

# Right to Disconnect Protocol

## Communication at Burton 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, email or message within **2 business days** to either discuss the issue or arrange a convenient time to do so.
- Regularly report on your child's progress by **conducting parent/teacher interviews (term 1), and providing written reports in semesters 1 and 2.**
- Provide class updates through our parent portal/learner management system **Seesaw**
- Display key school events, policies and procedures on our school website, **Facebook, Skoolbag, our LED signage** 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:

- Ring the school **front office on 8280 6277**, before **9am** if your child is unwell and not going to be attending school. **Alternatively, you can reply to the absentee text message or contact your class teacher on 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 your child's **class teacher** via a **phone call to the school front office** or via **Seesaw** 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 **via Seesaw or the school's email ([dl.1844.info@schools.sa.edu.au](mailto:dl.1844.info@schools.sa.edu.au))**.
- 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 **Burton Primary School** community in a positive manner during all interactions, including on social media and through **Seesaw**.
- Our teaching staff have the right to disconnect from digital technologies and communications while accessing rest time (including after 4pm), weekends and leave/holiday periods. **Messages shared during these times will be responded to within 2 business days.**
- In the event **a response is not directly provided within 2 business days**, parents can contact the site via the school's email address.

#### **Burton Primary School – Contact Details**

**Phone:** (08) 8280 6277

**Email:** [dl.1844.info@schools.sa.edu.au](mailto:dl.1844.info@schools.sa.edu.au)

**Address:** 49a Kensington Way,  
Burton,  
SA, 5110