Right to disconnect – communication protocol

### Communication at **Glenburnie 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 1-2 business days to either discuss the issue or arrange a convenient time to do so.
* Regularly report on your child’s progress by three-way interviews (Student/Parents/Teachers) and Semester Reports.
* Provide class updatesthrough our parent portal/learner management system which includes emails, text messages, Facebook and Class DoJo.
* Display key school events, policies and procedures on our school website, emails, Facebookand 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:

* Text 0429 967 829 or ring the school on 08 87253695 before 9am if your child is unwell and not going to be attending school.
* 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 your child’s class teacher via phone call to school front office on 08 87253695 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 you 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 resolves as further information needs to be obtained first. Be patient and calm.
* Engage with all members of the Glenburnie Primary School community in a positive manner during all interactions, including on social media and through all online communication systems such as emails and text messages.