



Student Code of Conduct 2025-2028

Equity and Excellence: realising the potential of every student

Equity and Excellence outlines the government's vision for a progressive, high-performing education system. Equity and Excellence provides clarity for schools about priorities and expectations, with differentiated support targeted to each school's context and needs.

Queensland Department of Education

Purpose

Pimpama State Primary College is committed to providing a safe, respectful, and disciplined learning environment for students and staff, where students have opportunities to engage in quality learning experiences and acquire values supportive of their lifelong wellbeing.

This Student Code of Conduct is designed to facilitate high standards of behaviour from all in the college community, ensuring learning and teaching in our college is prioritised, where all students can experience success and staff enjoy a safe workplace.

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Endorsement

Principal Name: Chris McMillan

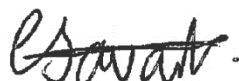
Principal Signature:



Date: 11/2/2025

P/C President: Courtney Savanh

P/C President Signature:



Date: 11/2/2025

Contents

Principal’s Foreword	5
P&C Statement of Support	6
Student Leaders Statement.....	7
Data Overview	8
School Disciplinary Absences (SDA).....	8
School Opinion Survey (SOS).....	9
Consultation	10
Review Statement.....	10
Learning and Behaviour Statement.....	11
Student Wellbeing and Support Network.....	11
Student Support Services (SSS)	13
Whole School Approach to Discipline	15
PBL Expectations	15
Students.....	15
Behaviour Matrix.....	16
Parents and staff	16
Consideration of Individual Circumstances.....	17
Universal Differentiated and Explicit Teaching	18
Targeted Teaching.....	19
Intensive Teaching.....	19
Legislative Delegations	20
Legislation	20
Delegations	20
Disciplinary Consequences	21
Universal – Differentiated Strategies.....	21
Targeted	22
Intensive	22

School Disciplinary Absences	23
School Policies	25
Temporary removal of student property.....	25
Use of mobile phones and other devices by students.....	27
Excursions	28
Preventing and responding to bullying.....	29
Appropriate use of social media.....	32
Restrictive Practices	36
Critical Incidents	37
Related Procedures and Guidelines.....	38
Conclusion.....	39

Principal's Foreword

Introduction

All areas of Pimpama State Primary College are learning and teaching environments. We consider behaviour management to be an opportunity for valuable social learning as well as a means of maximising the success of academic education programs. Our college-wide framework for managing behaviour is Positive Behaviour for Learning.

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

Our college community has identified the following college values to teach and promote our high standards of behaviour:

- We are Safe
- We are Kind
- We are Active Learners

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

Pimpama State Primary College staff take an educative approach to discipline, that behaviour can be taught and that mistakes are opportunities for everyone to learn. Our Student Code of Conduct provides an overview of the college's local policies on use of mobile phones and other technology, removal of student property and the approach to preventing and addressing incidents of bullying. It also details the steps college staff take to educate students about these policies and how students are explicitly taught the expected behaviours. Finally, it details the consequences that may apply when students breach the expected standards of behaviour, including the use of suspension or exclusion.

I thank the students, teachers, parents, and other members of the community for their work in bringing this Pimpama State Primary College Student Code of Conduct together over the last six months. Your interest and views shared through the process of developing this document have been invaluable. It provides a clear explanation of what we expect from students and how we will support them to meet those expectations.

P&C Statement of Support

The Pimpama State Primary College P&C Committee are proud to support the new Student Code of Conduct. The consultation process led by Mr McMillan and his team has ensured that all parents have had multiple opportunities to contribute and provide feedback on the final product. This has been an important aspect in the development of the Pimpama State Primary College Student Code of Conduct, as the awareness and involvement of parents is critical to ensuring all adults are able to support the students of the college to meet the set expectations.

We encourage all parents to familiarise themselves with the Pimpama State Primary College Student Code of Conduct, and to take time to talk with their children about the expectations and discuss any support they may need. We want to emphasise the systems in place to help students affected by bullying.

Bullying is a community-wide issue in which we all have a role to play in combating; however, it can have particularly devastating impacts on our young people. It is important that every parent and child of Pimpama State Primary College knows what to do if subjected to bullying, regardless of where it occurs. This includes cyberbullying, through the misuse of social media or text messaging. It is important that parents and children know that schools provide support and advice to help address problems of bullying, and the flowchart on page 31 provides an excellent starting point to understand how to approach the college about these types of problems.

Any parents who wish to discuss the Pimpama State Primary College Student Code of Conduct and the role of families in supporting the behavioural expectations of students are welcome to join the Pimpama State Primary College P&C Association.

It is with your support that we can work collaboratively with college staff to ensure all students are safe, supported and appropriately supported to meet their individual social and learning needs.

Student Leaders Statement

At **Pimpama State Primary College**, we believe that every student deserves to feel safe, respected, and valued. Our Student Code of Conduct helps us create a positive and supportive learning environment where everyone can thrive and succeed.

Wellbeing and a Positive Mindset

Our school values the wellbeing of every student. This means looking after our physical, emotional, and mental health. Teachers and staff support us by encouraging open communication, mindfulness, and healthy habits. We are encouraged to ask for help when needed and to support our friends when they need us. A happy and healthy mind helps us to learn better and enjoy our time at school.

