



DRPS POLICY: *Respectful Behaviour within the School Community*



HELP FOR NON-ENGLISH SPEAKERS

If you need help to understand the information in this policy, please contact Diggers Rest Primary School.

PURPOSE

This policy outlines the shared roles of parents, carers and school staff in creating a positive environment for learning. There are also other policies that set out clear standards of behaviours that are specific to school staff and students.

When parents/carers and school staff work together as one team, our students do better. Victorian Government schools want to work with parents and carers to achieve this.

The expected standards of behaviours apply to different school settings. This includes at school events, camps, excursions, outdoor activities, online learning and other places online related to schools

SCOPE

This policy applies to:

- all parents, carers and school staff

POLICY

Building a positive relationship with Diggers Rest Primary School

Diggers Rest Primary School parents/carers and staff have a relationship that can last many years. This is an opportunity to work together to create a positive relationship in the best interests of the child.

When this relationship is built on respect and trust, students learn better and feel like they belong in our school. The foundation of a good collaborative relationship is based on:

- open and honest communication
- trust and respect
- working together
- fair and reasonable expectations by all.

To understand more about how to build a positive connection to your school, access the [Family Engagement in Learning \(PDF, 343KB\)](#) resource.



Shared responsibility of members of the Diggers Rest Primary School community to behave respectfully

Positive school environments are important because everyone at Diggers Rest Primary School has the right to be safe and play a shared role in being respectful. Everyone at Diggers Rest Primary School, particularly staff and parents/carers, play a role in making school a better place for learning and work.

Respectful behaviours are important in building strong, healthy and thriving school communities.

School staff in Victorian Government schools have to follow the [Respectful Workplaces Policy](#) to build and maintain a respectful workplace, including:

- treating each other with respect and consideration
- being inclusive, valuing others and accepting their differences
- recognising the efforts and achievements of others
- considering our impact on others
- calling out and addressing behaviour that can lead to bullying, harassment and discrimination.

Parents/carers can create a positive environment for learning and work by:

- modelling positive behaviour to their child/children and to the school community
- communicating politely and respectfully with all members of the school community
- working with the school to achieve the best outcomes for their child/children
- communicating constructively with the school
- making use of the expected processes and protocols when raising concerns
- following the school's processes for communication with staff and making complaints
- treating all school staff, students, and other members of the school community with respect.

By treating everyone with respect, parents/carers and schools can make sure students feel supported and cared for.

Respectfully raising complaints at Diggers Rest Primary School

The Department supports your right to make a complaint and provides a [Parent Complaints Policy](#) to help you do this. Complaints from parents and carers help the Diggers Rest Primary School community by providing feedback to improve how our school operates.

We welcome complaints from parents and carers if they are communicated in a respectful and constructive way. They may ask that concerns be communicated in writing.



The [Family Engagement in Learning \(PDF, 343KB\)](#) page shows parents and carers how they can best talk to our school to provide feedback or complaints. Each school is different in how they prefer to talk to you– please refer to your school’s guidance.

You can have a support person to help you at any time, who can talk to the school on your behalf or help you understand school policies. They can be a family member, a friend, a community member or a person from a support service.

You can also ask your school for an interpreter or translator to help communicate with Diggers Rest Primary School, as per the [Interpreting and Translation Services Policy](#).

For more information, refer to your school’s own complaints policy or the Department’s Parent Complaints Policy.

Unacceptable behaviours and consequences

Diggers Rest Primary School is a positive place of learning where everyone has a right to a safe and healthy learning environment. Diggers Rest Primary School is a workplace, and our school staff deserve to work in an environment where they don’t feel threatened or unsafe.

When a small number of parents and carers behave unacceptably towards a staff member or another member of the Diggers Rest Primary School community, this can affect their health, safety and wellbeing. The impact can also be felt by the wider school community.

Unacceptable or unreasonable behaviours include, but are not limited to:

- being violent or threatening violence of any kind, including being physically intimidating, aggressive hand gestures or invading another person's personal space
- speaking or behaving in a rude, aggressive or threatening way, either in person, via email, social media, or over the telephone
- sending demanding, rude, confronting or threatening letters, emails or text messages
- discriminatory or derogatory comments
- the use of social media or public forums to make inappropriate or threatening remarks about the school, staff or students.



If a parent or carer behaves in an unacceptable way, the school principal may contact them to talk about this further and there may be consequences. This may include making a [School Community Safety Order](#) to prohibit or limit harmful, threatening or abusive behaviour from a parent, carer or other adult to members of the Diggers Rest Primary School community.

Unacceptable or unreasonable behaviour may be escalated to the Department, where it will be assessed and managed by:

- requesting that the parties attend a mediation or counselling sessions
- requesting all communications be in writing
- written warnings
- conditions of entry to school grounds or school activities
- exclusion from school grounds or attendance at school activities
- reports to Victoria Police
- legal action.

Parents should not directly approach other students or contact their families. This only serves to compound the issues and make them more difficult to resolve. We believe that most situations can be resolved to the satisfaction of all parties.

Under no circumstances is a parent or guardian to approach another child to discuss or chastise them because of their actions towards their own child. Please try to have a positive and open mind. We all have bad days and at times events occur which don't always appear fair. We are dealing with children and they are learning how to behave. It is often the case that the injustice was not intentional, and many times not even apparent to others.

Approach situations in a spirit of cooperation, understanding and genuine partnership.

For more information about this policy, email safer.school.communities@education.vic.gov.au.



POLICY REVIEW & APPROVAL

POLICY LAST REVIEWED	19/06/2025
CONSULTATION	School Leadership Team (Principal and Assistant Principals) DRPS Consultative Committee School Improvement Team School Council
APPROVED BY	Principal & the School Council
NEXT REVIEW CYCLE	19/06/2028

School staff have a right to be safe at work

Safe and respectful school communities create a healthy and safe workplace for school staff and a better environment for students to thrive

Professional, collaborative relationships are based on:



Open and honest communication



Trust and respect



Consultation and working together



Fair and reasonable expectations by all

The following behaviours are **not** acceptable in our school

- ❖ Threats
- ❖ Violence
- ❖ Rudeness
- ❖ Harassment
- ❖ Discriminatory and derogatory comments
- ❖ Aggression
- ❖ Intimidation
- ❖ Threatening gestures

This includes in-person, over-the-phone, email, text message, social media and online.

If you experience any of these behaviours, or are concerned about the risk of this occurring, please report in eduSafe Plus and inform your elected Health and Safety Representative:

For more information refer to: **Work-Related Violence Policy and Procedure.**



School staff have a right to be safe at work



Any abuse will not be tolerated

Parents, carers, advocates and adult members of the school community must engage respectfully with school staff.

Unacceptable behaviour will be addressed promptly. This may include calling the police if required or issuing you a School Community Safety Order.

These behaviours are not permitted in-person, over the phone, by email, text message or on social media:

- ✗ Rudeness
- ✗ Intimidation
- ✗ Insults or offensive communication
- ✗ Discriminatory or derogatory comments
- ✗ Malicious or defamatory communications
- ✗ Threatening gestures
- ✗ Aggression, including raising your voice at a staff member
- ✗ Threats
- ✗ Harassment
- ✗ Violence

These behaviours are **never okay** and can make staff and students feel unsafe.



Scan the QR Code to learn more about how you can build positive relationships with school staff in the department's *Respectful Behaviours within the School Community Policy*.