

Emailing Protocol Policy (between staff and parent/guardians)



Help for non-English speakers

If you need help to understand the information in this policy, please contact the school on 9802 0663 for support.

Purpose

At Weeden Heights Primary School we are committed to open, honest and timely communication. We are also committed to communication being respectful, measured, sensitive and constructive. In adhering to these principles we aim to strengthen the goodwill and the positive partnership between parents and the school, to enhance the wellbeing and learning opportunities for our students.

We acknowledge the potential benefits of staff and parents communicating via email, but also understand its shortcomings. This policy is designed to establish clear expectations for both staff and parents/guardians in the use of email as a communication tool.

Guidelines

Email is an environmentally friendly way of communicating that can save time when used effectively. We acknowledge that email is very convenient for parents who may find it difficult to speak to school staff during regular work hours. However our school community values face to face and phone conversations and understands that these forms of communication are preferred in many situations.

Implementation

- All staff at Weeden Heights Primary School will follow the protocols for the use of email and Google Classroom as a communication tool between staff and parents/guardians
- All parents/guardians at Weeden Heights Primary School will follow the protocols for the use of email as a communication tool between staff and parents/guardians
- Parents/guardians and staff will only communicate with one another via email or Google Classroom during business hours. Emails sent during business hours will be responded to within 24 hours. Emails that are sent to staff outside of these times will be responded to during Monday-Friday 9:00am-5:00pm
- Parents/guardians should send emails intended for school staff to the school's email address: weeden.heights.ps@edumail.vic.gov.au. The email will then be forwarded onto the appropriate staff member
- Parent representatives will collect email addresses from the parents/guardians of students in the class at the start of the year. This is optional

- Parent representatives will email whole class messages on behalf of the teacher. The parent representative will also send a copy of the email to the classroom
- The blind copying of third parties into email communication is not to occur. The email must address the intended audience
- Staff will not respond to abusive or confrontational emails and will forward them to the assistant principal and/or principal
- Staff and parents will only communicate non-urgent, essential messages to one another via email
- The academic progress, learning expectations or behavioural issues related to students will not be discussed via email. Email is for information, not conversations. Discussions of this nature will be conducted over the phone at an arranged time or in person.

Resources

This Policy is underpinned by the:

- a) Child Safe Policy

Evaluation

The Education Sub Committee and Weeden Heights staff will review the effectiveness of the school's Email Protocol (between staff/parents/guardians) Policy on a cyclical basis in accordance with DE guidelines and priorities.

Policy Review and Approval

Policy last reviewed	2023
Consultation	Principal Staff Education Sub Committee and School Council Newsletter item to the school community
Approved by	School Council
Next scheduled review date	2027 <i>Mandatory review cycle for this policy is 3 - 4 years.</i>