

---

## GUIDELINES FOR COMMUNICTAION WITH STAFF AT HILLBROOK

### Principles for Communication

There is a partnership with staff, students and parents, facilitated by open and timely communication. We are committed to working together for the benefit of students' learning and wellbeing.

Below are the guidelines that enable us all to effectively communicate in this partnership.

### Guidelines for Communication

- The expectation is that all communication will be respectful and in accordance with Hillbrook's Rights and Responsibilities which apply to all members of our community.
- Responses to communication from parents cannot in most cases be instantaneous, especially if the initial contact is outside of normal school hours, these being 8:30am to 3:20 pm.

### Guidelines for Staff and Parent Email Communication

1. If parents choose to send an email message to a member of staff you will receive a reply within 2 working days. Often responses require the collection and summarising of information. This can take time.
2. If a teacher is away on leave, your communication will be answered within the above time frame upon their return.
3. All email communications from parents are to be directed to a Hillbrook email account or via Parent Lounge. Responses will only be sent from a teacher's Hillbrook account.
4. When emailing a teacher please identify yourself at the start of the email and provide your child's name and class as a reference, and the information and/or action that you are hoping to occur.
5. Parents will have access to teacher email addresses and teachers will have access to parent email addresses. These email addresses are not to be passed on to third parties for any purpose that doesn't involve Hillbrook.

### Guidelines for Staff and Parent SMS Communication

Staff have also been asked not to initiate conversations with parents via SMS. Please do not send SMS messages personally to a staff member's phone number, unless requested or directed to (this may occasionally occur for Outdoor Education information or in exceptional circumstances).

### Guidelines for Staff and Parent Social Media Communication

As part of our Child Safety Protocols staff members are discouraged from sending friend requests to or accepting friend requests from parents. Communicating via social media private messaging about and to a student is not permitted.