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Cambridge Primary School Respectful School Volunteer and Visitor Behaviour Policy and Process

Department of Education

CAMBRIDGE PRIMARY SCHOOL
Valuing the past... creating the future

Tasmanian Government

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POLICY OVERVIEW

Schools welcome the contributions of volunteers and visitors, and recognise the role they play in supporting and promoting a safe and respectful school environment by behaving in a way that is aligned with the Department of Education's values and goals, and school values. Respectful school volunteer and visitor behaviour is critical in ensuring that the school environment supports child and student, and staff wellbeing.

The purpose of this Policy is to outline what is deemed to be unacceptable behaviour of volunteers and visitors at a State school or school activity, and set out the process for responding to unacceptable behaviour of volunteers and visitors, including their removal in line with trespass law, the *Education Act 2016* (Tas) ("the Act") and the *Secretary's Instruction No 3 for Unacceptable Behaviour at a State School*.

Policy Intent

School responses to unacceptable behaviour of volunteers and visitors should focus on ensuring that everyone feels safe while at school or a school activity. When responding to unacceptable behaviour of a volunteer or visitor, the staff should utilise conflict de-escalation techniques wherever possible. If attempts to defuse or resolve the behaviour are unsuccessful, a volunteer or visitor may be required to leave the school or school activity.

In responding to unacceptable behaviour of volunteers and visitors, it is important to recognise and take into account that in some instances, the unacceptable behaviour may be as a result of, or triggered by factors associated with disability, trauma, mental illness or a learning impairment.

Promoting positive volunteer and visitor behaviour and responding appropriately to unacceptable volunteer and visitor behaviour supports the school to maintain a safe and supportive learning environment and supports and promotes the Department of Education's values and goals.

RESPECTFUL SCHOOL VOLUNTEER AND VISITOR BEHAVIOUR POLICY AND PROCESS

1. Purpose

- Students and staff have a right to feel safe and secure in their school and working environment. The safety of students and staff on a school campus or at a school activity is everyone's responsibility; volunteers and visitors MUST behave in a way that supports a safe school environment.
- Volunteers and visitors to schools are a valued part of a school and their contributions to schools should be acknowledged. Volunteers and visitors include parents and carers, friends of the school, and children and young people not enrolled at the school.
- Collaboration between school staff, students, volunteers and visitors is important to a student's learning and experiences at school. By enrolling a child or young person in a State school, parents and carers are expected to work in partnership with the school to model positive and respectful behaviour that supports student learning and maintains a safe school environment.
- Unacceptable behaviour of volunteers and visitors on a school campus or at a school activity may result in the person being asked to leave.

2. Policy Objective

- Schools MUST work in partnership with volunteers and visitors to provide safe and inclusive learning environments for everyone. Appropriate behaviour in State schools is critical to creating a respectful environment that is conducive to learning and supports attainment for students.
- All volunteers and visitors to a school campus or school activity have a responsibility to act appropriately and model positive and respectful behaviour.
- Volunteers and visitors MUST be informed of this Policy, as well as any relevant school policies on volunteer and visitor requirements, and the consequences of demonstrating unacceptable behaviour at a school campus or school activity.

3. Key Information

3.1 UNACCEPTABLE BEHAVIOUR OF VISITORS OR VOLUNTEERS

The following behaviour constitutes unacceptable behaviour of volunteers at, and visitors to, State schools or school activities:

(a) disobedience of instructions which regulate the conduct of volunteers at, and visitors to, State schools and school activities
(b) contravening school rules and policies
(c) behaviour that is likely to impede the learning of students at that school
(d) behaviour that is detrimental to the wellbeing of the students or staff at that school
(e) behaviour or actions that cause or are likely to cause injury to persons or damage to property
(f) behaviour that is likely to bring that school into disrepute
(g) behaviour that is likely to put a person at risk of harm
(h) harassment or stalking
(i) threatening behaviour

(j) discrimination
(k) bullying, including cyberbullying
(l) illegal behaviour
(m) unsociable behaviour
(n) sexualised behaviour
(o) any other behaviour that a principal determines to be unacceptable behaviour (identified in the school's Policy).

