**Communication Policy**

Munno Para Primary School is committed to open, respectful and timely communication. In adhering to these principles we aim to strengthen goodwill and positive partnership between parents and school, to enhance the wellbeing and learning opportunities for our students.

**Purpose**

The aim of this policy is to:

* clearly articulate the school’s commitment to the positive use of email and electronic communication i.e. Class Dojo and EMS
* acknowledge the potential benefits of communicating via electronic methods, but also understand their limitations
* establish clear expectations for staff and parents in the use of electronic communications
* implement a policy which maintains a safe workplace for staff and supports them to effectively balance their work and home life.

**Procedures for implementation**

Emails and electronic communication are an environmentally friendly way of communicating that can save time when used effectively. We acknowledge that they are convenient for parents who work and find it difficult to catch up with staff during work hours. Having said that, our school community values face-to-face and telephone conversations, and understands that these forms of communication are preferred in many situations.

**Expectations of parents and staff**

When communicating electronically, staff and parents are expected to adhere to the following etiquette, including:

* Electronic 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, where possible.
* Electronic communication should always be respectful and constructive.
* Never write about or seek personal information regarding third parties (staff, students or parents). Likewise, messages containing personal or sensitive information should not be passed on to a third party without permission of the sender.
* Staff and parents are not expected to respond to electronic communication that is contentious or requires ongoing dialogue. A face-to-face meeting should be arranged in this circumstance.
* When messaging a group, staff and parents must ensure they not disclose the email addresses of others without permission to do so, (Blind CC should be utilised)

**Expectations of staff**

* When communicating about sensitive issues, please ensure you communicate via phone or face-to-face meeting.
* When a message is received from a parent that requires some time to gather information and reply properly, the staff member should respond acknowledging that the message has been received and indicate when an informed response will be sent.
* Staff will aim to reply to parent communication within 2 working days.
* When on leave, where possible staff will inform parents of relevant leave dates.
* Staff may choose to send or respond to work related messages at a time of their own choosing, but there is no expectation to respond to these messages outside of school hours (8:30am - 4:30pm Monday - Friday).
* Staff are not to respond to offensive or abusive messages and should forward them to their line manager.

**Expectations of parents**

* Please only send non-vital messages by this medium. For example, do not use electronic methods to inform a teacher that your child is not to go to OSHC that afternoon, as the teacher may not see the message in time or it might be a relief teacher without access to email. Remember that given work demands, teachers may not get to read messages until late in the day. If you need an answer more quickly, please telephone the school: 8254 8322.
* Please don’t seek to discuss in detail your child’s academic progress, learning expectations, or behavioural issues via an electronic message. These are best addressed over the phone or in person.
* Messages intended for the office staff should be sent directly to the school’s email address: [dl.1482.info@schools.sa.edu.au](mailto:dl.1482.info@schools.sa.edu.au).
* Meetings with leadership can be scheduled via phone or in person with admin.
* Remember to respect staff personal time, including weekends, holidays, sick days and non-working days. Parents should not expect an immediate response.
* Messages are intended for the recipient only. Do not forward an email or other form of electronic message to a third party.
* It is the responsibility of every parent to keep the school administration and class teacher up-to-date with current email addresses and phone numbers.
* Please remember that electronic messages are not necessarily confidential and can be subject to FOI (Freedom of Information) regulations. Confidential information should be conveyed by phone or personal contact.

Endorsed by Governing Council Date: Sept 2024

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