

Policy and Procedure Register updates – Summary of changes to:

Managing inappropriate and hostile conduct procedure

1. Reason for new/updated policy or procedure *(select all that apply)*

- | | |
|--|--|
| <input type="checkbox"/> Change of policy/procedure requirements | <input type="checkbox"/> Audit/review recommendation |
| <input type="checkbox"/> Change to legislation/delegations | <input checked="" type="checkbox"/> Due for review |
| | <input type="checkbox"/> Other |

The procedure is overdue for a review to ensure currency. Consultation with stakeholder groups has occurred during 2022 and 2023 and feedback has been implemented in order to provide a more accessible procedure with accompanying resources.

2. Summary of changes

- A title change has occurred to better reflect that the behaviour does not need to occur on school premises and is open to cater for possible future legislative amendments in relation to online conduct.
- Purpose has been updated to better reflect current and possible future applications of the procedure.
- Overview modified to better reflect content.
- Responsibilities and process sections completely overhauled including:
 - Outlines responsibilities for parents and community members to not enter premises without reason, not disrupt good order of the school, act in accordance with the Parent and Community Code of Conduct, and comply with any directions given by Principal, Director-General (or delegate) or QCAT.
 - Outlines responsibilities for school staff to instigate appropriate action to ensure their own safety and safety of others; and report to the Principal any issues that create a risk to safety or good order of the school.
 - Process section rewritten
- A new Table 1: provides a succinct summary of available directions, duration, issuer, and the grounds for the direction/order.
- A new Table 2: Requests to review directions (within the document) summarises appeal provisions succinctly.
- Human rights considerations incorporated into the procedure and templates.
- References to Chief Executive's Guideline No. 01/2012 removed as it no longer applies
- Adds link to Director-General delegations.

All templates, including letters and forms have been updated to current departmental templates, with new sample text added, and other modifications as considered useful.

- A new warning letter template has been added and a link to the 'Warning letter – social media'.
- A new (optional) witness statement template has been added.
- New supporting materials:
 - Flowchart: Managing inappropriate and hostile conduct
 - Human rights impact assessment tool

- Quick Guide: Managing inappropriate and hostile conduct

- Links to other resources include: Customer complaints management policy and procedure; Guide for Queensland state schools promoting respectful conduct by parents and visitors, Information privacy and right to information procedure, Managing unreasonable complaints procedure, Occupational violence procedure, Parent and community code of conduct, and QCAT.

3. Impacts to roles and responsibilities

Does the new/updated content change staff roles/responsibilities *in any way*? Yes No

If yes, select the type of change: (select all that apply)

Revised responsibilities New/additional responsibilities Removed responsibilities

Position title	Summary of change	Page #
Nil		

4. Communication and support for implementation

Statewide Operations is planning on conducting capability sessions for a range of internal stakeholders to assist with understanding the requirements of the procedure. The Capability sessions will occur prior to term 3 in order to ensure a smooth and effective rollout of the new procedure.

For further assistance, please contact:

- Policy/procedure contact:
Statewide Operations: Enquiries.DISSOps@qed.qld.gov.au