



Parent Communication Protocol

Purpose

Clear guidelines need to be established to ensure that communication between staff, students and parents is appropriate. The following policy outlines appropriate protocols and etiquette to be used for communications between staff, students, and parents.

Protocol : Guidelines

We acknowledge that digital communication (i.e. email, text messages, Operoo, SEQTA, SEESAW) is very convenient for parents who may find it difficult to speak to school staff during regular work hours. However, our school community values a face-to-face meeting and phone conversations, and these forms of communication are preferred in many situations.

Protocol : Response time and staff leave

Staff, parents, and students are encouraged to send emails within business hours of 8.00am – 5.00pm of the school term.

Communication that has been sent to staff outside of business hours will be responded to when business hours re-commence.

Some staff work part-time and, in these circumstances, part time staff are not required to respond to communication outside of their scheduled working times.

Staff will aim to reply to student and parent communication within 24 hours of business operations (Monday – Friday).

Staff on leave (including school holidays, long service leave, sick leave etc) are not expected to check their emails. Please be patient.

Protocol : Communication etiquette

Communication should always be respectful, professional, courteous, inclusive, and concise.

Communication is best when brief and informative. Issues that require a level of detailed discussion should be dealt with in person or over the phone.

Consistent with the College values, staff will not respond to abusive or confrontational communication and will refer them to the Deputy Principal and/or Principal.

Time sensitive and highly important or confidential information should be communicated by phone or in person.

Social media is not a professional medium for school related issues. Staff will not respond to this mode of communication, so please use more appropriate business channels.

Should issues arise that cause you concern, please discuss them with the College rather than on social media platforms as this can damage relations and potentially be harmful or illegal.

In addition to this protocol, please refer to the Parent Communication Flowchart over the page.