**GRIEVANCE PROCEDURES**

We support the right of any member of the School Community who believes our School Conduct Code is not being supported or followed appropriately, to have their grievance addressed.

It is important to:

- keep grievances confidential
- go to the source - firstly to those directly involved
- if you are unsure about an issue your child has raised, contact the school, bearing in mind that you may not have all of the information relevant to the incident.

**STUDENTS**

- Speak to your class Teacher or yard duty Teacher
- If the problem is not resolved you should speak to someone else such as the School Counsellor, Chaplain, Principal, Deputy, Student Leader, School Support Officer, Parents/Caregivers, Community Advocate.

**PARENTS/COMMUNITY**

- Arrange a time to speak to the Teacher concerned
- If a problem is not resolved you should arrange a time to speak to the Principal and/or Governing Councillor
- If still dissatisfied approach the District Director Colin McGavisk or the Improvement Coordinator Liz Wilson at Mount Gambier Office. Ph: 8724 5300

**STAFF/ VOLUNTEERS**

- Arrange a time to speak to the Person concerned
- If the problem persists speak to the Principal, Anti-Harassment Contact Person, Equal Opportunity Representative and ask for support via an advocate in addressing the grievance
- If a problem has not been resolved approach the District Director Colin McGavisk or Improvement Coordinator Liz Wilson at Mount Gambier on 8724 5300

Students, parents/caregivers and staff have the right to have an advocate with them when discussing grievances.

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**PROMOTING POSITIVE, RESPONSIBLY RESILIENT STUDENTS**

We believe that teaching for and encouragement of responsible behaviour are the most effective ways to develop positive, safe behaviours in all students.

In our school we acknowledge responsible student behaviour through such things as:

- KIC representation across the school
- Program Achieve Blue Cards- keys to success
- MARBLES Blue Cards for showing these skills
- Stamps and stickers to encourage and recognise student effort and achievement
- Merit Certificates -acknowledged publicly
- Negotiating choices and privileges with students
- School Notice Boards & Assembly presentations
- Clear, agreed processes where irresponsible or unsafe actions occur to restore good conduct
- Verbal and written encouragement from teachers and school leaders
- Special activities for successful students
- Communication widely of purpose and practices

We use the principles of Restorative Justice to support learners as they gain socially appropriate behaviours.

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**SCHOOL CONTACT PEOPLE FOR CONCERNS, QUESTIONS, SUPPORT:**

<table>
<thead>
<tr>
<th>COUNSELLOR</th>
<th>Mrs Cathie Biggins</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHAPLAIN</td>
<td>Mr Phil Mann</td>
</tr>
<tr>
<td>DEPUTY PRINCIPAL</td>
<td>Miss Michaela Ford</td>
</tr>
<tr>
<td>PRINCIPAL</td>
<td>Mrs Anna Young</td>
</tr>
<tr>
<td>TELEPHONE:</td>
<td>8762 2977</td>
</tr>
</tbody>
</table>

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**NARACOORTE SOUTH PRIMARY SCHOOL Conduct Code**

**AT OUR SCHOOL WE BELIEVE:**

- Students and Staff with Community have the right to be in safe, caring and successful learning and teaching environments that are free of any harassment, bullying or discrimination.
- All people have a responsibility to ensure everybody’s right to:
  - Be safe
  - Be treated fairly
  - Be supported in doing their best as a learner
- Our Conduct Code is a partnership between Students, Staff, Families and Community Members and links with departmental guidelines for universal Wellbeing
- Every individual is responsible for their own thinking and behaviours
- Site Anti-Bullying, Anti-Discrimination, Child Protection, Grievance and Parent Participation Policies compliment this agreed Conduct Code.
STUDENT Conduct Code for the Classroom, Yard, Bus and Excursions focuses on:

OUR VALUES
These agreed values will direct our thinking and choices – positive relationships and teamwork, care and respect between all, safety, honesty and innovation.

TREATMENT OF PEOPLE
All People in our School Community have the right to be treated fairly, with respect and care being a guide to the way we do things.

SAFETY AND MOVEMENT
We will take care when using all equipment, to keep others and us safe. Indoors and outside, we will move, work and play in harmless ways.

COMMUNICATION
We will speak using a respectful tone of voice and using language that does not offend others. Everyone has the right to express their opinion and we will listen to each other, thinking and reflecting on what we hear.

CONFLICT RESOLUTION
We will resolve our problems in a calm manner and if needed, we will ask for help from an adult, using our agreed grievance procedure.

LEARNING
We all have the right to learn in a safe environment and will come to school aiming to do our best. We respect that teachers have a right to teach and we all have a responsibility to learn.

ACCOUNTABILITY
Each Class will negotiate their own set of expectations using whole school agreed principles. Displayed in Classrooms is a record of stars earned by students for receipt of Blue Cards for positive behaviours. Accumulation of 10 stars enables Students to negotiate with Teachers, a reward or privilege that extends their learning.

Consequences of inappropriate Classroom behaviour will be managed through:

Step 1. A calm, specific Verbal Reminder is issued.

Step 2. A calm, specific Verbal Warning is given from the Teacher to assist Student compliance.

Step 3: A Yellow Card issued - for lack of fairness, lack of safety or for not trying one’s best in learning.

Step 4: A second Yellow Card is issued. The student removed to time out, completes a ‘Rethink of My Behaviour’ sheet. This is discussed and signed by the principal, deputy or counsellor. The Student phones home, informing of half-day timeout. Re-entry is then agreed with family input. The Parent signs the sheet before filing and data entry into EDSAS (required record keeping for sites).

Step 5: Internal or Home suspension is determined. Student’s return to class is negotiated. Principal to discuss what help / accommodations the Child needs to plan and support positive, appropriate behaviour. Steps may be bypassed in extreme cases of:
- physical violence or assault
- vandalism or stealing
- harassment or bullying
- verbal abuse (including swearing)
- drug misuse –(ie, illegal, not medicated)
- non-compliance.

TAKE HOME is an emergency option the school will use if a child is unwilling or unable to comply with the School Community’s Conduct Code.

Where unacceptable behaviour is ongoing or severe, Behaviour Management Personnel may be contacted.

The school will then follow DECS Suspension, Exclusion and Expulsion Guidelines.

Consequences of inappropriate Yard behaviour will be managed in these ways:

- Most unacceptable Yard behaviours will result in immediate restorative justice action-eg talk through the issue and apologise, pick up dropped litter, interim play restrictions, sitting out to reflect for a period.
- If students choose to engage in unsafe, unfair behaviours that could lead to legal action then the following process will be implemented:
  - 1st time: discussion followed by restricted play / access area and behaviour monitored by Yard Duty Staff
  - 2nd time: as above, Family meet with Principal to discuss implementing a behaviour plan
  - 3rd time: as above, Child withdrawn from play and individual program negotiated, supports advised to Family.

STAFF COMMITMENT
As caring ADULTS who support all learners staff will:

- Be fair and inclusive, using active listening skills
- Consistently apply agreed processes
- Build positive relationships with students in their care
- Supervise students to manifest safe and fair conduct
- Model adult responses and behaviour to resolve issues
- Mediate all issues in non-judgemental ways
- Provide stimulating and student negotiated learning activities / programs that have relevance for life
- Teach social skills in an optimistic, engaging