale 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 approach assists parents and school staff in reaching an outcome that is in the best interests of the student:

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 <https://www.qld.gov.au/contact-us>

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

If you're unhappy with the service or action of the department, or its staff, and you are directly affected by what has occurred, you can make a customer complaint.

If you are unhappy about something that occurred at a state school, you should first raise your issue with the school. The [Schools Directory External link](#) provides contact information. Alternatively, you can make a complaint by contacting Queensland Government on 13 74 68 or via the [contact us page External link](#).

You can find more information on our [customer complaints page](#) or our [customer complaints management procedure External link](#).

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 policy](#).