



## **Holy Spirit email guidelines 2022**

### **Vision**

Holy Spirit School, through its Christian values and Catholic tradition, provides a happy, caring, safe and supportive community in which children will grow to recognise and achieve their full potential.

### **Preamble (from Holy Spirit Parental Engagement Policy)**

Email is often used for communication between school and home and it can be a positive and efficient medium.

It is important that proper protocols and appropriate manners and language are used. Courteous and appropriate communication between all parties is always expected.

All urgent matters should be communicated to the admin school office by phone.

*Example - Do not use an email to inform a teacher that your child is to wait for you at the office after school or meet you somewhere as the teacher may not have time to read these types of important messages. This message should be communicated to the school office by phone or by emailing pbray admin school office as early as possible.*

### **School email addresses**

#### **1. [pbraypark@bne.catholic.edu.au](mailto:pbraypark@bne.catholic.edu.au)**

This email should be used for all matters that require the email to read on the day it is received. This is the school admin email address and is monitored throughout the school day.

Examples of this include ~

- Change of routine i.e., pick up or drop off for the student
- Parent arranging to collect their child early from school
- Clarification of School operational matters
- Medication or medical issues

#### **2. Classroom Teachers emails – can be found on school directory tile, BCE Connect/Holy Spirit App**

Classroom teachers and key staff members may check their emails before or after school, unless they are attending meetings, are on yard duty or have other duties, planning and

correcting and attending school appointments. Classroom teachers will not be reading or replying to emails during class time. or at home after work.

Classroom teachers and key staff members school email addresses will be made available to parents.

Emails to classroom teachers and other key staff members should only be sent for **non-urgent matters**.

*Example – Notifying the school that you will be collecting your child early for an appointment should be communicated to the office by phone or be emailed to the pbraypark admin email as this will be read and communicated to the necessary classroom teacher*

**As general rule, teachers will endeavour to respond to an email or telephone call within 24-48 hours.**

Generally speaking, teachers will endeavour to respond to an email or telephone call within 24-48 hours.

If you do not receive a response, please contact the school office. Staff receive many emails in the course of a school year and at times may miss reading an individual email.

### **Email protocols**

- Please remember to respect staff personal time. Holy Spirit staff are not expected to respond to work emails outside of their work hours.
- It is important to reflect upon the tone, timing and content of an email message before it is sent. Emails written in haste or in anger rarely help to sort out issues or problems. Too often, harshly written and 'angry' emails result in later regret.
- Please do not seek to discuss in detail your child's academic progress, learning expectations or behavioural issues via email. These are best addressed by scheduling a meeting with your child's teacher(s).
- If a Holy Spirit teacher or staff member believes that a topic is too sensitive for an email reply, a generic response such as those below will be sent to establish an alternative means of supporting parents with the matter: Dear Thank you for your email. I feel this concern is too sensitive for email. I would prefer to speak in person regarding this matter. I will call you (state the date and time) to discuss this matter or alternatively we can arrange to make an appointment to meet. Yours Sincerely, (Teacher's Name)
- Teachers may also email parents to request a meeting, or to inform the parents about an issue or matter relating to their child.
- Staff who receive emails that are viewed as defamatory or abusive are required not to respond, but to forward the email onto the Principal or member of the School Leadership Team.
- Principal and Leadership Team Members reserve the right to contact parents if they deem emails to be inappropriate, defamatory, abusive or of a sensitive nature and contravene against the Holy Spirit Parent Code of Behaviour.

**If you have sent an email and are expecting a reply, please contact the school admin office as this may have been overlooked.**

### **email etiquette**

- Avoid using email for complaining or venting – this is not an appropriate use of the medium. Do not use email as an excuse to avoid personal contact. A simple 'rule of thumb' is to ask yourself if you would say what you have written to the person's face.
- Humour can also be easily misinterpreted, especially sarcasm.
- Try to keep the email brief, and include a clear subject line as a header so people can identify swiftly if it is relevant to them. If you write more than two or three paragraphs, a face to face meeting or phone call might be better.
- Make sure you are clear in your email what the purpose of the email is – do you require specific action, or is the email for information only?
- Please note that defamatory or abusive emails will not be responded to by the recipient.
- Do not use ALL CAPS: ALL CAPS is the email equivalent of angry shouting. You would not use ALL CAPS in a professional letter, so do not use them in an email.
- Please avoid the overuse of exclamation marks and highlighting sections of your email.

*"Catholic Schools commit to nurturing active partnerships with families and providing parents and caregivers with opportunities to participate in the life of the school community.*

*The student's learning journey is enriched through positive and reciprocal relationships".*

*(Family/School Partnership Policy. Catholic Education Council July 2012)*