



Inquiry into Annual and Financial Reports 2023–2024

Answer to question on notice

Asked by: Mr Thomas Emerson MLA

Addressed to: Minister for Education and Early Childhood

Redirected to:

Reference: 250217 – Social Policy - Education

Hearing: 17 February 2025

In relation to: Education – Complaints in Public School System

Question received: 24/02/2025

Answer Due: 03/03/25

How many children have been removed by their parents or guardians from the ACT public school system in the last year because of unresolved complaints about the threatening or disruptive behaviour of other students?

How many staff have resigned for similar reasons?

What is the government's policy for dealing with such complaints within schools? If they are not resolved at that level, what is the protocol for dealing with them at the level of the Directorate, or at the Ministerial level?

What resources, in terms of funding and specialist staff, are allocated for prevention, early intervention or emergency intervention to address issues of staff and student safety at government schools?

Ms Yvette Berry MLA: The answer to the Member's questions are as follows:

The Education Directorate does not collect or hold this data.

The Education Directorate's workforce data reporting is limited to what is available in its human resource information management system (Chris21). Type of separation (e.g. retirement, resignation, other) is reportable from Chris21, however, the reasons for resignation are not available for separated employees.

The Education Directorate complaint management policy can be found here: [Complaints Management Policy - Education](#). If a complaint cannot be resolved at the school level, a complainant may choose to escalate their complaint to the Education Directorate's Feedback and Complaint Team. Contacting the Minister for Education and Early Childhood is not a complaint escalation pathway. The Minister may refer matters to the Directorate for investigation.

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The Education Directorate's Education Support Office (ESO) works collaboratively with schools to prevent and manage issues of staff and student safety. The response and allocation of resources varies depending on the nature of the issue or incident. The ESO comprises specialist staff across a number of branches to assist in the prevention, early intervention and emergency intervention of safety in government schools. These include, but are not limited to, Wellbeing Officers, Work Health and Safety (WHS) Advisors, Risk and Insurance Officers, Occupational Violence Case Coordinators, Restrictive Practice Case Coordinators, Positive Behaviour for Learning (PBL) Coaches, Team Teach Coordinators, Student & Family Engagement Support Workers and Targeted Support Directors.

Approved for circulation to the Standing Committee on Social Policy

Signature:

By the Minister for Education and Early Childhood, Ms Yvette Berry MLA

Date:

27/02/25