Standing Against Bullying

Bullying has no place at Pimpama State Primary College. We are taught to respect each other and celebrate our differences. If someone is being treated unfairly, we have a responsibility to speak up and seek help. Our school provides trusted adults and peer support to ensure that bullying is addressed and prevented. We follow the values of respect and inclusion to make sure that every student feels safe and included.

Safe Learning Environment

A safe school is one where we all feel comfortable to learn, grow, and express ourselves. This means following school rules, being responsible for our actions, and treating others with kindness. By making good choices, respecting our teachers, and helping others, we all contribute to a school environment where everyone can learn without fear.

Kindness and Respect for All

At Pimpama State Primary College, kindness matters. A simple smile, helping a friend, or using kind words can make a big difference. We are encouraged to treat others the way we want to be treated and to create a school community where everyone feels welcome and valued.

By following the Student Code of Conduct, we help make our school a place where everyone feels safe, happy, and ready to learn. Together, we can create a positive and respectful community where every student can shine!

School Leader Name: Matilda

Date: 29/1/2025

School Leader Name: Irie

Date: 29/1/2025

School Leader Name: Navi

Date: 29/1/2025


School Leader Name: Rafee

Date: 29/1/2025

School Leader Signature: 

School Leader Signature: 

School Leader Signature: 

School Leader Signature: 

Data Overview

Pimpama State Primary College is committed to the regular review of key measures related to student discipline, safety, and wellbeing. The data overview provides an open and transparent reporting mechanism for the college community on the perceptions of students, parents/caregivers and staff about school climate, attendance, and school disciplinary absences.

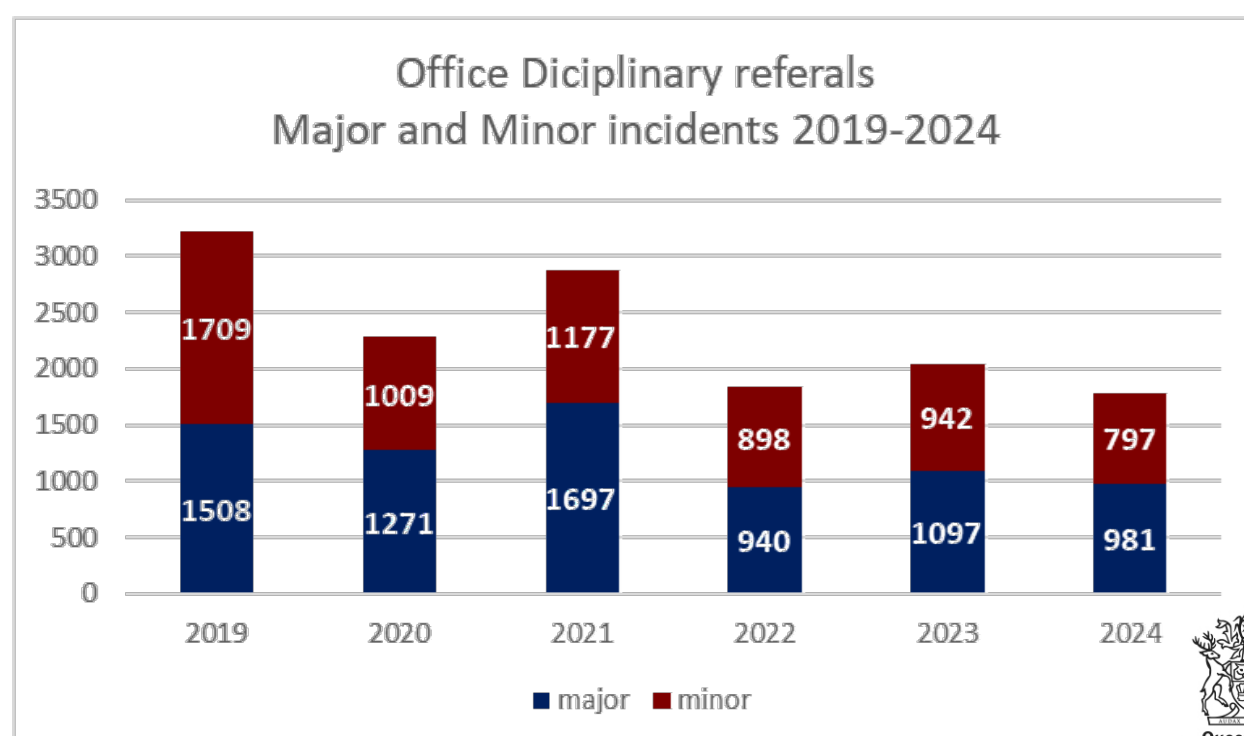
School Disciplinary Absences (SDA)

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

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

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

PIMPAMA STATE PRIMARY COLLEGE SCHOOL DISCIPLINARY ABSENCES					
Type	2020	2021	2022	2023	2024
Short Suspensions – 1 to 10 days	182	153	109	105	102
Long Suspensions – 11 to 20 days	0	3	3	0	1
Charge related Suspensions	0	0	0	0	0
Exclusions	1	3	3	0	1



School Opinion Survey (SOS)

