

Right to disconnect – communication protocol

Communication at Greenock Primary School

We understand that parent engagement goes hand in hand with student wellbeing and achievement, and productive communication with parents is an essential feature of a positive school culture.

However, the department does not expect teachers to respond to direct parent enquiries during rest time, including after 5pm, on weekends and during leave/vacation periods.

Additionally, teachers are not in a position to check emails (or other electronic forms of messaging) consistently throughout the day, so more urgent messages should be communicated through the Front Office.

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 2-3 business 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 and end-of-semester written reports.
- Provide class updates via ClassDojo or emails; and school newsletters, events and updates through our parent communication app (Audiri).
- Display key school events, policies and procedures on our school website and in our newsletter.
- Facilitate and advertise school governance and parent committee opportunities to support parent engagement in our school.
- Be available for informal information sharing at school pick up times, every day, at 'the school gate'.

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 or send in an Audiri absentee notice if your child is unwell and is not going to be attending school. Please do this on the day of the absence. Note: Audiri notices can be completed for a specific period of time, if your child has an illness or medical condition that requires more than one day's absence. Absences for other legitimate reasons, such as appointments or family reasons should also be communicated in this manner.



- Remember that drop off 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 or email if you want to share important information, clarify information, or make an appointment time for a longer discussion
- If you have any concerns about another child or parent, please raise them (in a timely manner) with school staff to receive support and assistance in resolving the issue, rather than approaching the child or parent directly.
- 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 Greenock Primary School community in a positive manner during all interactions, including on social media.