

RESPECTFUL BEHAVIOURS WITHIN THE SCHOOL COMMUNITY POLICY



Purpose

Frankston Heights Primary School is committed to fostering a safe, inclusive and respectful school community where positive relationships support the learning, wellbeing and success of every student.

This policy aims to:

- promote respectful, collaborative and professional relationships between parents, carers, staff and all members of the school community
- outline the standards of behaviour expected of adults when interacting with the school community
- support respectful communication and constructive resolution of concerns
- ensure Frankston Heights Primary School remains a safe, positive and respectful environment in which to learn and work.

Scope

This policy applies to all parents, carers, school staff, volunteers, visitors and other adults who interact with the Frankston Heights Primary School community.

The expectations outlined in this policy apply in all school-related settings, including:

- on school grounds
- during excursions, camps and sporting events
- at performances, assemblies and other school functions
- during online learning and digital communication
- through email, telephone, social media and other electronic communication
- at any activity connected with the school.

Policy

Strong partnerships between families and schools are fundamental to achieving the best possible outcomes for students. When parents, carers and staff work together with mutual respect, trust and open communication, students are more engaged, feel a stronger sense of belonging and experience greater success at school.

This policy complements the school's Student Engagement and Wellbeing Policy, Complaints Policy and other relevant Department of Education policies that outline expectations for students and staff.

Building Positive Partnerships

Frankston Heights Primary School values respectful and collaborative relationships with families and recognises that parents and carers are their child's first and most important educators.

Positive partnerships are built on:

- mutual respect
- trust
- open, honest and timely communication
- collaboration

- shared responsibility for supporting student learning and wellbeing
- fair and reasonable expectations of one another.

Maintaining these positive relationships benefits students and contributes to a welcoming, supportive and inclusive school community.

Shared Responsibility

Everyone has a responsibility to contribute to a safe, respectful and positive school environment.

School Staff

Victorian Government school staff are required to comply with the Department of Education's Respectful Workplaces Policy and are expected to:

- treat all members of the school community with courtesy, respect and professionalism
- communicate openly, honestly and respectfully
- value diversity and foster an inclusive school culture
- work collaboratively with families in the best interests of students
- address concerns professionally and in accordance with school and Department policies.

Parents, Carers and Other Adults

Parents, carers and other adults can support a positive learning environment by:

- modelling respectful behaviour for children
- communicating courteously and respectfully with staff, students and other members of the school community
- supporting the school's values, policies and procedures
- working collaboratively with staff to support their child's learning, wellbeing and attendance
- recognising and respecting the professional expertise and responsibilities of school staff
- following the school's established communication and complaints processes when raising questions or concerns
- contributing positively to a safe and inclusive school environment.

Raising Concerns Respectfully

Frankston Heights Primary School welcomes respectful feedback and recognises that parents and carers may occasionally have questions or concerns.

Concerns should be raised respectfully through the school's established communication channels; including email, telephone or an arranged meeting.

Where appropriate, in consultation with the school, an interpreter, support person or other services may be included to support parents and carers.

Parents and carers are encouraged to refer to the Frankston Heights Primary School Complaints Policy and the Department's Parent Complaints Policy for information about the appropriate process for resolving concerns.

Unacceptable Behaviour

Frankston Heights Primary School is committed to providing a workplace and learning environment that is safe, respectful and free from intimidation, harassment and abuse.

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

Unacceptable behaviour includes, but is not limited to:

- abusive, offensive, insulting or intimidating language
- aggressive, hostile or threatening behaviour, including verbal or written threats
- physical aggression, violence, intimidating gestures or invading another person's personal space
- bullying, harassment, discrimination or vilification
- persistent, unreasonable or excessive communication that is aggressive, demanding or intended to intimidate
- sending abusive, offensive or threatening emails, letters, text messages or other electronic communications
- publishing or sharing defamatory, offensive or inappropriate comments, images or material about the school, staff, students or families through social media, online forums or other public platforms
- behaviour that disrupts the safe and orderly operation of the school or school activities
- refusing to comply with reasonable directions from school staff relating to safety or school operations.

Responding to Unacceptable Behaviour

Where behaviour does not meet the expectations outlined in this policy, the Principal or delegate will determine an appropriate response based on the nature, seriousness and impact of the behaviour.

The school will seek to resolve concerns respectfully wherever possible. However, where unacceptable behaviour places the safety, wellbeing or ability of staff or others to undertake their work at risk, the school will take appropriate action to protect members of the school community.

Depending on the circumstances, responses may include:

- reminding the individual of the expected standards of behaviour
- requesting that communication occurs only through agreed methods or in writing
- arranging facilitated meetings, mediation or other appropriate supports
- issuing a written warning
- placing reasonable conditions on attendance at school grounds or school events
- directing an individual to leave school grounds
- restricting or prohibiting access to school grounds or school activities in accordance with Department of Education policies
- referring the matter to the Department of Education
- contacting Victoria Police where behaviour involves threats, intimidation, violence or unlawful conduct
- taking any other action available under legislation or Department policy.

Frankston Heights Primary School has a duty of care to provide a safe workplace for staff and a safe learning environment for students. The school will not accept behaviour that compromises the health, safety or wellbeing of any member of the school community.

COMMUNICATION

This policy will be communicated to our school community in the following ways:

- Made available publicly on our school website
- Discussed at staff meetings/briefings as required
- Staff induction

RELATED SCHOOL POLICIES

- Communication Policy
- Complaints Policy

FURTHER INFORMATION AND RESOURCES

- the Department's Policy and Advisory Library (PAL):
 - [Parent Complaints Policy](#)
 - [Family Engagement in Learning \(PDF, 343KB\)](#)
 - [Interpreting and Translation Services Policy](#)

POLICY REVIEW AND APPROVAL

Policy last reviewed	July 2026
Approved by	Principal
Next scheduled review date	July 2029