- What actions constitute unacceptable behaviour are dependent on the context and should be considered on a case-by-case basis.
- The unacceptable behaviour of an adult volunteer or visitor MUST occur on a school campus or at a school activity for section 136 of the Act to apply. Principals should refer to the Legal Issues Handbook or contact Legal Services for advice if they are considering removal of an adult in response to unacceptable behaviour that occurs away from a school campus or school activity (e.g. unacceptable behaviour by a parent on social media).
- The *Education Regulations 2017* provide a principal of a State school with authority to determine the conditions under which vehicles (e.g. car, bus, and bicycle) may be driven, ridden, parked and removed on or from a campus of the school. The principal MUST include the conditions for vehicles on campus in their school's Policy. A breach of these conditions constitutes unacceptable behaviour and can be managed in accordance with this Policy.

3.2 ROADS ON CAMBRIDGE PRIMARY SCHOOL CAMPUS

The control of traffic at a school campus is a school matter, and the principal has the right to instruct anyone operating a vehicle to follow the conditions under which vehicles may be driven, ridden, parked and removed from the school campus.

All drivers on campus are expected to observe the speed limit of 10 km per hour and abide by road traffic signs including parking conditions (time limited parking, no-parking zones, and staff parking).

All bicycles should be stored in designated areas.

If the rules are not observed, the school may withdraw permission to enter the school campus, remove a vehicle parked contrary to the signage at the owner's expense or any other response the school deems necessary to maintain a safe and functional space for others at the school.

3.3 UNACCEPTABLE BEHAVIOUR OF VOLUNTEERS OR VISITORS AT CAMBRIDGE PRIMARY SCHOOL

The types of behaviour that are considered unacceptable behaviour of volunteers and visitors while at the school or school activity include:

- Shouting (in person or over the phone)
- Racist, sexist or other discriminating comments
- Speaking in an aggressive/threatening tone
- Swearing or using inappropriate language
- Physically intimidating someone by standing very close or making physical contact
- Pushing, spitting, or hitting (slapping, punching or kicking)

4. Requirements

- Principals MUST develop a policy for their school that sets out what constitutes unacceptable behaviour for volunteers and visitors at their school, and the process for managing and responding to unacceptable behaviour while at school and school related activities.
- Principals MUST consult with their School Association and, if one exists, the student representative body on the school's Policy to establish clear expectations for acceptable behaviour on a school campus or at a school activity that are aligned with the Department of Education's values and goals.
- Principals MUST communicate to volunteers and visitors what they deem as unacceptable behaviour in accordance with this Policy and the school's Policy, and the consequences of unacceptable behaviour, including that they may be asked to leave the school campus or school activity.
- Volunteers (including the School Association Committee members) MUST have a valid Registration to Work with Vulnerable People (RWVP). Visitors may require a RWVP, depending on the situation. Refer to the Registration to Work with Vulnerable People Policy for RWVP requirements.

4.1 REQUIREMENTS AT CAMBRIDGE PRIMARY SCHOOL

Volunteers and visitors to State schools are required to follow the school's evacuation and emergency procedures, including when there are fire, lockdown or evacuation drills.

- Visitors who are at a school to attend a school event (e.g. assembly, awards, student performance) are invited to be at the school for the time of that event, and unless invited to volunteer or visit at the school for another reason after the event, are expected to leave the school once the event is finished.
- Visitors who are at a school to drop-off or pick-up a student should consider that their presence at the school once class time has started (after the morning bell or during the school day) may be distracting for students and staff.
- Volunteers and visitors should ensure that their movement around the school does not impede student learning.
- Any tags or badges provided by the school to identify volunteers and visitors MUST be worn and returned. >

4.2 SIGN-IN PROCESS

All volunteers need to:

1. Enter the school through the designated entry.
2. Notify the administration staff that you have arrived, who you are there to see and present your current Registration for Working with Vulnerable People card.
3. Fill out the sign in sheet and be issued with volunteer pass to display while on campus.
4. Sign in on your smart phone or device using the QR code provided at the front desk
5. Proceed to the nominated area of the school.
6. Before leaving, return to the office to give back the volunteer pass and sign out.
7. Leave the school campus.