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

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

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

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

		2024 School Opinion Survey – PBL focus areas		Agreement	Last year 2023	Your school type Primary	Your region SER	Qld state schools
Student	School culture							
	My school encourages students to respect one another.		94.7	1.3	1.2	6.0	5.6	
	My school celebrates student achievements.		97.9	2.4	5.6	8.2	8.6	
	I like being at my school.		85.3	2.6	5.4	13.5	12.2	
	I feel accepted by other students at my school.		79.8	2.0	3.5	9.2	8.0	
My school treats students equally, regardless of gender.		88.7	2.8	11.5	18.2	17.1		
Parent	School culture							
	My child likes being at this school.		95.7	5.9	3.3	6.8	6.2	
	This school celebrates student achievements.		100.0	4.8	4.9	6.7	6.2	
	This school fosters respectful relationships among all students.		96.6	3.8	5.4	8.2	8.3	
	This school treats students equally, regardless of gender.		98.8	4.6	6.3	8.7	8.7	
	This school has a strong sense of community.		93.3	1.5	2.3	5.0	4.4	
This is a good school.		97.8	3.3	4.8	7.1	7.0		
Staff	Staff wellbeing							
	Staff are well supported at this school.		92.1	3.2	11.2	14.3	13.7	
	I feel that staff morale is positive at this school.		89.5	5.8	14.5	17.7	17.9	
	The wellbeing of employees is a priority for this school.		89.5	0.8	8.5	12.1	11.6	
This school appropriately supports staff following an occupational violence/aadressive incident.		91.2	1.7	11.8	12.8	14.0		

Consultation

The consultation process used to inform the development of the Pimpama State Primary College Student Code of Conduct occurred in seven phases.

Phase 1. A series of internal meetings with staff between March and December 2024. During these meetings, we examined a range of data sets on student and staff attendance, school disciplinary absences (SDA) and outcomes from the most recent School Opinion Survey (SOS). We identified strengths and successes from our current Student Code of Conduct, and areas for further development.

Phase 2. Present the draft version to the P&C in December 2024 for approval to proceed to community feedback.

Phase 3. A draft Student Code of Conduct was prepared and distributed for comment to all members of the school community via direct email in December 2024.

Phase 4. Community feedback reviewed and recommended changes implemented in January 2025.

Phase 5. Present the updated version to the P&C in February 2025 for approval to publish.

Phase 6. Publish the final Student Code of Conduct to the Schools website. Announce the completion and delivery of the new SCC via email and newsletter, with links to the completed document in February 2025.

Phase 7. A printed copy will be available upon request from the office.

Review Statement

The Pimpama State Primary College 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.

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 a college principal to discuss the model of behaviour support and discipline used at this college.

Student Wellbeing and Support Network

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

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

Curriculum and pedagogy

Schools build the foundations for wellbeing and lifelong learning through curriculum embedding [personal and social capabilities](#) (self-awareness, self-management, social awareness, and social management) in the implementation of the [P–12 curriculum, assessment and reporting framework](#).

Schools acknowledge the positive impact that a meaningful relationship between teacher and students can have on students' academic and social outcomes. As part of the whole school's curriculum at Pimpama State Primary College, we provide respectful relationships education that reinforces public health and safety messages.

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

Pimpama State Primary College implements drug intervention measures for students involved in drug-related incidents at school, during college activities

or while in college uniform. This is managed to protect the health and safety of the student/s involved, other students, college staff and the wider community. We provide age-appropriate drug and alcohol education that reinforces public health and safety messages.

Specialised health needs

Pimpama State Primary College 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 college or college-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

Pimpama State Primary College 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 college hours, the College can provide further information and relevant forms.

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

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

Mental health

Pimpama State Primary College implements early intervention measures and treatments for students where there is reasonable belief that a student has a mental health difficulty. This includes facilitating the development, implementation, and periodic review of a [Student Plan](#).

Suicide prevention

Pimpama State Primary College staff who notice suicide warning signs in a student should seek help immediately from the college 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, Pimpama State Primary College 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 college grounds, Pimpama State Primary College 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 college grounds or at a college event, Pimpama State Primary College staff immediately enact the College 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 Services (SSS)

Pimpama State Primary College is proud to have comprehensive Student Support Services 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 college is an inclusive, nurturing environment.

Students can approach any trusted college staff member at Pimpama State Primary College 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 Services.

Role	What they do
Support staff such as Guidance Officers SSWANs Social Worker Engagement Hub	<ul style="list-style-type: none"> • provides a comprehensive student support program within the college environment offering counselling with students on a one-on-one basis or in a group setting • assists students with specific difficulties, acting as a mediator or providing information on other life skills • liaises with parents, teachers, or other external health providers as needed as part of the counselling process.
Head of Special Education	<ul style="list-style-type: none"> • provides a comprehensive student learning support program within the college environment • assists students with specific difficulties, communicating regularly with teachers and parents • liaises with parents, teachers, or other external health providers as needed as part of the support service.
Senior College Deputy Principal	<ul style="list-style-type: none"> • coordinate transition to secondary for students moving from Year 6 to Year7 • lead role for implementation of Positive Behaviour for Learning (PBL) • monitors student attendance data, arranges intervention for students in Years 4 to 6
Registered Nurse	<ul style="list-style-type: none"> • works with college staff to build their competence and confidence to safely manage procedures and interventions required by students with specialised health needs • provides assessment, health management planning, training and ongoing support and supervision for students with specialised health needs.
Junior and Middle school Deputy Principals	<ul style="list-style-type: none"> • responsible for student welfare at each year level • provides continuity of contact for students and their families through the six years of schooling • ensures students feel safe and comfortable and want to come to college

	<ul style="list-style-type: none"> • provides individual and, at times, group support to students to assist their engagement with learning • support students to overcome barriers to education such as <ul style="list-style-type: none"> ○ attendance at school ○ learning support ○ suspension/exclusion/referral for behaviour support ○ conflict with family/peers/teachers
Class Teachers and Teaching Assistants	<ul style="list-style-type: none"> • provides individual and, at times, group support to students to assist their engagement with education and training • support students to overcome barriers to education such as <ul style="list-style-type: none"> ○ learning support ○ referral for Student Support Services ○ relationships/social skills ○ conflict with family/peers/teachers • social/emotional/physical wellbeing.

