



# Alexandra Hills State High School

Centre of Excellence in Automation and Robotics

# Student Code of Conduct

# 2024-2026

## ***EQUITY and EXCELLENCE***

Equity and Excellence is our plan for every state school student, focusing on educational achievement, wellbeing and engagement, and culture and inclusion. We want parents, communities – and most importantly students – to know that we will give them every possible opportunity to succeed.

## Purpose

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

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

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

## Contact Information

Postal address:	PO BOX 234, CAPALABA QLD 4157
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Phone:	07 3820 1444
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Email:	educate@alexandrahillsshs.eq.edu.au
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School website address:	<a href="https://alexandrahillsshs.eq.edu.au/">https://alexandrahillsshs.eq.edu.au/</a>
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Contact Person:	Jeff Bahr
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## Endorsement

Principal Name:	Ms Julie-Ann McCullough
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Principal Signature:	
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Date:	21 January 2024
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P/C President and- or School Council Chair Name:	Caroline Bastow
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P/C President and- or School Council Chair Signature:	
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Date:	21 January 2024
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## Principal's Foreword

Alexandra Hills SHS is a well established school located in the bayside city of Redlands. While we have traditions of which we are justly proud, our school is a dynamic, innovative organisation where we strive together with students and their families to ensure that all students are offered the educational experience which best meets their individual needs.

### **Our approach to student welfare**

It is our belief that that happy students learn best. In order to ensure that students develop emotional resilience and learn how to cope with the day to day pressures of adolescent life, a personal development program is in place from Years 7-12. In Junior Secondary (Years 7-9), Alex and Me addresses such issues as transition, friendships and organisation, while the Senior program is built around topics suitable to young adults in their last years of high school.

The Hub is a purpose built centre for the welfare team which includes the Guidance Officers, School Nurse, Chaplains, Social Worker, Community Education Counsellor, Youth Support Co-ordinator and other visiting agencies. All students have confidential access to the Hub personnel who work individually or together with parents and teachers to address a student's particular issues.

Student leadership revolves around making the school climate happy and supportive of positive relationships amongst students of all year levels. The Student Council, Junior and Senior School Captains, Senior Leaders, House Captains and Mentors all contribute by giving their time and energy to group and individual projects which help to make our school a place where students want to be.

### **Our approach to curriculum**

Our aim is to provide a curriculum which is broad enough to accommodate student choice but is structured in such a way that students who graduate have a clear pathway to university, TAFE or employment, no matter what their choice.

The Junior curriculum has been designed and established using the Australian Curriculum. This curriculum ensures all students are well prepared for the Senior phase of their schooling. All students study a core of English, Mathematics and Science. Students have a choice of more than 40 elective units to complete their learning program.

### **Our approach to catering for the full range of students**

We believe that students will achieve best when their individual strengths, talents and needs are recognised. To this end, a number of specialist classes are offered including:

- STEM Classes (Years 7-10 for students with aptitude in Mathematics and Science)
- Rugby League Academy (Years 7-10 for students with aptitude in Rugby League)
- Basketball Academy (Years 7-10 for students with aptitude in Basketball)
- Dance Academy (Years 7- 9 for students with aptitude in Dance)
- Language Learning (Years 7-12 for students who have learned another language at school or who speak another language at home)
- Instrumental Music (Years 7-12 for students who play an instrument)
- Music Extension (Year 12 for students who wish to take an additional Music subject)

Students with learning needs are catered for in a number ways such as one to one tutoring, ability level grouping, homework club as well as teacher aide assistance in the classroom.

### **Our approach to co- curricular activities**

It is our aim that school life at Alexandra Hills SHS is full with a diverse range of activities to appeal to every student. Researchers at the Menzies Research Institute Tasmania have found that in considering student engagement, “the notion that a school should be about sports, music and drama (and other activities) – not only literacy and numeracy – is really important.

**Our co-curricular activities include:**

- Weekly Sports Program
- Leadership Program
- Student Council
- Public Speaking
- Debating
- Dance Troupes
- Music Program – instrumental and vocal
- Camp for Year 7
- Enrichment activities to support individual subjects
- Fundraising for Special Causes

**Our approach to communication**

Parents and carers are our partners in caring for and educating our students. It is essential, therefore, that communication is appropriate, useful and well timed. Teachers are expected to ensure that parents are aware of any issues which may be affecting their child's learning. They will phone or email when necessary and parents are encouraged to accept our invitation to do likewise. Furthermore, parents are informed by text in the event of a student's absence.

Key people, such as the Year Level Deputy Principal, Head of Engagement Yr level and Co-ordinator, will continue to be responsible for the cohort for the duration of their enrolment, such that parents will be introduced to them in Year 7 and will be able to develop a relationship during the child's six years. In this way, parents can confidently address issues with a person, familiar to them, who knows their child.

The school website and school facebook page are a public resources and are another avenue for obtaining useful information.

**Our approach to discipline**

We believe that adolescents thrive in an orderly environment where the boundaries and rules are clear.

We have high expectations of student behaviour, dress and work ethic. While our responses to behaviour issues are clearly outlined in the AHSHS Responsible Behaviour Plan, we rely on parent support in addressing problems with student behaviour. It is essential that students understand that parents and carers agree with the school's values such that students are not confused by contradictions between what is considered acceptable by parents and carers and what is permitted by the school.

Ms Julie-Ann McCullough

Principal

## P&C Statement of Support

As president of the Alexandra Hills State High School P&C Committee, I am proud to support the new Student Code of Conduct. We encourage all parents to familiarise themselves with the Alexandra Hills State High School Student Code of Conduct, and to take time to talk with their children about expectations and discuss any support they may need.

Any parents who wish to discuss the Alexandra Hills State High School Student Code of Conduct and the role of families in supporting the behavioural expectations of students are welcome to contact myself or join the Alexandra Hills State High School P&C Association. It is with your support that we can work collaboratively with School staff to ensure all students are safe, supported and appropriately supported to meet their individual social and learning needs.

## Review Statement

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

## School Captains/Leaders Statement

On behalf of the student body at Alexandra Hills State High School, we endorse the Student Code of Conduct for 2024. We have represented students on the consultation committee, provided feedback on draft materials and put forward the views of young people on a range of issues affecting their lives at school. Throughout the year, we will continue to work with the school administration team and the Alexandra Hills State High School P&C Association on how the Student Code of Conduct is working, identify areas for improvement and present alternative options or suggestions for consideration.

Any student who has questions or issues they would like raised by the School Captains are invited to approach any of us directly.