5. Rights, Roles and Responsibilities

- It is important that students, school staff, volunteers and visitors all model behaviour consistent with the Department of Education's values and goals, and are positive and respectful in their conduct when present on the school campus or at a school activity.
- Volunteers and visitors should be informed of their rights and responsibilities while on the school campus or at a school activity. This information may be presented to a volunteer or visitor as part of a sign-in process.
- Rights and responsibilities should model the Department of Education's values and goals, and should also align with school values.

5.1 PRINCIPALS

- MUST ensure that any existing behaviour management policy for volunteers and visitors meets the requirements of the Act, and associated Regulations and Instructions. This may include updating or establishing new supporting school resources in addition to the school's Policy, as necessary, to manage unacceptable behaviour of volunteers at, and visitors to, their school or a school activity.
- MUST ensure this information is easily accessible for all volunteers and visitors, through online and hard copy materials.
- A principal can choose not to delegate their authority to remove an adult when they are going to be absent from the school. However, if they wish for the Person in Charge to be able to exercise the authority under s136 of the Act, the principal MUST delegate the power before they leave. (See *7.3 Delegating the Authority to Require an Adult to Leave*).
- MUST model appropriate behaviour, and uphold associated values in line with the State Service Principles.
- MUST consult with the School Association, and if one exists, the student representative body when developing the school's *Respectful School Volunteers and Visitors Policy and Process*.
- It is important for schools to have a way of identifying volunteers or visitors to the school, which may include specific areas/times for visiting and a sign-in process for volunteers, including a space to provide their RWVP registration number.

5.2 TEACHERS AND SCHOOL STAFF

- MUST be aware of and follow any school policies and processes to manage unacceptable behaviour of volunteers at, and visitors, to, State schools or school activities.
- MUST be able to direct volunteers and visitors to relevant materials on unacceptable behaviours.
- MUST model appropriate behaviour, and uphold associated values in line with the State Service Principles.

5.3 VOLUNTEERS AND VISITORS

- MUST follow all school policies, processes and procedures applicable to volunteers and visitors to a school campus or school activity.
- MUST follow the instructions of a principal, their delegate or a Person in Charge at all times, including a requirement by a principal (or their delegate) to leave a school campus or school activity.

- Volunteers or visitors who are parents/carers of a student enrolled at the school should work collaboratively with the school to manage the behaviour of their child while on a school campus or at a school activity. This includes not interfering with staff management of unacceptable student behaviour or approaching other students directly to address a matter of concern.
- Volunteers or visitors who are parents/carers of a student enrolled at the school should ensure they are respectful when communicating with the principal and school staff, in person, over the phone and in writing.

6. Notifying Volunteers and Visitors of the Policy

Volunteers and visitors MUST be informed of this Policy, as well as any relevant school policies on volunteer and visitor requirements and the consequences of demonstrating unacceptable behaviour on a school campus or at a school activity. This may be done by:

- Providing information as a booklet or brochure to parents/carers at the beginning of the school year or posted on the school website.
- Displaying the *Working Together for Safe Schools* poster that has been developed to assist schools to communicate this information. The poster may be displayed in a prominent area of the school such as the school entrance foyer or School Office. Schools may develop their own poster that sets out the school's values or examples of unacceptable behaviour.
- Including information regarding the process for dealing with unacceptable behaviour alongside the sign-in book.