It is also important for students and parents to understand there are regional and state-wide support services also available to supplement the school network. These include Principal Advisor Student Protection, Mental Health Coach, Autism Coach, Inclusion Coach, Success Coach, Advisory Visiting Teachers, Restrictive Practices Principals Advisor and Senior Guidance Officers.

Whole School Approach to Discipline

Pimpama State Primary College uses Positive Behaviour for Learning (PBL) as the multi-tiered system of support for discipline in the college. This is a whole-school approach, used in all classrooms and programs offered through the college, 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 college and classroom improvement practices.

At Pimpama State Primary College, 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 college. 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 Pimpama State Primary College 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 college 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.

PBL Expectations

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

- We are Safe
- We are Kind
- We are Active Learners.

Students

Below are examples of what these PBL expectations look like for students across the college from the Behaviour Matrix. In addition, each classroom will have their own set of examples to help students and visitors understand the expectations and meet the standards we hold for everyone at Pimpama State Primary College.

Behaviour Matrix

PSPC's Behaviour Matrix



	All Settings	Learning Time	Break Time/ Playground	Other Areas
We are Safe	<ul style="list-style-type: none"> Keep hands and feet to yourself Wear school uniform with pride Be an upstander Use resources appropriately Right place, right time, right way 	<ul style="list-style-type: none"> Ask before leaving lessons Follow routines and instructions Maintain a tidy classroom Move safely in the classroom areas 	<ul style="list-style-type: none"> Eat in designated area Wait for duty teachers to arrive Report issues to an adult Hats on heads 	<ul style="list-style-type: none"> Walk scooters/bikes through school grounds Follow road rules Use toilets and taps correctly Walk calmly and orderly
We are Kind	<ul style="list-style-type: none"> Communicate kindly and respectfully Respect cultures and religions Co-operate with others Respect all property Be kind to the environment Be kind to yourself 	<ul style="list-style-type: none"> Value others inputs and opinions Allow others to learn Support others with their learning 	<ul style="list-style-type: none"> Resolve conflict peacefully (agree to disagree) Show compassion and respect Value our school environment Include others Respect other's games 	<ul style="list-style-type: none"> Space and privacy in toilets Transition respectfully between places
We are Active Learners	<ul style="list-style-type: none"> Follow instructions Try hard and be persistent Be ready to learn Be confident – use your growth mindset Be a positive role model 	<ul style="list-style-type: none"> Take turns to speak and be an active listener Participate in learning Ask, accept, respond to feedback Show pride in your work 	<ul style="list-style-type: none"> Follow the rules of the game Show good sportsmanship 	<ul style="list-style-type: none"> Be aware of your environment online and in person

Parents and staff

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

We are Safe

<i>What we expect to see from you</i>	<i>What you can expect from us</i>
You support your child to meet the learning and behavioural expectations at college.	We are clear about our learning and behavioural expectations and contact you to provide regular feedback about your child's progress.
You stay informed about college news and activities by reading the college newsletter and other materials sent home by college staff.	We will use the electronic sign, Facebook, e-Flashes and the college newsletter as the primary means of notifying parents about college news, excursions, or events.
You are respectful in your conversations at home about college staff.	We will ensure positive behaviours are role modelled for all students.
You leave and collect your child from the designated area at college.	We will give clear guidance about a designated area for parents to leave and collect students.
You take a positive, solution-focused approach to resolving complaints.	We will nominate a contact person for you to work with to resolve a college related complaint.

We are Kind

<i>What we expect to see from you</i>	<i>What you can expect from us</i>
You seek out opportunities to provide positive feedback to the classroom teacher about their work with the class, a student, or colleagues.	We will work closely with families to accommodate their personal needs, including work commitments, finances, and family structure.
You make an appointment to speak with the class teacher to discuss any matters relating to your child.	We will respond as soon as practicable to your request for an appointment and negotiate a mutually agreeable date and time with you.
You help your child to see the strengths and benefits in diversity and difference in their classmates.	We will promote every child's individuality and build a cohesive, inclusive classroom and college culture.
You notice when others need help, parents, staff, and students, and ask if there is anything you do to assist.	We will check in with you about your child's needs or any support your family may require.

We are Active Learners

<i>What we expect to see from you</i>	<i>What you can expect from us</i>
You respect the obligation of staff to maintain student and family privacy.	We will maintain confidentiality about information relating to your child and family.
You ensure your children attend college every day and notify the college promptly of any absences or changes in contact details.	We will create a safe, supportive, and inclusive environment for every student.
You recognise people are different and will be non-judgemental, fair, and equitable to others in the college community.	We will welcome and celebrate a diverse college community with recognition of significant social, cultural, and historical events.