**Junior Secondary Captain:** Madison Armstrong

**Junior Secondary Captain:** Emma Hitchen

**Junior Secondary Captain:** Landen Williams-Pilon

**Junior Secondary Captain:** Kathryn Webster

**Senior School Captain:** Sara Mann

**Senior School Captain:** Jack Robinson

**Senior School Captain:** Zoe McDougall

**Senior School Captain:** Edan James

## 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 relevant year level Deputy Principal to discuss the model of behaviour support and discipline used at this school.

## Multi-Tiered Systems of Support

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

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



	<ul style="list-style-type: none"> <li>interventions have a good chance of working (e.g., they are “evidence-based” interventions that are matched to the student’s need).</li> </ul> <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>
<b>3</b>	<p>Individualised services for <b>few students</b> (2-5%) who require the most intensive support a school can provide. These are usually delivered in very small groups or on an individual basis.</p> <p>Tier 3 supports continue to build on the lessons and supports provided at Tiers 1 and 2, becoming more individualised and more intensive until teams can identify what is needed for a student to be successful. Tier 3 supports are based on the underlying reasons for a student’s behaviour (their FBA) and should include strategies to:</p> <ul style="list-style-type: none"> <li>PREVENT problem behaviour</li> <li>TEACH the student an acceptable replacement behaviour</li> <li>REINFORCE the student’s use of the replacement behaviour</li> <li>MINIMISE the payoff for problem behaviour.</li> </ul> <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>

## Consideration of Individual Circumstances

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

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

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

## Student Wellbeing and Support Network

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

Learning and wellbeing are inextricably linked — students learn best when their wellbeing is optimised, and they develop a strong sense of wellbeing when they experience success in learning. The [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. As part of the whole school's curriculum at Alexandra Hills State High School, we provide age-appropriate drug and alcohol education that reinforces public health and safety messages; HIV, Hepatitis C and sexuality transmissible infections education as part of a broader sexuality and relationships education program; and ensure CPR for Life in schools skills training is provided to all Year 10 and 12 students.

### **Policy and expectations**

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

#### *Drug education and intervention*

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

#### *Specialised health needs*

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

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

#### *Medications*

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

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

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

#### *Mental health*

Alexandra Hills State High School implements early intervention measures 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](#).

#### *Suicide prevention*

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

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

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

#### *Suicide postvention*

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

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

## Student Support Network

Alexandra Hills State High 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 Alexandra Hills State High School to seek assistance or advice. If they are unable to assist they will provide guidance and help ensure the student is connected to the appropriate representative of the Student Support Network.

Parents who would like more information about the student support roles and responsibilities are invited to contact the school.

Role	What they do
Student Support Case Manager	<ul style="list-style-type: none"> <li>Provides individualised support for students verified with a low incident disability in addition to existing student supports.</li> <li>Provides support with disability specific adjustments and creating Individual Support Plans.</li> <li>Liaises with families, students, staff and external agencies to ensure all students have equitable access to learning.</li> </ul>
Chaplain	<ul style="list-style-type: none"> <li>Provides social, emotional and/or spiritual support to students and serves the needs of the school community however possible.</li> </ul>
Guidance Officer	<ul style="list-style-type: none"> <li>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.</li> <li>Assists students with specific difficulties, acting as a mediator or providing information on other life skills.</li> <li>Liaises with parents, teachers, or other external health providers as needed as part of the counselling process.</li> </ul>
Head of Engagement Year 7	<ul style="list-style-type: none"> <li>Coordinates transition to secondary for students moving from Year 6 to Year 7.</li> <li>Monitors student attendance data, arranges intervention for students in Years 7.</li> </ul>
Heads of Department Engagement years 8/9/10	<ul style="list-style-type: none"> <li>Coordinate the School Wellbeing Framework ensuring links with the school's PBL Framework are evident.</li> <li>Creates and Coordinates of the wellbeing education program for years 7 - 12.</li> <li>Line manages of Year Level Coordinators encompassing the senior and junior leadership process, year level specific events, camps and Quiet Achiever Awards ceremony.</li> <li>Leads the implementation of Positive Behaviour for Learning (PBL).</li> <li>Tracks of whole school attendance data and trends and implementation of incentives and initiatives for a whole school attendance improvement strategy.</li> </ul>
School-Based Youth Health Nurse	<ul style="list-style-type: none"> <li>Provides individual health consultations with assessment, support, health information and referral options related to:               <ul style="list-style-type: none"> <li>healthy eating and exercise</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ relationships</li> <li>○ personal and family problems</li> <li>○ feeling sad, worried and angry</li> <li>○ sexual health</li> <li>○ smoking, alcohol and other drugs.</li> </ul>
Year Level Coordinator	<ul style="list-style-type: none"> <li>• Is responsible for student welfare at each year level.</li> <li>• Provides continuity of contact for students and their families through the six years of schooling.</li> <li>• Ensures students feel safe and comfortable and want to come to school.</li> <li>• Nurtures a sense of belonging to the home group, year level and school.</li> <li>• Provides wellbeing student assistance and support along with management responsibilities including year level activities, Quiet Achiever and leadership ceremonies and process within the year level cohort.</li> <li>• Supports and promotes PBL initiatives and programs.</li> <li>• Organises and coordinates students and staff with regards to year level specific events including orientation program, Alex Ambassadors, end of year functions, events, discos, and camps.</li> </ul>
Youth Support Coordinator	<ul style="list-style-type: none"> <li>• Provides individual and, at times, group support to students to assist their engagement with education and training.</li> <li>• Support students to overcome barriers to education such as <ul style="list-style-type: none"> <li>○ attendance at school</li> <li>○ drug and alcohol support needs</li> <li>○ QCE/learning support</li> <li>○ suspension/exclusion/referral for behaviour support</li> <li>○ relationships/social skills</li> <li>○ conflict with family/peers/teachers</li> <li>○ social/emotional/physical wellbeing.</li> </ul> </li> </ul>

It is also important for students and parents to understand there are regional and statewide support services also available to supplement the school network. These include Principal Advisor Student Protection, Mental Health Coach, Autism Coach, Inclusion Coach, Success Coach, Advisory Visiting Teachers and Senior Guidance Officers. For more information about these services and their roles, please speak with our Guidance Officers.

## Whole School Approach to Discipline

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

PBL is an evidence-based framework used to:

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

At Alexandra Hills State High School we believe discipline is about more than punishment. It is a word that reflects our belief that student behaviour is a part of the overall teaching and learning approach in our school. Our staff take responsibility for making their expectations clear, for providing supportive instruction about how to meet these expectations and strive to use behavioural incidents as opportunities to re-teach.

