

Department for Education - Right to disconnect – communication protocol

Updated: November 2025

Rationale

This is the Department for Education suggested protocol released May 2024, in response to the 2024 Enterprise Bargaining Agreement. We have adjusted the DfE protocol to include our site-based communication platforms, contact number and site-specific flowchart.

Communication at Tea Tree Gully 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 working days to either discuss the issue or arrange a convenient time to do so. Please note that some of our teachers work part-time, so you should expect contact within 2-3 of their ‘in-class’ days.
- Regularly report on your child’s progress by offering 1 parent teacher interview and 1 written report per semester.
- Provide class updates through Seesaw and through our whole-school newsletter.
- Display key school events, policies and procedures on our school website, TTGPS facebook page and/or 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:

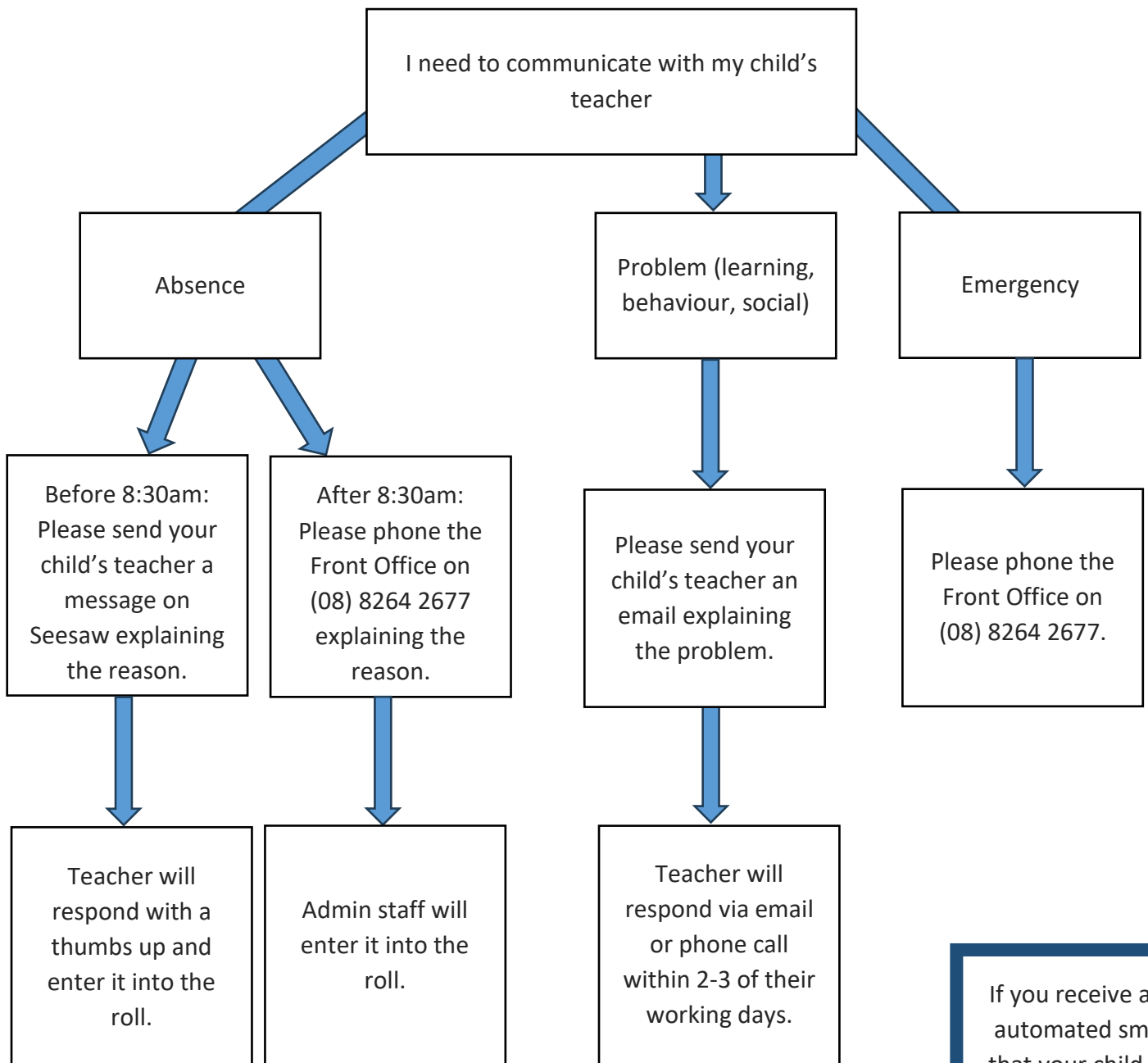
Communication with all members of our school community including staff, other parents, and children, in a respectful and calm manner at all times.



Specifically, we expect you to:

- Be aware that most teacher time is spent on teaching and lesson preparation. It is not reasonable for teachers to respond to frequent requests for reassurance about your child's participation in the classroom. Teachers' responsibilities also extend beyond the school day and as such, they may not be able to respond on the day that the enquiry is made.
- Teachers are engaged in class preparation and teaching between 8:35-3:05, so urgent messages during this time should be sent via phoning the Front Office on (08) 8264 2677.
- Send a seesaw message to your class teacher before 8:30am if your child is unwell and not going to be attending school. After 8:30, please phone the Front Office directly on (08) 8264 2677.
- Remember that drop off and pick up times provide only very brief and nonconfidential 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 your child's class teacher via email if you want to share important information, clarify information, or make an appointment time for a longer discussion.
- 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 first. Be patient and calm.
- Engage with all members of the Tea Tree Gully Primary School community in a positive manner during all interactions, including on social media and through Seesaw and email.

Parent Communication Cheat Sheet



If you receive an automated sms that your child is absent unexplained, please sms back with a reason 😊