Consideration of Individual Circumstances

Staff at Pimpama State Primary College consider students' individual circumstances, such as their behaviour history, disability, mental health and wellbeing, religious and cultural considerations, home environment and care arrangements when teaching expectations, responding to inappropriate behaviour, or applying a disciplinary consequence.

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

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

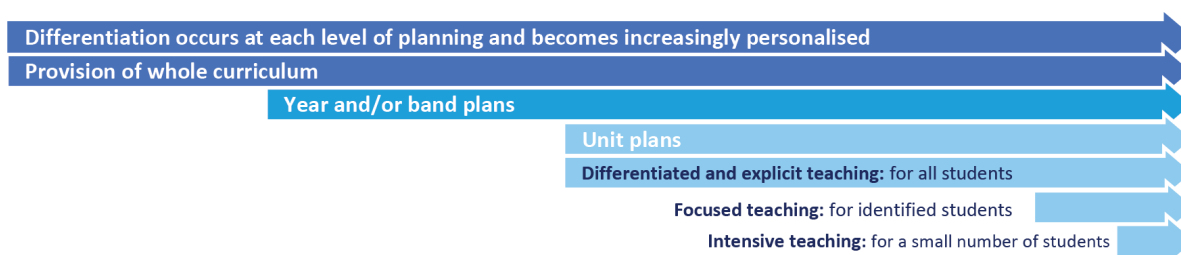
If you have concerns about the behaviour of another student at the college, or the way our staff have responded to their behaviour, please make an appointment with the class teacher to discuss the matter.

Universal Differentiated and Explicit Teaching

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

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



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

Targeted 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 Pimpama State Primary College to provide focused teaching. Focused teaching is aligned to the Behaviour 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.

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

- Case Management
- Social skills
- Rock and Water
- Functional Based Assessment.

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 several complex personal issues.

Students who require intensive teaching will be assigned an individual mentor at the college 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 Pimpama State Primary College 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 \(Qld\)](#)
- [Disability Discrimination Act 1992 \(Cwth\)](#)
- [Disability Standards for Education 2005 \(Cwth\)](#)
- [Criminal Code Act 1899 \(Qld\)](#)
- [Education \(General Provisions\) Act 2006 \(Qld\)](#)
- [Education \(General Provisions\) Regulation 2017 \(Qld\)](#)
- [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 \(Qld\)](#)
- [Work Health and Safety Act 2011 \(Qld\)](#)
- [WorkHealth and Safety Regulations 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 several 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 college. These decision-making responsibilities cannot be delegated to other staff in the college, 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 Pimpama State Primary College follows the same differentiated approach used in the proactive teaching and support of student behavioural expectations.

Most 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 have trouble 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 college administration team immediately for determination of a disciplinary consequence.

For a small number of students, 2-5%, a high level of differentiated support or intensive teaching is required to enable them to meet the behavioural expectations. This may be needed throughout the school year on a continuous basis. The determination of the need will be made by a college 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 college operations.

Universal – Differentiated Strategies

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 5 positive to 1 negative commentary or feedback to class
- Corrective feedback (e.g., “Hand up when you want to ask a question”)
- Rule reminders (e.g., “When the bell goes, stay seated until I dismiss you”)
- Explicit behavioural instructions (e.g., “Pick up your pencil”)

- Proximity control
- Tactical ignoring of inappropriate behaviour (not student)
- Revised seating plan and relocation of student/s
- Individual positive reinforcement for appropriate behaviour
- Class wide incentives
- Reminders of incentives or class goals
- Redirection
- Low voice and tone for individual instructions
- Give 30 second 'take-up' time for student/s to process instruction/s
- Reduce verbal language
- Break down tasks into smaller chunks
- Provide positive choice of task order (e.g., "Which one do you want to start with?")
- Prompt student to take a break or time away in class
- Model appropriate language, problem solving and verbalise thinking process (e.g., "I'm not sure what is the next step, who can help me?")
- Provide demonstration of expected behaviour
- Peer consequence (e.g., corrective feedback to influential peer demonstrating same problem behaviour)
- Private discussion with student about expected behaviour
- Reprimand for inappropriate behaviour
- Warning of more profound consequences (e.g., removal from classroom)
- Detention

Targeted

Class teacher is supported by other college-based staff to address in-class problem behaviour. This may include:

- Functional Behaviour Assessment
- Individual Behaviour Support Plan
- Targeted skills teaching in small group
- Token economy
- Detention
- Behavioural contract
- Counselling and guidance support
- Self-monitoring plan
- Check in Check Out strategy
- Teacher coaching and debriefing
- Referral to Student Support Services for team-based problem solving
- Stakeholder meeting with parents and external agencies

Intensive

The College leadership team works in consultation with Student Support Services 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 Pimpama State Primary College, the use of any SDA is considered a very serious decision. It is typically only used by the Principal when other options have been exhausted or the student's behaviour is so dangerous that continued attendance at the school is considered a risk to the safety or wellbeing of the school community.