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

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

## PBL Expectations

Our staff are committed to delivering a high quality of education for every student, and believe all adults in the school, whether visiting or working, should meet the values that are in place for students. Our school community established the following values. We value:

- Caring for Self and Others
- Respect
- Inclusion and Tolerance of Difference
- Commitment and Determination
- Resilience and Confidence
- Creativity and Innovation

This is encapsulated in our PBL moto "*We are Safe Respectful Learners*".

**All members of the community (students, staff and parents/carers) are expected to Conduct themselves in a lawful, ethical, safe and responsible manner that recognises and respects the rights of others.**

### **Students are expected to:**

- Attend school regularly, on time and participate actively in the schools' education program (have correct equipment, participate in all activities)
- Meet homework requirements
- Wear the school uniform correctly
- Follow teachers directions and directions of the Principal
- Abide by school rules, not bring prohibited items onto school grounds
- Take responsibility for their own behaviour and learning
- Demonstrate respect for themselves, other members of the school community and the school environment
- Behave in a manner that respects the rights of others, including the right to learn
- Co-operate with staff and others in authority.

### **Parents are expected to:**

- Show an active interest in their child's schooling and progress (attend open evenings, parent teacher meetings)
- Co-operate with school staff to achieve the best outcome for their child
- Support staff in maintaining a safe and respectful learning environment for all students
- Initiate and maintain constructive communication and relationships with School staff regarding their child's learning, wellbeing, attendance and behaviour.
- Not allow their child to bring dangerous and inappropriate items into school grounds.
- Treat school staff with respect and tolerance.

### **Alexandra Hills State High School staff will:**

- Provide safe and supportive learning environments
- Provide inclusive and engaging curriculum and teaching
- Initiate and maintain constructive communication and relationships with students and parents
- Promote the skills of responsible self management
- Communicate high expectations for individual achievement and behaviour
- Ensure consistency and fairness in implementing the Alexandra Hills State High School Student Code of Conduct.



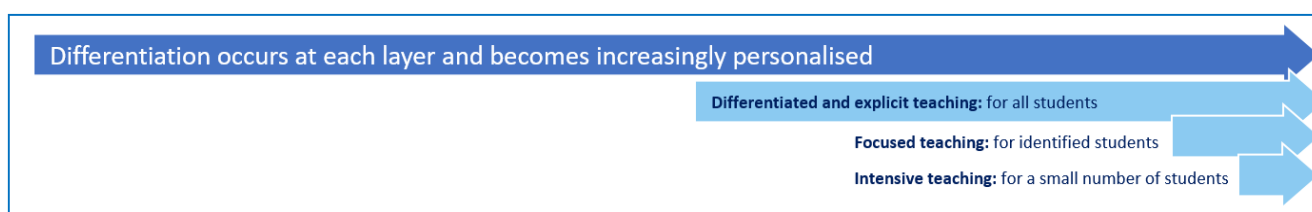
- Review and monitor the effectiveness of the School's practices and their impact of student learning
- ensure compliance with the Student Code of Conduct and participate in professional development to improve their skills in promoting responsible student behaviour.

## Differentiated and Explicit Teaching

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

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


There are three main layers to differentiation, as illustrated in the diagram below. This model is the same used for academic and pedagogical differentiation.



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

Every classroom in our school uses the PBL Expectations Matrix, illustrated on the following page, 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.

# We are Safe Respectful Learners

Positive behaviour expectation	At School At All Times	Learning & Sports spaces	Playground and Oval	Digital Spaces Being eSafe.	Out in the community
<b>Be Safe</b>	<ul style="list-style-type: none"> <li>I use respectful, positive language, tone and good manners.</li> <li>I recognise swearing is disrespectful.</li> <li>I say no to bullying.</li> <li>I follow through with my commitments.</li> </ul>	<ul style="list-style-type: none"> <li>I follow staff directions, rules and activity instructions</li> <li>I enter and exit in an orderly manner.</li> <li>I gain permission to move or leave the room.</li> </ul>	<ul style="list-style-type: none"> <li>I care for others and myself.</li> <li>I am kind</li> <li>I take part in school approved games only.</li> </ul>	<ul style="list-style-type: none"> <li>I report cyberbullying and the sharing of inappropriate content.</li> <li>I protect my personal information.</li> </ul>	<ul style="list-style-type: none"> <li>I obey road rules.</li> <li>I ensure safe behaviours are demonstrated.</li> </ul>
<b>Be Respectful</b>	<ul style="list-style-type: none"> <li>I wear the school uniform with pride</li> <li>I "Switch Off" my phone to "Switch On" to learning.</li> <li>My phone is out of sight.</li> </ul>	<ul style="list-style-type: none"> <li>I cooperate with others.</li> <li>I follow classroom expectations.</li> <li>I allow others to learn and teachers to teach.</li> </ul>	<ul style="list-style-type: none"> <li>I always put rubbish in the bin.</li> <li>I look after school equipment and facilities.</li> </ul>	<ul style="list-style-type: none"> <li>I look after my own and other's devices</li> <li>I consider the consequences of everything I post.</li> </ul>	<ul style="list-style-type: none"> <li>I respect public and private property</li> <li>I am considerate of the public and represent the school with pride.</li> </ul>
<b>Be a Learner</b>	<ul style="list-style-type: none"> <li>I keep hands and feet to myself.</li> <li>I respect others personal space, time, privacy and property.</li> <li>I encourage and support others, and I am inclusive.</li> </ul>	<ul style="list-style-type: none"> <li>I will be on time all the time.</li> <li>I bring all equipment.</li> <li>I will be on task and participate.</li> <li>I am responsible for my learning.</li> </ul>	<ul style="list-style-type: none"> <li>I follow the directions of duty staff.</li> <li>I stay clear of out-of-bounds areas.</li> </ul>	<ul style="list-style-type: none"> <li>I use my device to support my learning when instructed.</li> </ul>	<ul style="list-style-type: none"> <li>I am a good role model for other students.</li> </ul> 

## 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 Alexandra Hills State High School to provide focused teaching. Focused teaching is aligned to the PBL Expectations Matrix, and student progress is monitored by the classroom teacher/s to identify those who:

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

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

- Traction
- Rock and Water
- Functional Behaviour Assessment.

For more information about these programs, please speak with the relevant Year Level Deputy Principal.

