

## **ALDGATE PRIMARY COMMUNICATION PROTOCOL - DRAFT August 2022**

### **RATIONALE**

Aldgate Primary School is committed to open, honest and timely communication. We are also committed to communication being respectful 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. All members of our school community have the right not to be subjected to any behaviour or abuse that includes threats of physical harm or violence, cultural, racial or religious insults, homophobic, sexist or other derogatory remarks.

### **PROCEDURES FOR IMPLEMENTATION**

We acknowledge that emails and Seesaw are very convenient for parents who are working and find it difficult to catch up with school staff during regular work hours. Having said that, our school community values face-to-face and telephone conversations, and understands that these forms of communication are preferred in many situations. Emails should be used for direct communication with individual parents. Seesaw should only be used for general class communication such as photos of a class activity, announcements that relate to the class only not the broader school or aimed at specific families.

### **Expectations of Both Staff and Parents**

When communicating electronically, staff and parents are expected to adhere to the following etiquette, including:

- Electronic communication is at its best when it is brief and informative. Issues that require a level of detailed discussion should be dealt with in person or over the phone.
- Electronic communication works best when it is positive. Avoid sending negative or confrontational messages. We never say in an email what we would not say to the recipient's face.
- Messages containing personal or sensitive information must not be passed on to a third party without permission of the sender.
- Staff and parents are not expected to respond to electronic communication that is contentious or requires ongoing dialogue. A face-to-face meeting should be arranged in this circumstance (where possible).
- When messaging a group, staff and parents must ensure they not disclose the email addresses of others without permission to do so. (Blind CC should be utilised).
- Emails and other communication generally do not occur during the school holidays, when the school is closed.

### **Expectations of Staff**

- Electronic communication should not be used to discuss a sensitive issue which was not initiated by the parent or had not been previously discussed with the parent.
- Staff will aim to reply to parent communication within 2 working days.
- Staff will not respond to communications from parents during face to face learning time.
- Staff may choose to send or respond to work related messages at a time of their own choosing, but there is no expectation to respond to these messages outside of school hours (8:30 am-4:30 pm Monday - Friday). Part time staff are not expected to respond to messages on the days that they are not working.
- Staff will not respond to offensive or abusive messages and will forward them to the school principal.

### **Expectations of Parents**

- Please only send non-urgent messages digitally. For example, do not use electronic methods to inform a teacher that your child is not to go to OSHC that afternoon. If you need to send information or an answer more quickly, please telephone the school and leave a message.
- Please don't seek to discuss in detail your child's academic progress, learning expectations, or behavioural issues via an electronic message. These are best addressed over the phone or in person (where possible).
- Messages that are intended for the office staff should be sent directly to the school's email address, [dl.0210.info@schools.sa.edu.au](mailto:dl.0210.info@schools.sa.edu.au)
- Remember to respect staff personal time, including weekends, holidays, sick days and non-working days. Some staff may choose to respond to messages but it is not an expectation, nor should it be seen as a deficit if a message is not responded to during these times.
- It is the responsibility of every parent to keep the school administration and class teacher up-to-date with current email addresses.

### **IMPLEMENTATION**

This policy will be reviewed and updated annually. Review date August 2023