

Newtown High School of the Performing Arts

EMAIL GUIDELINES

EXPECTATIONS FOR BOTH STAFF AND PARENTS

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

- Emails are at their best when they are brief and informative. Issues that require a level of detailed discussion should be dealt with in person or over the phone.
- Emails should always be respectful and constructive. If the email relates to a concern or problem, it ought to be focussed on understanding the problem and finding a solution.
- Avoid sending 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.
- Never write about or seek personal information regarding third parties (staff, students or parents). Likewise, emails containing personal or sensitive information should not be passed onto a third party without permission of the sender
- The tone or intent of emails can easily be misunderstood, especially where humour or sarcasm is involved. Be conscious of this and pick up the phone rather than send an email in this instance.
- Staff and parents are not expected to respond to emails that are contentious. A face to face meeting should be arranged in this circumstance.
- Make sure the purpose of your email is clear...do you require specific action or is the email for information only.

EXPECTATIONS OF STAFF

- Emails 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 (48 hours).
- When on leave, staff will activate an auto-reply message detailing relevant leave dates.
- Staff are not to respond to abusive emails and should forward them to their Head Teacher/Deputy Principal.

EXPECTATIONS OF PARENTS

- Remember to respect staff personal time. Parents shouldn't send emails outside of work hours and expect an immediate response.
- 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 home on the bus 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.
- Non-urgent emails should not be sent between the hours of 6.00pm and 6.30am.
- Please don't seek to discuss in detail your child's academic progress, learning expectations, or behavioural issues via email - these are best addressed over the phone or in person.
- Emails that are intended for the office staff should be sent directly to the school's email address, newtown-h.school@det.nsw.edu.au

WHO TO CONTACT

TEACHER

For information, clarification and advice regarding classroom work and class tasks

HEAD TEACHER

- Information, clarification and advice regarding curriculum and more serious concerns
- Issues not yet resolved at teacher level

YEAR ADVISOR

Information, clarification and advice regarding your child's wellbeing

DEPUTY PRINCIPAL

For more serious issues regarding wellbeing, curriculum, learning support and general progress

PRINCIPAL

- Issues not yet resolved or responded to at Head Teacher and Deputy Principal level
- Child protection matters
- Emergencies
- Expressions of gratitude and positive feedback

ADMINISTRATION OFFICE

- Absentees
- Early Leavers
- Enrolments and/or auditions
- Change of contact details
- Medical Conditions
- Payments

PERFORMING ARTS HEAD TEACHERS

For information, clarification and advice regarding the co-curricular program including rehearsal/performance requirements and attendance please contact the relevant Performing Arts Head Teachers