## Intensive Teaching

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

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

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

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

# Legislative Delegations

## Legislation

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

- [Anti-Discrimination Act 1991 \(Qld\)](#)
- [Child Protection Act 1999 \(Qld\)](#)
- [Commonwealth Disability Discrimination Act 1992](#)
- [Commonwealth Disability Standards for Education 2005](#)
- [Criminal Code Act 1899 \(Qld\)](#)
- [Education \(General Provisions\) Act 2006](#)
- [Education \(General Provisions\) Regulation 2017](#)
- [Human Rights Act 2019 \(Qld\)](#)
- [Information Privacy Act 2009 \(Qld\)](#)
- [Judicial Review Act 1991 \(Qld\)](#)
- [Right to Information Act 2009 \(Qld\)](#)
- [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 Alexandra Hills State High 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 continual 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 teacher provides in-class or in-school disciplinary responses to low-level or minor problem behaviour. This may include:

- Pre-correction (e.g. "Remember, walk quietly to your seat")
- Non-verbal and visual cues (e.g. posters, hand gestures)
- Whole class practising of routines
- Ratio of 4 positive to 1 negative commentary or feedback to class
- Corrective feedback (e.g. "Hand up when you want to ask a question")
- Rule reminders (e.g. "When the bell goes, stay seated until I dismiss you")
- Explicit behavioural instructions (e.g. "Pick up your pencil")
- Proximity control
- Selective Attending (ESCM 7) - Tactical ignoring of inappropriate behaviour (not student)
- Revised seating plan and relocation of student/s
- Individual positive reinforcement for appropriate behaviour (PBL – stamps and stickers)
- Class wide incentives
- Reminders of incentives or class goals
- Redirection
- Low voice and tone for individual instructions

- 30 second 'take-up' time for student/s to process instruction/s
- Reduction of verbal language
- Breaking down tasks into smaller chunks
- Providing positive choice of task order (e.g. "Which one do you want to start with?")
- Prompting student to take a break or time away in class
- Modelling appropriate language, problem solving and verbalising thinking process (e.g. "I'm not sure what is the next step, who can help me?")
- Providing 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
- Detention
- Behavioural contract
- Counselling and guidance support
- Self-monitoring plan
- Check in Check Out strategy
- Teacher coaching and debriefing
- Referral to Student Support Network for team based problem solving
- Stakeholder meeting with parents and external agencies

## **Intensive**

School leadership team work in consultation with Student Support Network 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 Alexandra Hills State High School, the use of any SDA is considered a very serious decision. It is typically only used by the Principal when other options have been exhausted or the student's behaviour is so dangerous that continued attendance at the school is considered a risk to the safety or wellbeing of the 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 schools 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 Alexandra Hills State High School may be invited to attend a re-entry meeting on the day of their scheduled return to school. The main purpose of this meeting is to welcome the student, with their parent/s, back to the school. It is not a time to review the student's behaviour or the decision to suspend 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.

A re-entry meeting interview following a suspension may be offered as a support for the student to assist in their successful re-engagement in school following suspension.

### Arrangements

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

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

### Structure

The structure of the re-entry 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
- Reminder of School Expectations and Behaviour Matrix

- Discussion of any recent changes to school routine or staffing
- Information about supports available (e.g. guidance officer)
- Date for follow-up

**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. 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.





## MANAGING BEHAVIOURS AT ALEXANDRA HILLS STATE HIGH SCHOOL



### Exceptional Expected Behaviour

### PROACTIVE

Example student behaviours	Teacher	Actions	Acknowledgement of behaviour
<ul style="list-style-type: none"> <li>Regularly demonstrates being a safe, respectful learner in all areas</li> <li>Follows behaviour and effort expectations</li> <li>Strong attendance</li> <li>Participation in school and community activities</li> <li>Adheres to school policies</li> </ul>	<ul style="list-style-type: none"> <li>✓ 10 Essential Skills for Classroom Management</li> <li>✓ Regular positive acknowledgement of student behaviour e.g. Verbal acknowledgement</li> <li>✓ Public recognition of behaviour on assemblies</li> <li>✓ Quiet Achiever Award</li> <li>✓ School and Community Service Certificate</li> <li>✓ Eligibility for leadership positions, excursions and special events</li> </ul>		<b>Teacher</b> <ul style="list-style-type: none"> <li>Award PBL stamp/point for following the weekly behaviour focus</li> <li>Record Positive Behaviour on OneSchool</li> <li>Positive phone call/email/post card home</li> </ul>

