



Brighton Secondary School

Right to Disconnect Protocol

Last updated: July 2026

Purpose

Brighton Secondary School is committed to positive, timely and respectful communication between staff and families. This supports strong relationships, clear information sharing, and a positive school community, while also protecting staff wellbeing. This is in line with the Department for Education priorities, the South Australian Schools Enterprise Agreement 2020, and our school ASPIRE values of ambition, success, perseverance, integrity, respect and empathy.

Supporting family engagement

At Brighton Secondary School we understand that parent engagement goes hand in hand with student wellbeing and achievement. Productive communication with families is an essential feature of a positive school culture.

Digital technologies have assisted greatly in this regard. At Brighton Secondary School our use of Daymap, social media, e-news, our website and EdSmart alongside email as a means of communication directly between school and home is commonplace.

While digital platforms make communication easier, they can also create an expectation that staff are available at all times, including evenings, weekends and school holidays. This is not sustainable and can impact staff wellbeing.

Managing expectations

Our teachers are committed to providing high-quality learning experiences for all students. By respecting staff members' right to disconnect, we support their health, effectiveness, and the sustainability of quality education at our school.

The department acknowledges its responsibility to maintain a safe and healthy work environment. At Brighton Secondary School we value the wellbeing and commitment of our staff and set reasonable boundaries for communication with teachers and other school-based employees.

This is guided by:

Acknowledgement of the important role digital technologies can play in facilitating staff collaboration and direct family engagement with school staff

Acknowledging that most teacher time is spent on teaching and learning preparation, and their responsibilities extend beyond the school day including camps, excursions, performances, tours, after school sport, meetings and school events and as such they may not be able to respond on the day that the enquiry is made.

Understanding the importance of families as essential partners in education.

In doing so we have established a communication protocol.

Protocol Statement

Staff at Brighton Secondary School have the right to disconnect outside of normal working hours to maintain wellbeing and deliver high-quality education. Non-urgent communications (e.g., emails, messages via Daymap, phone messages etc.) will be actioned during designated work hours wherever possible.

We ask families to support this right by:

- Recognising and respecting delayed responses after-hours,
- Only using urgent contact methods outside work hours for genuine emergencies.

Key Definitions

- Ordinary working hours: Monday to Friday, 8.30am to 5:00pm (excludes public holidays and school holidays)
- Urgent matters: Student safety, emergency health/medical issues, or school crisis should be directed to the school's main phone line rather than individual staff, as emails and platform messages are not monitored outside work hours.
- Non-urgent matters: Routine queries, academic updates, or general feedback

School Digital Communication Channels

- Daymap: Our learning management platform for attendance, timetables, homework, assessment and notices
- EdSmart: Used for school permissions
- Staff email: For direct contact between families and staff

Further information on these platforms is available through the school website or upon request.

If You Need Further Assistance

If your needs are not met within the expected timeframe, or you have concerns about communication expectations, please contact the school at info@brightonss.sa.edu.au.

Appendix:

Expectations of Staff and Families

What You Can Expect from Us:	What We Expect from Families
We will communicate in a timely, respectful, positive and professional manner.	Respectful and positive communication with staff, other parents, and students.
Timely Updates: Inform you about your young person's learning, engagement, and wellbeing by Daymap. Further specific information may be shared by email, or phone.	Timely Updates: Report absences before 9 am on the day of absence via Daymap, the Absences Hotline at 8375 8231, or email dl.0803.bssabsences@schools.sa.edu.au . Check Daymap regularly for updates on learning, engagement, attendance and achievement.
Be Responsive: Return your call or email within 3 business days, under normal circumstances.	Share Information: Contact your young person's home group, subject teacher or year level leader by email for non-urgent matters or to make an appointment.
Urgent Responses: Respond to urgent matters as a priority.	Urgent Matters: Call the school on 8375 8200 during office hours (8:30 am – 4:30 pm).
Ongoing Reporting: Provide updates on your young person's progress through checkpoints, ongoing assessment and semester reports on Daymap, Parent-Student-Teacher Conversations, and regular assessment information on Daymap.	Monitor Reporting: Check Daymap for achievement and assessment updates and contact subject teachers for academic support or stretch.
Accessible Information: Share information and events on Daymap, our school website, social media platforms, and in e-newsletters.	Respectful Interactions: Be reasonable and respectful in all interactions with staff, acknowledge different perspectives, and allow time for issues to be resolved.
Family Engagement: Facilitate and promote opportunities for involvement in Governing Council, school events, and parent sessions.	School Engagement: Engage positively and respectfully with all members of the school community whether interacting face-to-face or through digital platforms.

Departmental and Enterprise Agreement Alignment

This protocol is guided by:

- The Department for Education's "[Protective practices for staff in their interactions with children and young people guidelines](#)"
- The Department for Education's "[Safeguarding children and young people policy](#)"
- The Department for Education's "[Safe use of digital technologies and online environments policy](#)"
- Clause 5.1.10 of the South Australian Schools Enterprise Agreement 2020, which supports employees' wellbeing by not requiring staff to monitor or respond to work communications outside ordinary hours except in emergencies.