



# WILLIAMSTOWN PRIMARY SCHOOL

## Communication With School Staff Policy

### 1. BACKGROUND

Williamstown Primary School is 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.

### 2. PURPOSE

- To clearly articulate the School's commitment to positive use of the email system for communication.
- To acknowledge the potential benefits of staff and parents communicating via email, but also understand its shortcomings.
- To establish clear expectations for both staff and parents in the use of email as a communication tool-

### 3. DEFINITIONS

**Parent** includes a guardian and every person who has parental responsibility for the child, including parental responsibility under the Family Law Act 1975 (Cth) and any person with whom a child normally or regularly resides.

**School** means Williamstown Primary School.

**Staff** means teachers and all other Williamstown Primary School employees.

### 4. PROCEDURES FOR IMPLEMENTATION

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 are work outside the home 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.

#### Expectations of staff and parents around email use

- Emails are best when they are brief, respectful and informative. The protocol, including etiquette and tips, on page 2 should be followed when staff and parents are communicating via email.
- School staff will do their best to respond to general queries as soon as possible and ask that you allow 48 hours to provide a detailed response. Staff will endeavour to respond to urgent matters within 24 hours, where possible.

#### Implementation

- Email addresses will be accessed by the Compass portal.
- This policy will be sent to all parents every year.
- A disclaimer will be attached to the bottom of the email signature reminding parents of this policy.
- Customised email responses will be developed for staff use such as:
  - Thank you for your email. Please direct this enquiry to the school administration team.
  - Your email has been received. I will endeavour to contact you within 48 hours.

#### References:

- [www.education.vic.gov.au/school/principals/spag/participation/pages/attendance.aspx](http://www.education.vic.gov.au/school/principals/spag/participation/pages/attendance.aspx)

### 5. REVIEW AND POLICY HISTORY

- This policy is due for formal review in January 2021 although it may be changed at any time as required after discussion with School Council and the Principal or if guidelines change.

#### Policy History

Version Approval Date	Summary of changes	VRQA Requirement	DET Mandated Policy	School Council Input
April 2017	New Policy (Email Protocols)	No	No	Not required

January 2019	Review and rename	No	No	Not required
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