### Demonstrated Expected Behaviour

### PROACTIVE

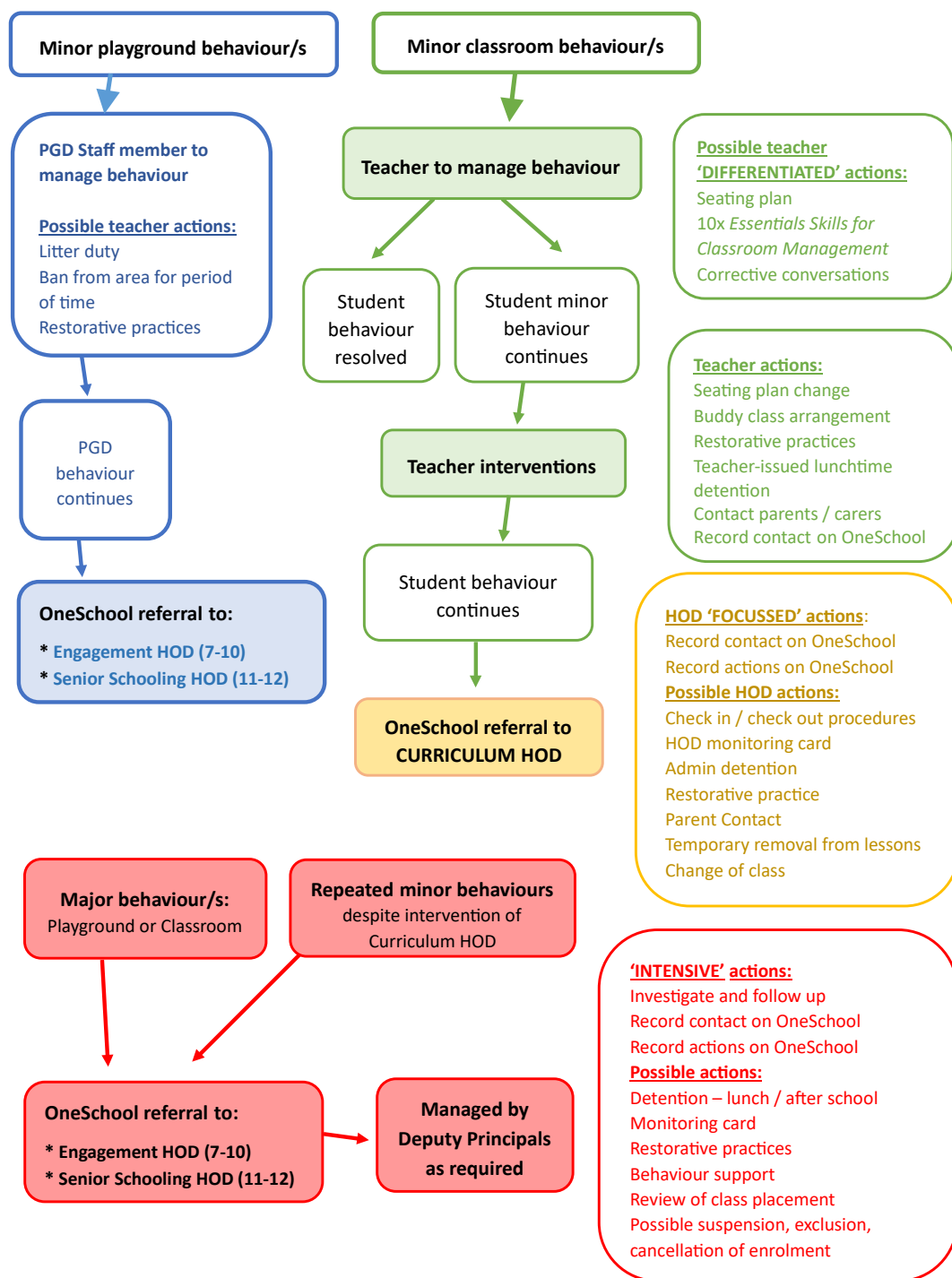
Example student behaviours	Teacher	Actions	Acknowledgement of behaviour
<ul style="list-style-type: none"> <li>Regularly demonstrates being a safe, respectful learner in all areas</li> <li>Follows behaviour and effort expectations</li> <li>Strong attendance</li> <li>Participation in school and community activities</li> <li>Adheres to school policies</li> </ul>	<ul style="list-style-type: none"> <li>✓ 10 Essential Skills for Classroom Management</li> <li>✓ Regular positive acknowledgement of student behaviour e.g. Verbal acknowledgement</li> <li>✓ public recognition of behaviour on assemblies</li> <li>✓ Quiet Achiever Award</li> <li>✓ School and Community Service Certificate</li> <li>✓ Explicit teaching of positive behaviours for learning</li> <li>✓ Eligibility for excursions and special events</li> </ul>		<b>Teacher</b> <ul style="list-style-type: none"> <li>Award PBL stamp/point for following the weekly behaviour focus</li> <li>Record Positive Behaviour on OneSchool</li> <li>Positive phone call/email/post card home</li> <li>Class rewards system</li> </ul>

### Interventions - Managed in the classroom by the classroom teacher

### DIFFERENTIATED

Example student behaviours	Classroom Teacher	Actions	Acknowledgement of behaviour
<ul style="list-style-type: none"> <li>Failure to follow directions</li> <li>Littering</li> <li>Minor swearing (e.g. within peer group)</li> <li>Minor unsafe behaviour</li> <li>Failure to wear correct uniform</li> <li>Failure to complete classwork or homework</li> <li>Disrupting others' learning</li> <li>Failure to follow a reasonable request</li> <li>Failure to bring appropriate equipment</li> <li>Lateness to class without a slip</li> <li>Eating/ drinking during class without permission</li> <li>Minor misuse of technology (e.g. playing games)</li> <li>Delayed return to class</li> </ul>	<ul style="list-style-type: none"> <li>✓ 10 Essential Skills for Classroom Management</li> <li>✓ Reminder of behaviour expectations – refer to relevant policies, behaviour matrix and being a safe, respectful learner</li> <li>✓ Check in with student – can they access work, wellbeing check, conversation about their choices, asking student how teacher can support them</li> <li>✓ Seating plan change</li> <li>✓ Restorative practices</li> <li>✓ Buddy class arrangement</li> <li>✓ Conversation with HOD, Pedagogical Coach and/or Engagement Coordinator</li> <li>✓ Conversation with other staff who have had success with student</li> </ul>		<b>Teacher</b> <ul style="list-style-type: none"> <li>Teacher issued detention</li> <li>Contact home and enter record of contact on OneSchool</li> <li>Corrective conversation</li> <li>Action relevant Assessment/Uniform/IT Policy</li> <li>Referral to support staff where appropriate</li> </ul>