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

The appeal process is a thorough review of all documentation associated with the SDA decision and provides an opportunity for both the college and the family to present their case in the matter. Time is afforded for collection, dissemination, and response to the materials by both the college 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 Pimpama State Primary College will 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 college. It is not a time to review the student's behaviour or the decision to suspend, the student has already received a punishment through their disciplinary absence from school. The aim of the re-entry meeting is for college staff to set the student up for future success and strengthen home-school communication.

A re-entry meeting is 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, on the suspension paperwork. Re-entry meetings are short, taking less than 15 minutes, and kept small with only a college Principal or their delegate and the class teacher attending with the student and their parent/s.

A record of the meeting is completed using the re-entry agreement form, including any notes, goals and supports discussed during the meeting. The signed re-entry agreement will be scanned and attached to a record of the meeting in the contact tab in OneSchool.

Structure

The structure of the re-entry meeting should be narrowly focussed on making the student and their family feel welcome back into the college community.

Structure:

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

Reasonable adjustments

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

School Policies

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

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

Temporary removal of student property

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

In determining what constitutes a reasonable time to retain student property, the principal or state college 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 college.

The Principal or state college 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 Pimpama State Primary College 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 including gel guns/blasters
- potentially dangerous items (e.g., blades, rope)
- drugs** (including tobacco)
- alcohol
- aerosol deodorants or cans (including spray paint)
- explosives (e.g., fireworks, flares, sparklers)
- flammable solids or liquids (e.g., fire starters, mothballs, lighters)
- poisons (e.g., weed killer, insecticides)
- inappropriate or offensive material (e.g., racist literature, pornography, extremist propaganda).

* No knives of any type are allowed at school, including flick knives, push daggers, star knives, butter knives, fruit knives or craft knives, or any item that can be used as a weapon, for example a screwdriver. Tools needed for college

activities will be provided by the college, and the use of them will be supervised by college staff.

** The administration of medications to students by college 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. Colleges require medical authorisation to administer any medication to students (**including over-the-counter medications such as paracetamol or alternative medicines**).

Responsibilities

State college staff at Pimpama State Primary College:

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

Parents of students at Pimpama State Primary College

- ensure your children do not bring property onto college grounds or other settings used by the college (e.g., camp, sporting venues) that:
 - is prohibited according to the Pimpama State Primary College 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 college staff that the property is available for collection.

Students of Pimpama State Primary College

- do not bring property onto college grounds or other settings used by the college (e.g., camp, sporting venues) that:
 - is prohibited according to the Pimpama State Primary College 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 a principal or state college staff it is available for collection.

Please see [Temporary removal of student property by school staff procedure](#) for more information.

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.

The Queensland Government is committed to reducing the distraction of mobile phones and other devices to provide optimal learning environments for all state school students. From the first day of Term 1 2024, student mobile phones and certain wearable devices, such as smartwatches, will need to be 'away for the day', including during break times.

At Pimpama State Primary College mobile phones and other personal devices are not permitted, and students are encouraged to engage in other social learning and development activities. Students sign in their mobile phones, tablet and gaming devices and smart watches at the office. Smart watches include Vtech, Spacetalk, KidSmart, iWatch, any device capable of taking photos/videos and or communication via messaging or voice telephone calls. These devices are to be signed in and out at the student window daily.

Parents are asked to refrain from using their mobile phone on the college site and to respect the learning of all students and staff.

Responsibilities

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

It is **acceptable** for students at Pimpama State Primary College to:

- to bring mobile phones or other personal devices to communicate with parents before and after school
- switch off and sign the mobile device in the office on arrival at the college
- sign out the mobile device out in the office on departure from the college

It is **unacceptable** for students at Pimpama State Primary College to:

- use a mobile phone or other devices once you have arrived at the college
- 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
- use in-phone cameras anywhere at the college
- invade someone's privacy by recording personal conversations or daily activities and/or the further distribution (e.g., forwarding, texting, uploading, Bluetooth use etc.) of such material

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

- understand the responsibility and behaviour requirements (as outlined by the college) 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 college's teaching and learning programs
 - the college 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 college, 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.

Excursions

This policy also applies to students during excursions and extra-curricular activities. Some excursions may permit the use of mobile phones and smart watches for security reasons. Parent/caregiver will be notified via letter of any such permission.

Loss of Device

No liability will be accepted by the college in the event of the loss, theft, or damage of any device.

** Personal Technology Devices include, but is not limited to, games devices such as Portable gaming devices, Tamagotchi's®, laptop computers, PDAs, Blackberry's®, cameras and/or voice recording devices (whether or not integrated with a mobile phone, smart watch, or MP3 player), mobile telephones, iPods®, iPads and devices of a similar nature.*

Preventing and responding to bullying

Pimpama State Primary College uses the [Australian Student Wellbeing Framework](#) to promote positive relationships and the wellbeing of all students, staff, and visitors at the college.

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 college community. Parents who are positively engaged with their child's education leads to improved student self-esteem, attendance, and behaviour at the college. Enhancing the wellbeing of students and their educators delivers overall long-term social, health and economic benefits to the Australian community.

Pimpama State Primary College has a **Student Council**, with diverse representatives from each year level meeting regularly to promote strategies to improve student wellbeing, safety and learning outcomes. The standing items on the agenda for each Student Leadership Forum are the core elements of the Australian Student Wellbeing Framework:

1. Leadership

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

2. Inclusion

All members of the school community actively participating in building a welcoming 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 college to support student learning, safety, and wellbeing.

