

Middle Harbour Public School

E-mail Protocols for Parent Communication

Middle Harbour Public School recognises that electronic mail (e-mail) is a valuable communication tool that is widely used across our society. E-mail may be a fast and convenient way to send messages but there is no guarantee that your message will be read within any given time frame.

Teachers are not permitted to check their email during class time or while they are supervising children. Before and after school teachers often have meetings or are preparing for lessons. Teachers check their email when they have the opportunity to do so and it suits them to do so.

For this reason parents are asked to direct all email messages to the school office middleharb-p.school@det.nsw.edu.au

Acceptable Use of Parent Communication by Email

E-mail should be used for:

- General information such as; class activities, curriculum, assignments, tests, deadlines and special events
- To arrange for a meeting or phone call regarding a student issue including a general description of the issue e.g. "I would like to arrange a meeting to discuss your daughter's attendance"

Acceptable Use of Parent Communication by Email

E-mail should not include:

- Any discussion related to other students.
- Personal information about other students.
- Specifics about a sensitive student issue which was not initiated by the parent or had not previously been discussed with the parent.
- Any discussion related to other staff.
- Any sensitive student information that would normally be discussed face-to-face or by phone.

General E-mail Guidelines for Teacher in Communicating with Parent via Email

- E-mail correspondence should be short, concise and factual. The SkoolBag App makes this easy – just look under EForms.
- E-mail must never be used to discuss contentious, emotional or highly confidential issues. These issues should be dealt with face-to-face or by phone.
- E-mails that reside on the Department servers may not be confidential.
- Under the Freedom Of Information laws email correspondence may, unless they are exempt under the law, be open to public inspection

Care should be given when using student names. Refer to students by first name, initials or your son/daughter depending on the content. Do not discuss non-related students

When any doubt exists, or contents of an email may be deemed to be sensitive, staff must seek the approval of the contents from the Principal

When sending an email to all parents that have given permission at one time (e.g. as a reminder regarding an event or activity), the BCC (Blind Carbon Copy) facility must be used to list addresses to ensure that privacy is maintained.