

Partnering Through Peer Conflict and Social Challenges

At the heart of every primary school is a commitment to supporting every child's learning, wellbeing and sense of belonging. Education is a shared endeavour, best achieved when schools and families work together in a respectful partnership that helps every child thrive.

We understand that it can be distressing when your child comes home upset, frightened, excluded or reluctant to attend school. Schools will listen carefully to your concerns, consider the impact on your child, and work with you to identify appropriate supports and next steps.

Why we protect student privacy

A strong partnership is built on trust. When responding to concerns involving students, school leaders may not be able to share specific details about another child or the actions taken in relation to them. This reflects our professional and legal responsibility to protect the rights of every student in our care.

- **Respecting every child's rights:** Every child has a right to privacy. Schools cannot share personal, wellbeing or disciplinary information about another student.
- **Supporting learning and growth:** Primary school is a formative time, and children are still learning how to manage friendships, conflict and social situations. While mistakes and interpersonal conflict can occur, schools have a responsibility to respond when behaviour causes harm, affects safety, or impacts a child's wellbeing or learning.
- **Responding appropriately:** While everyday peer conflict is part of growing up, repeated, targeted or serious behaviour will be addressed through the school's wellbeing, behaviour and, where appropriate, complaints processes.
- **Maintaining a constructive environment:** Protecting student privacy helps schools focus on resolving concerns respectfully and supporting positive relationships for everyone involved.

What your school will share

While we cannot discuss another child's personal circumstances or consequences, we are committed to being open about your child's wellbeing and the support they are receiving. We will communicate:

- The supports and strategies being put in place for your child.
- How we are responding to the situation and the school processes being followed.
- Any supervision or safety arrangements relevant to your child's wellbeing.
- How the situation will be monitored and reviewed.
- When you can expect follow-up communication and updates as the situation progresses.

- Ways you can support your child's social and emotional development at home.

We will respond as promptly as possible while taking the time needed to understand what has occurred and respond thoughtfully. We are committed to keeping you informed throughout the process.

Creating a safe and respectful environment

Resolving concerns works best when schools and families work together respectfully. Open communication, mutual trust and a shared focus on the child's wellbeing create the best conditions for positive outcomes.

How to raise a concern constructively

- **Focus on your child's experience:** Share what your child has experienced and the impact it has had on them, while allowing the school to determine the appropriate response for all students involved.
- **Communicate with respect:** Even when concerns are significant, calm and respectful communication helps schools and families work together to find solutions. It also models the problem-solving skills we want children to develop.
- **Start with the classroom teacher:** Your child's teacher is often best placed to provide context, clarify what is known, and implement immediate supports.
- **Seek shared understanding:** Ask questions such as, *"What steps can we take to help my child feel safe at lunchtime?"* or *"How can we work together to support this situation?"*
- **Use the school's support pathways if needed:** If you feel the matter has not been resolved after working with the school, you are encouraged to follow the school's complaint resolution process so your concerns can continue to be considered.

If you need additional support

If you are unsure who to speak to, or need support to participate in conversations with the school, please let the school know. Schools can often assist by arranging an interpreter, welcoming a support person to attend meetings with you, or helping you understand the school's wellbeing, behaviour or complaints processes.

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