5. Support

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



A priority for the 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 Pimpama State Primary College 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 and it can be obvious (overt) or hidden (covert). Bullying behaviour is repeated, or has the potential to be repeated, over time (for example, through sharing of digital records);
- having immediate, medium, and long-term effects on those involved, including bystanders. Single incidents and conflict or fights between equals, whether in person or online, are not defined as bullying.

Behaviours that do not constitute bullying include:

- mutual arguments and disagreements (where there are 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 Pimpama State Primary College our staff will work to quickly respond to any matters raised of this nature in collaboration with students and parents.

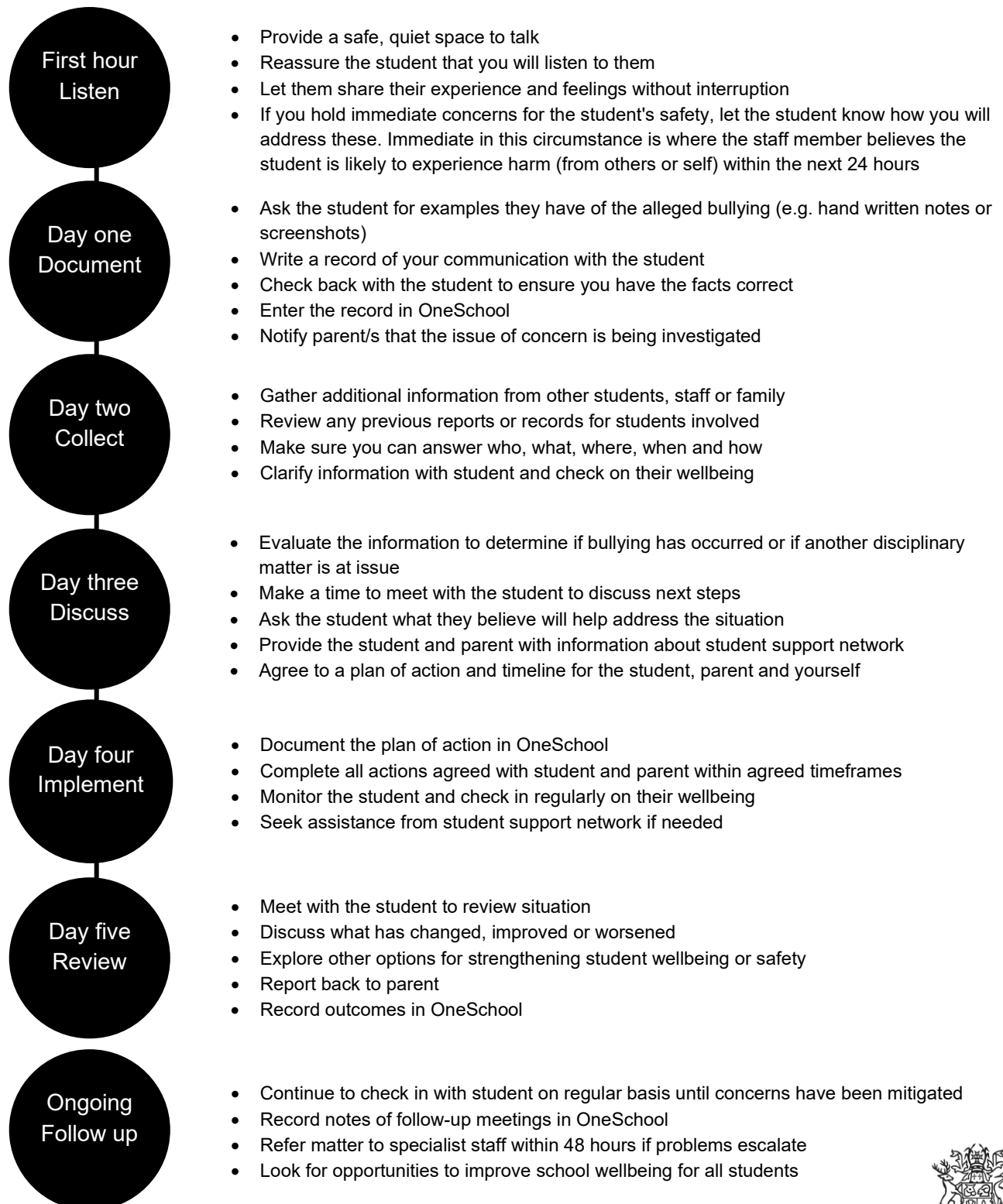
The following flowchart explains the actions Pimpama State Primary College teachers will take when they receive a report about student bullying, including bullying which may have occurred online or outside of the college setting. Please note that the indicative timeframes will vary depending on the professional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

Bullying response flowchart for teachers

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

Key contacts for students and parents to report bullying:

Prep to Year 6 – Class teacher



Appropriate use of social media

The internet, mobile phones and social media provide wonderful opportunities 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 is important to remember that sometimes negative comments posted about the college 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 college 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 college 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 the college, the best approach is to speak directly to the college 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 college, hinders a child's learning and/or affects the college community at large, contact one of the college principals.

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 a college principal, or police, as needed for escalation of serious concerns
- block the offending user
- report the content to the social media provider.

Cyberbullying

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

In the first instance, students or parents who wish to make a report about cyberbullying should approach the regular class teacher who can assist in preventing and responding to cyberbullying.

