



Right to disconnect communication protocol

Communication at Goolwa Primary School

What you can expect from us:

We will communicate with you in a timely, respectful, and professional manner.

Specifically, we will:

- Contact you as soon as possible about any concerns related to your child's learning, behaviour, wellbeing or attendance and seek your involvement in addressing those concerns.
- Respond promptly if you have raised any concerns about your child. Under normal circumstances, after raising a concern you can expect a return phone call or email within 2-3 business days to either discuss the issue or arrange a convenient time to do so.
- Communicate with you during normal office hours.
- Regularly report on your child's progress by parent/teacher interviews in term 1 and written reports at the end of term 2 and term 4.
- Provide class updates such as learning overviews, work, photos through our parent portal/learner management system Seesaw.
- Display key school events, policies and procedures on our school website, on social media and in our newsletter.
- Facilitate and advertise school governance and parent committee opportunities to support parent engagement in our school.



What we expect from parents/caregivers:

Communication with all members of our school community including staff, other parents, and children, in a respectful and calm manner at all times.

Specifically, we expect you to:

- Contact the school if your child is unwell or not going to be attending school that day by phoning the school Student Services 8555 2261 or sending a message to the class teacher via Seesaw.
- Remember that drop off and pick up times provide only very brief and non-confidential opportunities for information sharing. Teachers are extremely busy at these times, managing several communication exchanges, duty of care responsibilities and urgent preparation for learning activities and teacher meetings.
- Contact Student Services 8555 2261 if you want to share important information, clarify information, or make an appointment time for a longer discussion with your child's class teacher.
- Raise any concerns about another child or parent with school staff to receive support and assistance in resolving the issue.
- Be reasonable and respectful in all your interactions with staff, keep an open mind and be aware that there may be different views and perspectives of the situation. Sometimes an issue cannot be immediately resolved as further information needs to be obtained.
- Be patient and calm during all interactions with school staff.
- Expect communication with the school during normal office hours.
- Engage with all members of the Goolwa Primary School community in a positive manner during all interactions, including on social media and through Seesaw, email and in person.

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