



TPS Compass Email Communication Trial

Term 4 2018

TPS 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.

PURPOSE

To

- clearly articulate the School’s commitment to positive use of the Compass email system for communication
- establish clear expectations for both staff and parents in the use of email as a communication tool.

PROCEDURES FOR IMPLEMENTATION

Expectations of both Staff and Parents

When communicating via email, staff and parents are expected to adhere to email etiquette, including:

Do	Don't
<ul style="list-style-type: none"> - Keep emails brief and informative. Issues that require a level of detailed discussion should be dealt with in person or over the phone. - Use 'No reply necessary' to convey an information sharing email only. - Make your email clear- does it require an action or is it for information only? - Keep emails positive, respectful and constructive and solution seeking. - Pick up the phone rather than send an email if you believe the tone may be misunderstood. - Request a meeting with the staff member if a topic may be contentious or require ongoing dialogue. A member of leadership will also be informed and may be in attendance to mediate. 	<ul style="list-style-type: none"> - Send negative or confrontational emails. Email is not to be used to vent. We never say in an email what we wouldn't say to the recipient's face. - Seek or write personal information regarding third parties (staff, students or parents). - Forward emails containing information of a personal or sensitive nature to a third party without permission from the sender. - Write emails in capitals. - Send group emails to anyone whom it is not relevant. - Disclose the email addresses of others without permission to do so. (Blind CC should be utilised)

<u>Expectations of Staff</u>	<u>Expectations of Parents</u>
<ul style="list-style-type: none"> - Email 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. - When an email is received from a parent that requires some time to gather information and reply properly, the staff member should respond acknowledging that the email has been received and indicate when an informed response will be sent. - Staff will aim to reply to parent emails within 2 working days. - When on leave, staff will activate an auto-reply message detailing relevant leave dates. - Staff may choose to send or respond to work related emails at a time of their own choosing, but there is no expectation to respond to these emails outside of school hours. (8:30-4:30pm). - Staff are not to respond to offensive or abusive emails and should forward them to the school principal. 	<ul style="list-style-type: none"> - Please only send non-vital messages by this medium. For example, do not use email to inform a teacher that your child is not to go to OSHClub that afternoon, as the teacher may not see the message in time. Remember that given work demands teachers may not get to read emails until late in the day. - Please don't seek to discuss in detail your child's academic progress, learning expectations, or behavioural issues via email. Request a meeting via email to discuss your child's academic progress. - Emails that are intended for the office staff should be sent directly to the school's email address, that being: toorak.ps@edumail.vic.gov.au - Remember to respect staff personal time, including weekends and holidays. Parents shouldn't send emails outside of work hours and expect an immediate response. - It is the responsibility of every parent to keep the school administration and class teacher up-to-date with current email addresses.

IMPLEMENTATION (trial only)

- Email addresses will be accessed by the Compass portal as of October 12th 2018. Feedback will be requested from parents and staff regarding the success of the trial and what changes are required. If the trial is deemed successful a required policy will be ratified by School Council in preparation for the 2019 school year.
- The policy will be sent to all parents at the start of every year and upon enrolment.