



MURRAY BRIDGE SOUTH PRIMARY SCHOOL

A Government School in the traditional lands of the Ngarrindjeri People
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Right to disconnect protocol Communication at **Murray Bridge South 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 parent/teacher interviews and end of semester reports.
- Provide class updates through school and/or class newsletters and our parent portal/learner management system Class Dojo.
- Display key school events, policies and procedures on our school website, Facebook, Class Dojo 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 8532 2155 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, email or Class Dojo 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 Murray Bridge South Primary School community in a positive manner during all interactions, including on social media, email and Class Dojo.