

Loxton Primary School



Vision: Dream Believe Learn Achieve

Values: Belonging Caring Learning Persisting Respecting



Communication protocol

Reviewed Nov. 2024

Information for parents and carers

What you can expect from the school

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 them.
- 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, Class Dojo message or email within 2-3 working days to either discuss the issue or arrange a convenient time to do so.
- Regularly report on your child's progress through Parent/Teacher Interviews in Terms 1 and 3 and written reports in Terms 2 and 4.
- Provide class updates through class newsletters once per term and regularly via *Class Dojo*.
- Display key school events, policies and procedures on our school website, *Class Dojo*, Facebook and our school newsletter.
- Facilitate and advertise school governance and parent committee opportunities to support parent engagement in our school.

What we expect from parents/caregivers

It is expected that communication with all members of our school community including staff, other parents, and children, is in a respectful and calm manner at all times. It is expected that our Values of *Caring* and *Respecting* extend to the way that our parents and carers engage with school staff, and vice versa.

Specifically, we expect you to:

- Text or ring the school before 8.30am if your child is not going to be attending school. SMS number: 0417 824 840. Phone number: 8584 7408.
- 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 preparation for learning activities and teacher meetings.
- Contact the relevant teacher via phone call or *Class Dojo* if you want to arrange a meeting time, clarify information or share non-urgent information.
- Follow our grievance procedure to raise any concerns.
- Respect and understand the importance of confidentiality – sometimes information that you want to know cannot be shared with you in order to maintain confidentiality.
- 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 can take time to be resolved as further information needs to be obtained. Be patient and calm.



Government of South Australia
Department for Education