It is important for students, parents, and staff to know that state school principals have the authority to take disciplinary action to address student behaviours that occur outside of college hours or college 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 Pimpama State Primary College 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 college. This includes behaviour such as cyberbullying which occurs outside of college 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 college 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 college process for managing or responding to cyberbullying should be directed to the year level Deputy Principal.

Student Intervention and Support Services

Pimpama State Primary College 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 Services 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 college. All staff at Pimpama State Primary College 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. College disciplinary measures may also be used to reinforce the seriousness with which the community takes all incidents of bullying. These measures may include internal college suspension, withdrawal from social events or celebrations or more severe punishments such as suspension or exclusion from school.

Cyberbullying response flowchart for school staff

How to manage online incidents that impact your school

Student protection

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

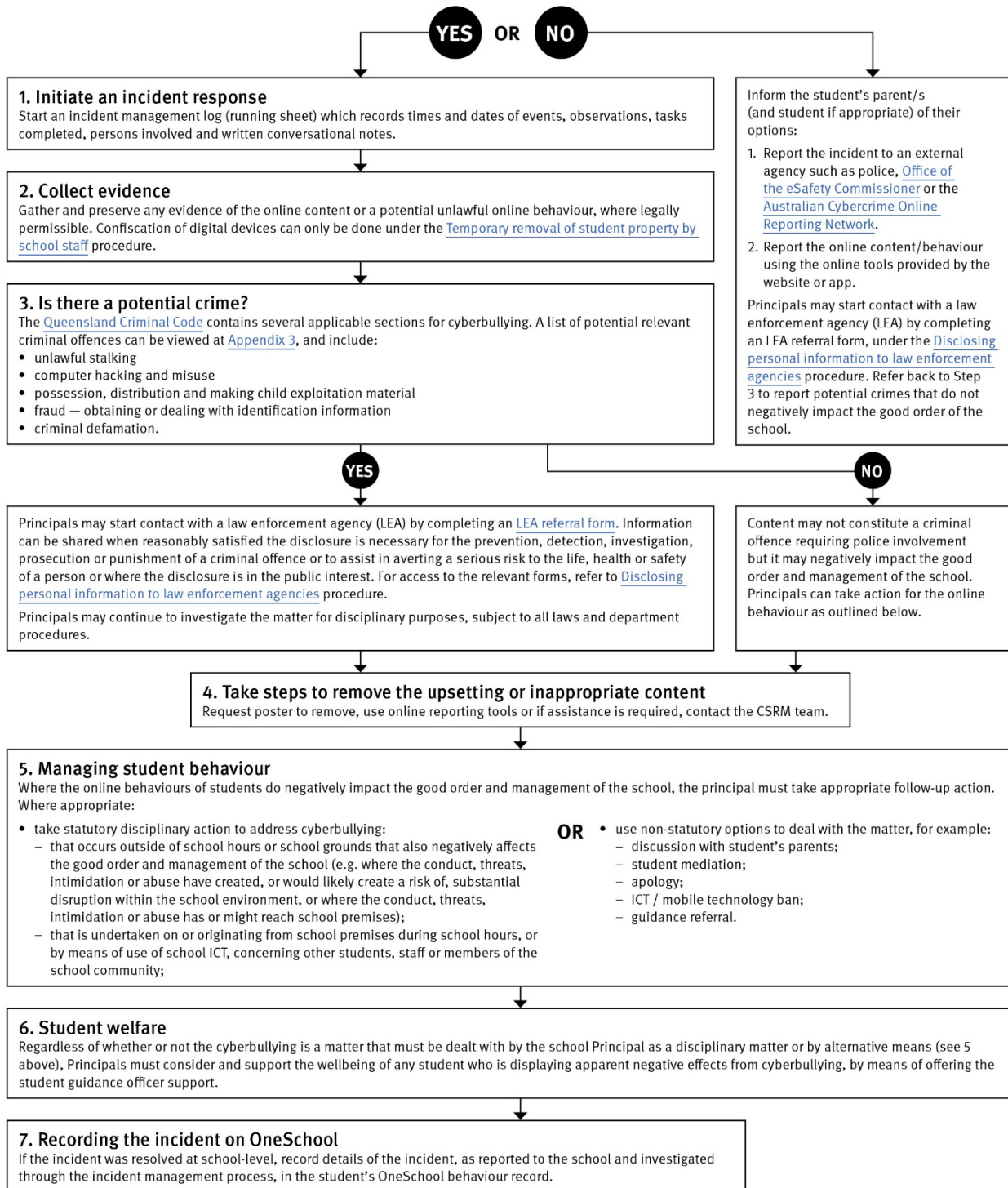
Explicit images

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

Help

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

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



Restrictive Practices

School staff at Pimpama State Primary College 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 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 practice's 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 college 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. [OBJ]

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. *This may include reference to*

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

Conclusion

Pimpama State Primary College staff are committed to ensuring every student is supported to feel safe, welcome, and valued in our college. 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 college 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 college staff in reaching an outcome that is in the best interests of the student:

1. **Early resolution:** discuss your complaint with the college
The best place to raise any concerns is at the point where the problem or issue arose. You can make an appointment at the college to discuss your complaint with your child's teacher. 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.

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](#).