MINOR Interventions - Managed by HOD, support staff and classroom teacher			FOCUSSED
<b>Example student behaviours</b> <ul style="list-style-type: none"> <li>Continued poor behaviour despite interventions implemented</li> <li>Refusal to attend teacher issued detention</li> <li>Persistent disruptive, distracting and/or off-task behaviour</li> <li>Student developed patterns of behaviour in class</li> <li>Unsafe behaviours (no injuries to self or others)</li> <li>Persistent refusal to participate in class and/or complete class work</li> <li>Failure to submit assessment</li> <li>Persistent delayed return to class</li> </ul>	<b>Classroom Teacher</b> <ul style="list-style-type: none"> <li>10 Essential Skills for Classroom Management</li> <li>Continue interventions</li> </ul> <b>Head of Department</b> <ul style="list-style-type: none"> <li>Follow up behaviour referrals with student and staff involved</li> <li>Remind student of behaviour expectations</li> <li>Wellbeing check in with student</li> <li>Restorative practices</li> <li>HOD monitoring card</li> <li>Contact home</li> <li>Action as per Assessment Policy</li> <li>Temporary withdrawal from class / buddy class</li> <li>HOD Detention</li> <li>Referral to support staff where appropriate</li> </ul> <b>Support staff (e.g. GOs, YSC, Chaplain and other staff)</b> <p>Actions on a case by case basis – e.g. referral to small group specialist programs, Functional Behaviour Analysis (FBA) etc.</p>	<b>Teacher</b> <p><b>Classroom</b></p> <ul style="list-style-type: none"> <li>Record behaviour on OneSchool and refer to relevant HOD</li> </ul> <p><b>Playground</b></p> <ul style="list-style-type: none"> <li>Refer OneSchool behaviour which occurs in playground to Junior Secondary School HOD (7 &amp; 8), Wellbeing and Engagement HOD (9 &amp; 10), Senior Schooling HOD (11 &amp; 12)</li> </ul> <p><b>Head of Department</b></p> <ul style="list-style-type: none"> <li>HOD actions a variety of strategies for an appropriate period of time.</li> <li>OneSchool referral to DP if behaviour continues.</li> <li><b>HOD NOTE: All SSC referrals to SSC DP.</b></li> </ul>	<b>Acknowledgement of behaviour</b>
<b>When making a referral select one behaviour category in OneSchool and refer to HOD.</b>			
MAJOR Interventions - Managed by Year Level Deputy Principal			INTENSIVE
<b>Example student behaviours</b> <ul style="list-style-type: none"> <li>Continued poor behaviour despite minor interventions managed</li> <li>Serious misbehaviour in the playground</li> <li>Swearing directly at staff</li> <li>Refusal to provide name or providing wrong name to staff</li> <li>Refusal to hand in mobile phone</li> <li>Serious physical misconduct</li> <li>Serious misconduct impacting teaching and learning of others</li> <li>Serious safety breach</li> <li>Persistent infringement of dress code, lateness and/or truancy</li> <li>Leaving class without permission with no return</li> <li>Possession, distribution or use of prohibited substances and items (e.g. cigarettes, vapes, alcohol, drugs etc.)</li> <li>Unacceptable sexual behaviour (physical or electronic means)</li> <li>Posting/sharing content at school/school events or in a private setting that brings the school into disrepute</li> <li>Serious harassment or bullying</li> </ul>	<b>Classroom Teacher</b> <ul style="list-style-type: none"> <li>One School behaviour incident referred to Year Level DP - phone the office for assistance if necessary</li> <li>Follow up with a conversation or phone call to DP</li> <li>Continue interventions</li> </ul> <b>HOD</b> <ul style="list-style-type: none"> <li>One School behaviour incident referred to Year Level DP - phone the office for assistance if necessary</li> <li>Follow up with a conversation or phone call to DP</li> <li>Continue with interventions where appropriate</li> </ul> <b>Support staff (e.g. GOs, YSC, Chaplain and other staff)</b> <ul style="list-style-type: none"> <li>Actions on a case by case basis – e.g. referral to small group specialist programs, Functional Behaviour Analysis (FBA) etc.</li> </ul> <b>Year Level DP</b> <ul style="list-style-type: none"> <li>Follow up behaviour referrals with student and staff involved</li> <li>Remind student of behaviour expectations – refer to relevant policies, behaviour matrix and being a safe, respectful learner</li> <li>Check in with student</li> <li>Restorative practices</li> <li>Temporary withdrawal from classroom and/or playground</li> <li>Specialist program warning and/or removal</li> </ul>	<b>Deputy Principal managed</b> <ul style="list-style-type: none"> <li>Deputy Principal Detention</li> <li>Deputy Principal monitoring card</li> <li>Contact home and record on One School</li> <li>Support/safety plan developed</li> <li>Behaviour support document – e.g. Discipline Improvement Plan, Behaviour Support Plan, Individual Support Plan</li> <li>Referral to support staff where appropriate</li> <li>Review of class placement</li> <li>Possible suspension, exclusion, cancellation of enrolment (Principal's decision)</li> </ul>	<b>Acknowledgement of behaviour</b>
<b>When making a referral select one behaviour category (most severe behaviour) and record in OneSchool.</b>			



AHSHS Behaviour Referral Flowchart

## School Policies

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

- Temporary removal of student property
- Use of mobile phones and other devices by students
- Preventing and responding to bullying
- Appropriate use of social media

The most up to date copies of the policies listed below can be found on our website <https://alexandrahillsshs.eq.edu.au/>

- Alexandra Hills State High School – Assignment Policy
- Alexandra Hills State High School – Attendance Policy
- Alexandra Hills State High School – Complaints Policy
- Alexandra Hills State High School – Exam Policy
- Alexandra Hills State High School – Homework Policy
- Alexandra Hills State High School – Personal Device Policy
- Alexandra Hills State High School – Plagiarism Policy
- Alexandra Hills State High School – Reconciliation Action Plan
- Alexandra Hills State High School – Senior Schooling Assessment Procedure Policy
- Alexandra Hills State High School – Sunsafes Policy
- Alexandra Hills State High School – Uniform and Dress Code Policy

## 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 Alexandra Hills State High School and will be removed if found in a student's possession:

- illegal items or weapons (e.g. guns, knives\*, throwing stars, brass knuckles, chains)
- imitation guns or weapons
- potentially dangerous items (e.g. blades, rope)
- drugs\*\* (including tobacco)
- alcohol
- aerosol deodorants or cans (including spray paint)
- suspected stolen property / items
- personal pleasure devices
- explosives (e.g. fireworks, flares, sparklers)
- flammable solids or liquids (e.g. fire starters, mothballs, lighters, vapes)
- poisons (e.g. weed killer, insecticides)
- inappropriate or offensive material (e.g. racist literature, pornography, extremist propaganda).
- Or any other item which could cause harm to any member of the school community.

\* 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**

### **School staff at Alexandra Hills State High School:**

- do not require the student's consent to search school property such as lockers, desks or laptops that are supplied to the student through the school;
- may seize a student's bag where there is suspicion that the student has a dangerous item (for example, a knife) in their school bag, prior to seeking consent to search from a parent or calling the police;
- require consent from the student or parent 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;
- in emergency circumstances it may be 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);
- require consent from the student or parent 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 Alexandra Hills State High School**

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



## Use of mobile phones and other devices by students

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

In consultation with the broader school community, Alexandra Hills State High School has determined that explicit teaching of responsible use of mobile phones and other devices is a critical component of digital literacy. The knowledge and confidence to navigate and use these technologies safely while developing digital literacy is a responsibility shared between parents, school staff and students.

It is also agreed that time and space should be provided at school where technology is not permitted, and students are encouraged to engage in other social learning and development activities. Students, parents and visitors will see posters, such as the example below, around the school that clearly identify our technology-free zones and times. Please respect the community agreed expectations for these spaces and behaviours.



### Responsibilities

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

It is **acceptable** for students at Alexandra Hills State High School to:

- use devices (laptops/tablets) where teacher permission/direction has been approved for student use in the classroom, 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
- where permission through a formal exemption has been granted to utilise mobile phones or other devices student are to be courteous, considerate and respectful of others.
- mobile phones must be 'away for the day' – turned off and out of sight whilst on school premises. This also extends to wearable devices like smartwatches, which can be worn, but must have notifications switched off, so that phone calls, messages and other notifications cannot be sent or received during school hours.

