

# Getting Help!

Support for students



## Getting help with a problem at school

If something goes wrong with another child or an adult at school, you can get help to fix it.

When we fix a problem between people, we talk about 3 things:

<b>1 - What happened?</b>	Each person has a turn to share the key details.
<b>2 - Who did it affect?</b>	How did the problem hurt others? Did it hurt our school? How is each person feeling? Which school value wasn't shown?
<b>3 - How do we fix it?</b>	This may be saying sorry, but also doing something that makes it right. Each person will usually do something to make it right.

If this is not the first time we have talked about the problem, we also talk about what might happen next if the problem keeps happening.

You can always talk to Mrs Veld, Sandy or Pr Trent. They are great at listening! You can find them outside the library, or send them an email: [wellbeing@merndahills.vic.edu.au](mailto:wellbeing@merndahills.vic.edu.au).

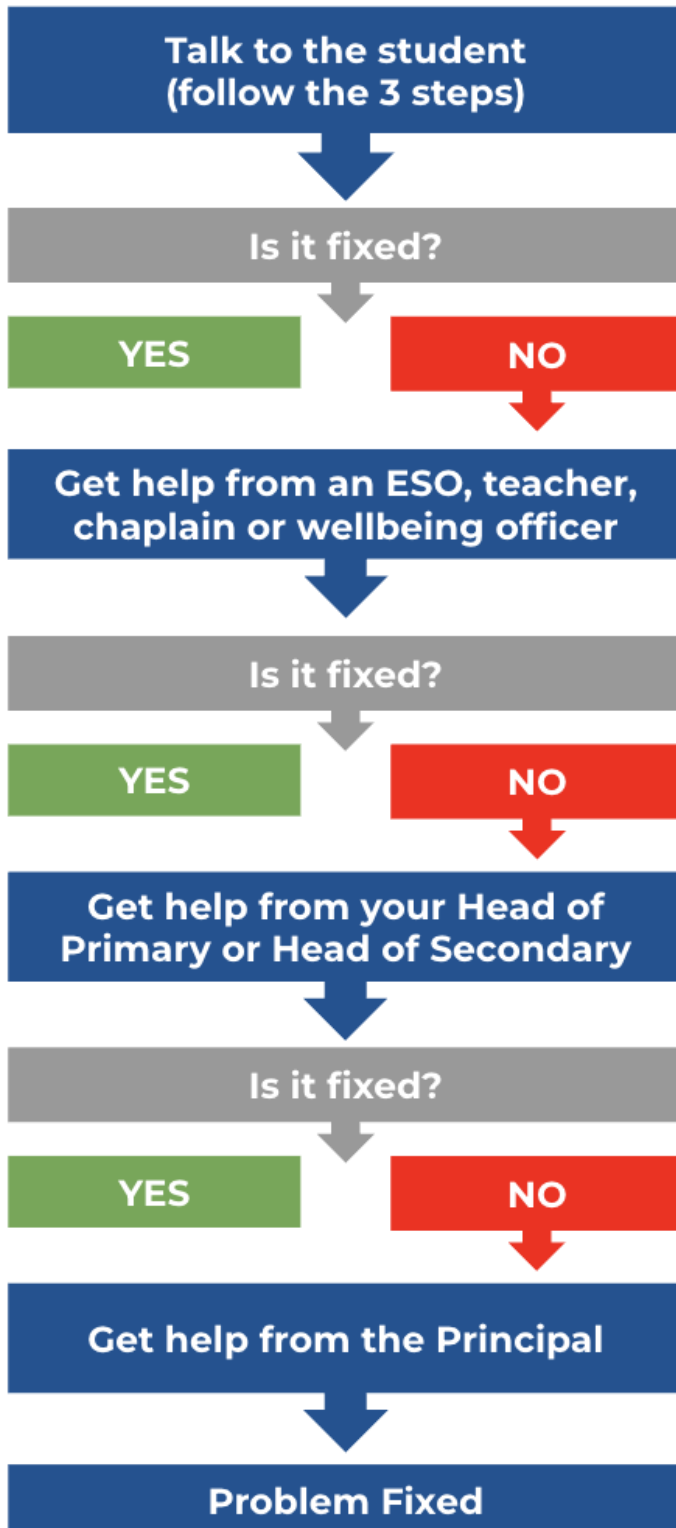
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Has something happened with a student?

