

Communicating with the Brisbane School of Distance Education: A Parent/Caregiver's Guide

We value open and respectful communication with parents and carers, to support student learning.

You can expect schools to:

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 - recognise and celebrate your child's achievements
 - report on your child's academic progress
 - communicate about your child's learning, wellbeing and development
 - inform you of any serious issues concerning your child
 - alert you on the same day if your child is absent without a reason
 - forward requests needing your consent or payment
 - provide regular school updates and notify you of school events
 - offer opportunities and ways to give feedback
 - Inform you of any issues your child is experiencing with accessing the technology
 - offer parent/carer-teacher interviews twice per year.

✗ You should not expect:

- an immediate response to non-urgent inquiries - it may take a minimum of 2 or more business days
- staff to return calls or reply to emails outside standard business hours (including evenings and weekends)
- a response from staff to social media messages from their personal account
- access to teachers' personal phone numbers or emails
- to communicate with your child's teacher during an online lesson via microphone or chatbox
- teachers to discuss school matters when not at work (e.g. if you see a teacher outside of school hours in the community)
- meetings with staff during the school day without an appointment
- to be allowed on school grounds if you have been aggressive or harassed staff or students.



Contact your child's school if:

- your child will be absent, providing the reason

- you are concerned about your child's learning, social progress or wellbeing there are changes to your child's medical information
- there are changes in family circumstances
- you notice safety issues or behaviour changes at home
- issues arise that may affect student and/or staff safety at school
- you need to make or change an appointment.



When contacting your child's school:

- contact the school administration for general inquiries
- For general enquiries, or if you are unsure where to direct your communication, contact the Community Engagement team
- follow the school's processes for requesting meetings or contact with teachers
- for more complex or sensitive issues, request a face-to-face meeting to give the matter the attention it needs
- allow staff time to respond to your inquiry, remembering that teachers' priorities during the day are in the classroom.



How you can help your child's school:

- keep your contact details up-to-date
- read school communications
- use polite language in all spoken and written messages
- be open to ideas and willing to compromise if needed to reach an agreement.



If you are unhappy about something that has happened at school, you can make a complaint:

- first raise your concern with the school by making an appointment or sending an email
- if you're not happy with the outcome, you can speak with the principal or take your [complaint](#) to the school's [Regional Office](#). All complaints about staff or school operations are handled fairly.