- seek teacher's approval where they wish to use a mobile device under special circumstances.
- mobile phones are to be stored in the student's schoolbag or on their person out of sight at all times unless accessing electronic payment at the canteen at POS.

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

- use a mobile device on school grounds without teacher permission
- use a mobile phone or other devices (laptop / tablet) in an unlawful manner
- use a mobile phone or other devices (laptop / tablet) in the playground
- BYOD laptops and tablets are required for educational use only and not to be used in the playground
- download, distribute or publish offensive messages or pictures
- use obscene, inflammatory, racist, discriminatory or derogatory language
- use language and/or threats of violence that may amount to bullying and/or harassment, or even stalking
- insult, harass or attack others or use obscene or abusive language
- deliberately waste printing and internet resources
- damage computers, printers or network equipment
- commit plagiarism or violate copyright laws
- ignore teacher directions for the use of social media, online email and internet chat
- send chain letters or spam email (junk mail)
- knowingly download viruses or any other programs capable of breaching the department's network security
- 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, classroom lessons and/or the further distribution (e.g. forwarding, texting, uploading, Bluetooth use etc.) of such material, including classroom lessons.
- 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 Alexandra Hills State High School Student Code of Conduct. In addition students and their parents should:

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

Alexandra Hills State High 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' positive engagement 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.

Alexandra Hills State High School has a Student Council, with diverse representatives from each year level meeting to promote strategies to improve student wellbeing, safety and learning outcomes.



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

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

**4. Partnerships**

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

**5. Support**

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

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

## **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. 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.

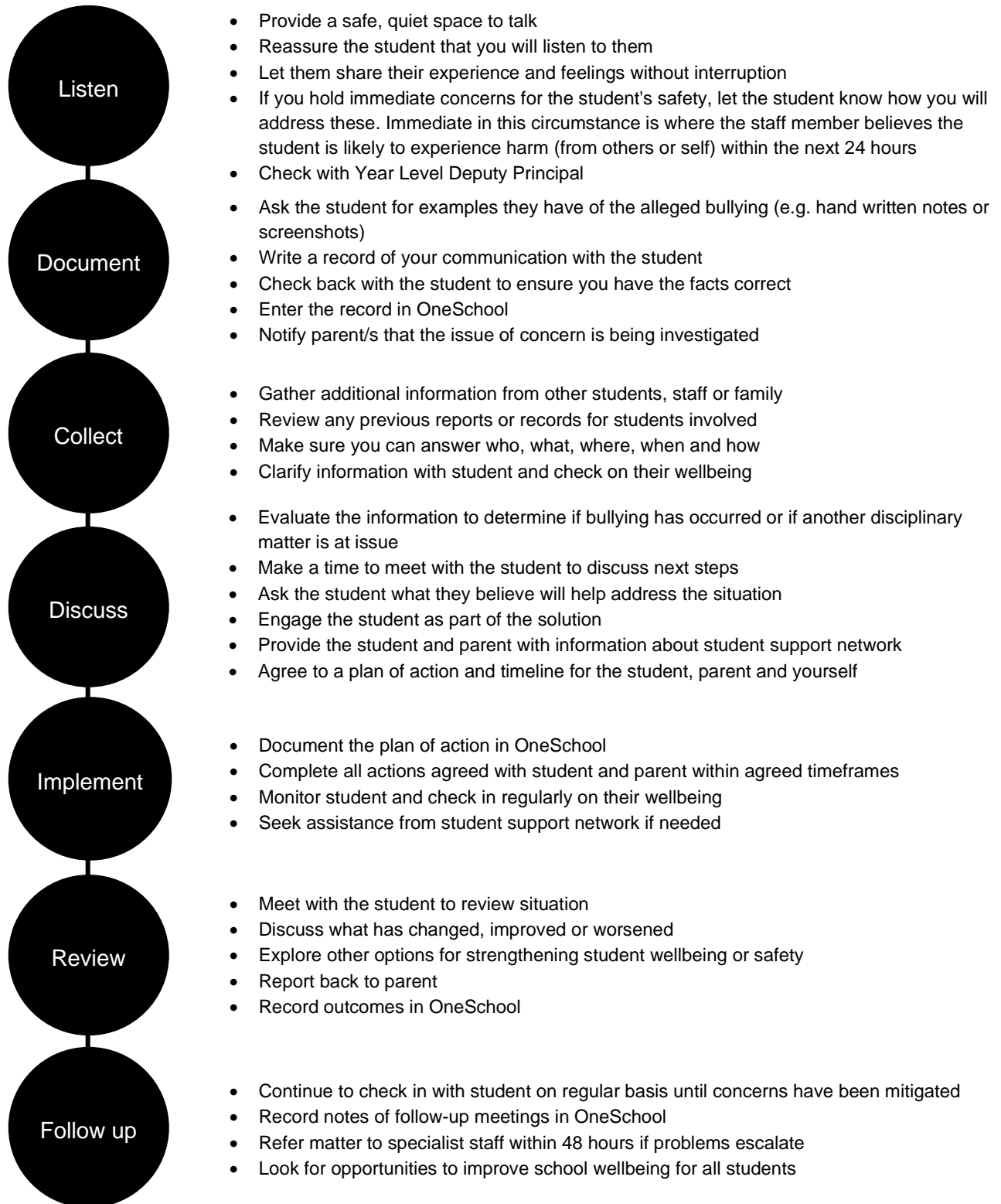
Behaviours that do not constitute bullying include:

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

The following flowchart explains the actions Alexandra Hills State High School teachers will take when they receive a report about student bullying, including bullying which may have occurred online or outside of the school setting. Teachers will respond in a timely manner.

## Alexandra Hills State High School - **Bullying response flowchart**



## Cyberbullying

Cyberbullying is treated at Alexandra Hills State High 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 relevant Year Level Deputy Principal.

