



EMAIL COMMUNICATION AGREEMENT

Rationale

Email is becoming the preferred method of communication for many of our parents. Parents often find it difficult to be at school in the mornings and afternoons, email is one strategy we can use to keep our parent community informed and streamline simple communication. Email contact details for all staff will be published on the school website.

As a classroom model email should be used for giving information, setting up appointments or celebrating success. Raising concerns, discussing negative behaviour and discussions about academic progress and achievement are better face to face. Extended conversations via email tend to be less personal and can prolong what could essentially be a short face to face discussion as well as being misinterpreted by both parents and staff.

Receiving emails

- Staff endeavour to respond within 48 hours of receipt, even a simple acknowledgement that the email has been received.
- If the content of the email is distressing seek advice on your reply.
- Respect the sender. Do not use messages as a joke or to demonstrate a point.
- If content is regarding a child and about educational progress make an appointment to speak.
- Emails will usually be kept by parents and the school as a record of communication.
- Use a filing system to store messages, this correspondence is just as valid as a handwritten note.

Sending Emails

- Use BCC for all messages to groups and send to self. Parent email addresses are confidential.
- Use a formal writing style, be brief and to the point.
- Always address mail to the person or group and include a Subject title.
- Make it clear if the email is for information only or if you require a reply.
- Double check content before sending.
- Attach documents as PDF versions, only use word if you require a form completed or editing returned.
- Link to documents on the school website where appropriate.

Key Message for Parents

- Staff make the commitment to respond to an email query within 48 hours
- Staff may not check and respond to emails on the weekend and during vacation periods.
- Emails should be used to give information, set up appointments and distribute notes.
- Individual student concerns should be addressed face to face with the classroom teacher.
- Messages sent to the whole class will use the BCC protocol to keep your email address private.
- It is the parents' responsibility to update email contact details with the front office and classroom teacher.
- Absentee notes can be sent to the classroom teacher or the Scarborough PS email address (Scarborough.PS@education.wa.edu.au).