



Thiele Primary School

Right to Disconnect – Communication Protocol

At Thiele Primary School 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.
- Regularly report on your child's progress at
 - Parent Teacher Conferences end of Term 1
 - end of Semester 1 and Semester 2 written reports
 - optional parent teacher conference in term 3 if requested.
- Provide class updates through our parent portal/learner management system SeeSaw, Facebook, class email groups.
- Display key school events, policies and procedures on our school website, Skoolbag (Audiri) 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:

- Text 0423 783 254, phone the school front office, 8270 4222 or email dl.1664.info@schools.sa.edu.au before 9am if your child is unwell or 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 their preferred communication method, email, SeeSaw or class Facebook, or phone front office on 8270 4222, or via email dl.1664.info@schools.sa.edu.au 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 Thiele Primary School community in a positive manner during all interactions, including on social media including the school Facebook page.

Respect Achievement Integrity Sustainability