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

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

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



# Alexandra Hills State High School - Cyberbullying school response flowchart

## How to manage online incidents that impact your school

### Student protection

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

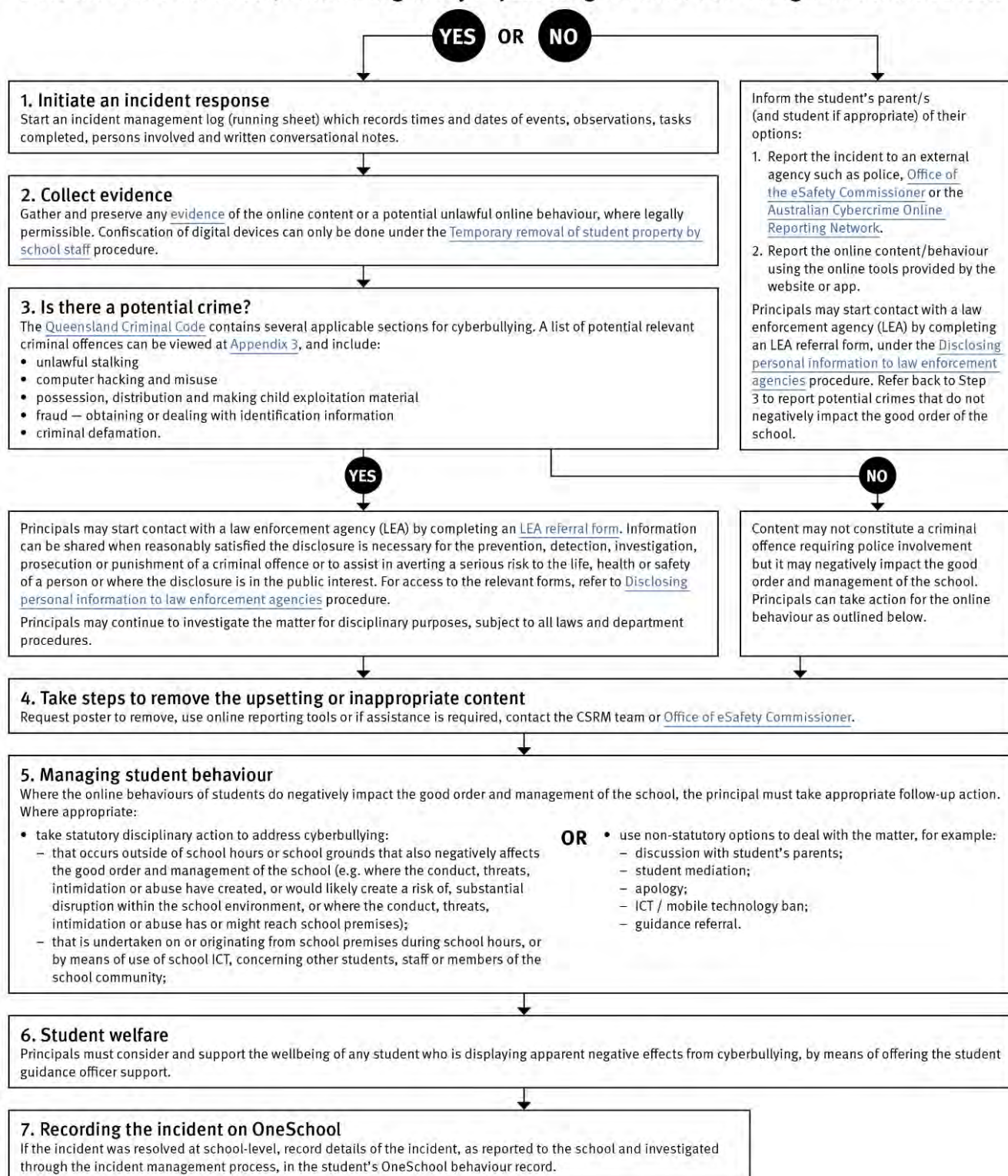
### Explicit images

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

### Report

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

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



## **Cybersafety and Reputation Management (CRM)**

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

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

The team provides a [guide for parents](#) with important information about cybersafety and cyberbullying, and suggestions about what you can do if your child is a target or responsible for inappropriate online behaviour.

The team has also developed a [Cyberbullying and reputation management](#) (Department employees only) resource to assist principals in incident management.

## **Student Intervention and Support Services**

Alexandra Hills State High 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 Alexandra Hills State High 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.

## **Alexandra Hills State High School – Anti-Bullying Compact**

The Anti-Bullying Compact provides a clear outline of the way our community at Alexandra Hills State High School works together to establish a safe, supportive and disciplined school environment. This compact is provided to all students and their parents upon enrolment, and may be revisited with individual students if particular problems around bullying arise.

## Alexandra Hills State High School – Anti-Bullying

We agree to work together to improve the quality of relationships in our community at Alexandra Hills State High School. It is through intentional consideration of our behaviour and communication that we can reduce the occurrence of bullying, and improve the quality of the schooling experience for everyone.

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.

We believe that no one deserves to be mistreated and that everyone regardless of race, colour, religion, immigration status, nationality, size, gender, popularity, athletic capability, academic outcomes, social ability, or intelligence has the right to feel safe, secure, and respected.

I agree to:

- Treat everyone with kindness and respect.
- Abide by the school's anti-bullying policies and procedures.
- Support individuals who have been bullied.
- Speak out against verbal, relational, physical bullying and cyber bullying.
- Notify a parent, teacher, or school administrator when bullying does occur.

Student's signature

Parent's signature

School representative signature

Date



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

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

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

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

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

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

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

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

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

## Critical Incidents

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

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

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

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

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

## Related Procedures and Guidelines

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

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

## Resources

- [Australian Professional Standards for Teachers](#)
- [Behaviour Foundations professional development package](#) (school employees only)
- [Bullying. No Way!](#)
- [eheadspace](#)
- [Kids Helpline](#)
- [Office of the eSafety Commissioner](#)
- [Parent and community engagement framework](#)
- [Parentline](#)
- [Queensland Department of Education School Discipline](#)
- [Raising Children Network](#)
- [Student Wellbeing Hub](#)

## Conclusion

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

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

As a complainant, it is your responsibility to:

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

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

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

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

1. **Early resolution:** discuss your complaint with the school  
The best place to raise any concerns is at the point where the problem or issue arose. You can make an appointment at the school to discuss your complaint with your child's teacher or the Principal. You are also welcome to lodge your complaint in writing or over the phone. You can also make a complaint through [QGov](#).

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

2. **Internal review:** [contact the local Regional Office](#)  
If, after taking the early resolution step, you are dissatisfied with the outcome of your complaint or how the complaint was handled, you can ask the local [regional office](#) to conduct a review. You need to submit a [Request for internal review form](#) within 28 days of receiving the complaint outcome.
3. **External review:** contact a review authority  
if you are dissatisfied after the internal review, you may wish to contact a review authority, such as the Queensland Ombudsman, and request an independent, external review. More information about external review options is available at [www.ombudsman.qld.gov.au](http://www.ombudsman.qld.gov.au).

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

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