6.1 NOTIFYING VOLUNTEERS AND VISITORS AT CAMBRIDGE PRIMARY SCHOOL

This Policy will be provided to volunteers and visitors in the following ways:

- The current Policy will be published on the school's website and the link will be included in the first newsletter of each term.
- A copy of this Policy can be found at the School Office.
- All volunteers will be provided a copy of the Policy the first time they volunteer at the school.
- The Policy will be provided to new families as part of the enrolment process.

7. Responding to Unacceptable Behaviour

7.1 REQUIREMENTS

- The safety and wellbeing of children and students, and staff MUST be a priority when managing or responding to the unacceptable behaviour of a volunteer or visitor on a school campus or at a school activity.
- Principals can choose not to use their authority to remove an adult for unacceptable behaviour and are to consider their own safety in determining their response.
- School responses to unacceptable behaviour should be proportionate to the unacceptable behaviour of the volunteer or visitor. While schools are to endeavour to enact any behaviour policy in a consistent manner, it is acknowledged that every situation is different and approaches taken to manage unacceptable behaviour may reflect this. Please contact Legal Services if you require guidance or assistance when managing the unacceptable behaviour of a volunteer or visitor.
- If the unacceptable behaviour of a volunteer or visitor has placed the safety of students or staff at risk, is a criminal act or poses a significant threat to property or the school environment, the school MUST report to and seek assistance from Emergency Services by phoning 000. For further details on critical incident processes, refer to the Critical Incident and Emergency Procedures or contact Legal Services.

7.2 REQUIRING AN ADULT VOLUNTEER OR VISITOR TO LEAVE A SCHOOL OR A SCHOOL ACTIVITY

- A principal (or their delegate) has the authority to remove a volunteer or visitor who is over the age of 18 for unacceptable behaviour under trespass law (at a school campus only) or s136 of the Act (at a school campus or school activity) if they have behaved unacceptably, as defined in the school's Policy. This request MUST be complied with.
- A principal (or their delegate) may require an adult volunteer or visitor who has behaved unacceptably to not enter the school campus or to leave the school campus. If the instruction to leave is not followed, the principal may contact police to seek advice and assistance. A principal does not have the authority under trespass law to require a volunteer or visitor to leave a school activity that occurs away from the school campus, but does have authority under s136 of the Act.
- Under s136 of the Act, a principal (or their delegate) also has the authority to require that an adult volunteer or visitor who has behaved unacceptably not re-enter the school or return to the school activity for a period of time specified by the principal. This can be done verbally and/or in writing. As soon as practicable after making a verbal requirement to leave, a principal is to confirm that requirement in writing, and provide it to the relevant person.

- The letter to confirm the requirement to not re-enter the school or school activity should be on school letterhead, sent by Priority Mail or delivered by local Police (where appropriate), and a record of the letter kept. The letter MUST include:
  - the date and time of the incident,
  - a brief description of the unacceptable behaviour,
  - the person who has requested the adult leave (if the authority was delegated at the time), and
  - the time period they are required to stay away.
- If a principal wishes to amend the conditions of the instruction to stay away from the school or school activity, another letter should be sent with updated information. Amended conditions may include reducing or increasing the requirement to stay away from a school or school activity.

7.3 DELEGATING THE AUTHORITY TO REQUIRE AN ADULT TO LEAVE

- If a principal is absent from the school campus or school activity, they may delegate their power to remove an adult for unacceptable behaviour under s136 of the Act to a staff member of the school. This delegation cannot be a standing (ongoing) delegation to an assistant principal. Information for schools on delegations can be found in the Legal Issues Handbook.
- The following forms allow for a principal to delegate their authority under s136 of the Act, to require an adult to leave the school or school activity, if the principal will not be present:
  - Advice: Absence While on Duty Form
  - Minor Excursion Approval Checklist
  - Major Excursion Approval Checklist.