Follow these steps:



Your parents will usually be told so they can help you fix the problem before it is shared with the Head of Primary or Head of Secondary.

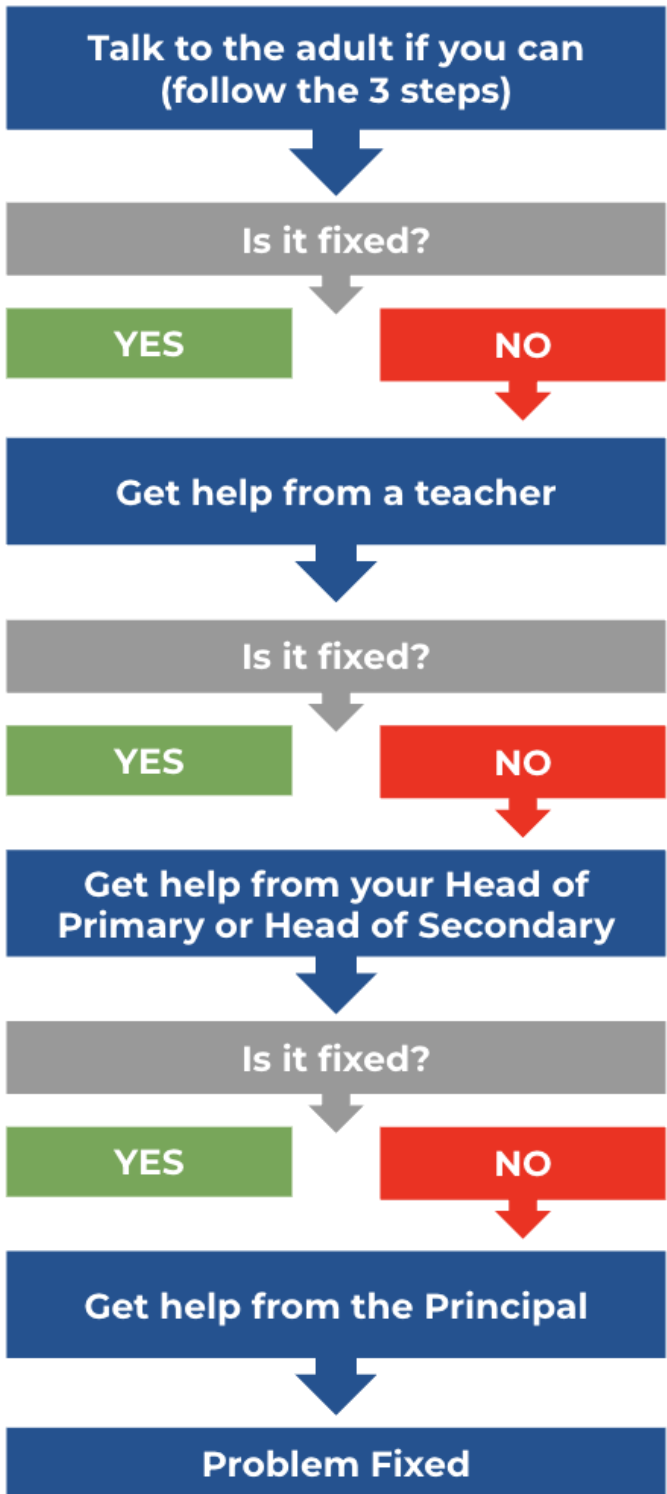
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Has something happened with an adult?

Follow these steps:



If you don't feel you can talk to the adult, get help from a teacher or your Head of Primary / Head of Secondary.

If the problem is with a teacher, you can skip this step and get help from the Head of Primary or Head of Secondary.

Your parents will be told so they can help you fix the problem before it is shared with the Principal.