7.4 REQUIRING A VOLUNTEER OR VISITOR UNDER THE AGE OF 18 TO LEAVE A SCHOOL OR A SCHOOL ACTIVITY

- S136 of the Act does not give a principal the authority to require a volunteer or visitor who is under the age of 18 to leave a school or school activity.
- If a principal believes a volunteer or visitor is under the age of 18 and they behave unacceptably at a State school, a principal (or the Person in Charge while a principal is absent) has the authority to require that the volunteer or visitor leave the school campus, and not enter the school campus for a specified period of time, under trespass law. If the instruction to leave is not followed, the Police may be contacted.
- A principal does not have the authority (under either trespass law or s136 of the Act) to require a volunteer or visitor, who is under the age of 18 and has behaved unacceptably, to leave a school activity that is away from the school campus. If a volunteer or visitor who is under the age of 18 behaves unacceptably at a school activity, a principal or school staff should refer the matter to the Person in Charge at that venue (e.g. the Pool Manager), who has the authority to require that person leave the venue under trespass law.
- Principals and school staff may refer to the Legal Issues Handbook or Legal Services for guidance on the use of s136 of the Act and trespass law.

7.5 PROCESS FOR RESPONDING TO UNACCEPTABLE BEHAVIOUR OF A VOLUNTEER OR VISITOR

- School policies and processes for responding to the unacceptable behaviour of a volunteer or visitor should include processes to follow when the unacceptable behaviour occurs in a classroom or other place within the school environment where a member of the teaching staff may need to seek the assistance of another person.
- A principal may choose to develop or incorporate their own processes for responding to unacceptable behaviour, building on the following four steps process.

Four Step Process: Responding to Unacceptable Behaviour

Step 1

- Apply conflict de-escalation techniques where appropriate and safe to do so.
  - Inform the volunteer or visitor that their behaviour is contrary to the Department of Education's values and goals, and the school's values, and is in breach of the school's *Respectful School Volunteer and Visitor Behaviour Policy*;
  - Request that they cease the unacceptable behaviour;
  - Move the volunteer or visitor away from students and staff (where appropriate).

Step 2

- If attempts to defuse or resolve the unacceptable behaviour are unsuccessful:
  - Request the adult volunteer or visitor leave the school campus or school activity in line with with the authority to remove an adult for unacceptable behaviour under trespass law (at a school campus only) or s136 of the Act (at a school campus or school activity).
  - If appropriate, inform the adult volunteer or visitor verbally how long they are to stay away from the school campus or school activity (see Step 4).
  - Request the child volunteer or visitor leave the school campus in line with the authority under trespass law. If at a school activity off campus, the person in charge of the property would be required to require the child to leave.

Step 3

- If an adult volunteer or visitor refuses to leave the school campus or school activity:
  - The principal (or their delegate) may take such action that they consider necessary and reasonable in the circumstances to remove the adult volunteer or visitor;
  - This may include requesting assistance from another person or authority (Police, a senior staff member, private security engaged by the school); and
  - If any volunteer or visitor (either an adult or a person under 18) assaults staff or a student, staff may use appropriate physical restraint to protect students and staff from foreseeable risk of injury. Refer to Critical Incident and Emergency Procedures for further information.

Step 4

- If the principal (or their delegate) deems that the unacceptable behaviour warrants requiring the volunteer or visitor to stay away from the school for a set time period, they must inform the volunteer or visitor in writing setting out:
  - A short description of the unacceptable behaviour, including date and time;
  - The period of time the volunteer or visitor is to stay away from the school or school activity; and
  - A process for resetting the relationship (for example, re-entry meeting with the principal before the volunteer or visitor can return to the school)
- NOTE: Keep a copy of any letters issued.
- NOTE: If it is an adult this requirement can be issued as trespass or under s136 of the Act (if they are required to not attend school and school activity).
- NOTE: If they are under 18 this can only be issued as trespass and only apply to staying away from the school campus.

7.6 CAMBRIDGE PRIMARY SCHOOL PROCESS FOR RESPONDING TO UNACCEPTABLE BEHAVIOUR OF VOLUNTEERS AND VISITORS

[GUIDELINES ONLY – edit to suit your school context]

This section can be used by schools to establish a process that is specific to their school context and could include members within the school who might be called upon if a volunteer or visitor is behaving unacceptably, or the process for a teacher who has a volunteer or visitor behaving unacceptably in a classroom. This may include a process for reviewing a decision to ask a volunteer or visitor to say away.

8. Associated Documents and Materials

8.1 PRINCIPALS AND TEACHERS (DOE ONLY)

- Legal Issues Handbook
- Respectful Schools Respectful Behaviour
- Policy: Registration to Work with Vulnerable People
- Advice: Absence While on Duty Form
- Minor Excursion Approval Checklist
- Major Excursion Approval Checklist
- Critical Incident and Emergency Procedures
- Template Letter to Require a Volunteer or Visitor to Stay Away from School or School Activity
- Respectful School Volunteer and Visitor Behaviour Policy and Process
- FAQs for Schools on Respectful School Volunteers and Visitors
- Department of Education: Conduct and Behaviour Standards
- State Service Principles.

8.2 PARENTS AND CARERS

- Volunteers and Visitors in a Tasmanian Government Schools: Parent Fact Sheet
- Working Together for Safe Schools Poster
- Dealing with Issues and Concerns in Tasmanian Government Schools
- Respectful Student Behaviour Policy and Process
- Registration to Work with Vulnerable People (RWVP) website
- *Education Act 2016*
- *Secretary's Instruction No 3 for Unacceptable Behaviour of Students and Volunteers at, and Visitors to, State Schools or School Activities*
- Grievances: Dealing with issues and concerns in Tasmanian Government Schools.

9. Definitions

BULLYING is repeated verbal, physical, social or psychological behaviour that is harmful and involves the misuse of power by an individual or group towards one or more persons. It is intended to cause harm, distress and create fear. Cyber bullying is bullying that is carried out through the internet or mobile phone technologies.

CHILD AND STUDENT WELLBEING Children and students feel loved and safe, have access to material basics, have their physical, mental and emotional needs met, are learning and participating, and have a positive sense of culture and identity.

DELEGATE is a person who has been delegated the powers and functions of the principal, but can only exercise those powers and functions when the principal is absent from the school campus or school activity.

DISCRIMINATION is less favourable treatment of a person because of a personal characteristic, such as race, gender, sexual orientation or disability, or treating everyone the same way where doing so has a disadvantageous effect on a person or group of person because of a shared personal characteristic.

HARASSMENT involves unwanted and one-sided words or actions towards another person (or persons) that offend, demean, annoy, alarm or abuse. If harassment is repeatedly directed towards the same person, and especially if it continues after the targeted person has asked them to stop, it is considered to be bullying.

PARENT or CARER means a parent or a legal guardian or anyone with care and control of a child.

PRINCIPAL is the person in charge of a school or their delegate.

RESPONSIBILITIES: MUST AND MAY

Meaning of "MUST", "is to" and "may":

- the word "MUST" is to be construed as being mandatory; and
- the words "is to" and "are to" are to be construed as being directory; and
- the word "may" is to be construed as being discretionary or enabling, as the context requires.

SCHOOL ACTIVITY (or event) refers to school-endorsed activities for their students that are held:

- at a venue which is outside of school grounds or school property; or
- on school grounds but outside of usual school hours.

School activities may include; a sports or swimming carnival, an excursion, school camp, end of year concert. If you are not sure if an activity would be considered a school activity, please contact Legal Services for assistance.

SCHOOL ASSOCIATION comprises of all parents and carers of students enrolled at the school, permanent staff of the school (teaching and non-teaching), and members of the boarder community who have been formally accepted by the School Association Committee for membership.

SCHOOL ASSOCIATION COMMITTEE must comprise of the principal, elected parent, and staff representatives. School Associations Committees can choose to elect community members.

VOLUNTEER OR VISITOR is any person visiting the school or school activity that is not a student or staff member. This includes parents, grandparents, carers, family members, contractors, guest speakers or people who are under the age of 18 who are not students at the school.

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