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## PROTOCOLS FOR ELECTRONIC COMMUNICATION

### Protocols for Staff and Parent Email Communication

- The expectation is that all email exchanges will be respectful and in accordance with the Rights and Responsibilities which apply to all members of the Hillbrook community.
- Responses to emails and telephone calls from parents cannot in most cases be instantaneous, especially if the initial contact is outside of normal working hours.
- Email may be a fast and convenient way for parents to send messages to teachers, but this may not be the case from a teacher's perspective. Some teachers read their email messages in the morning before school, some read them at the end of the day and some may read them during the school day. Others will prefer to speak to parents over the telephone. Please be aware of this when sending an email to a teacher.
- If parents choose to send an email message to a member of staff you will receive a reply within 2 school days, either by a return email or a telephone call during school hours. Often responses require collection of and summarising information, therefore this will take time. If a teacher is away on leave, your email will be answered within the above time frame upon their return. If it is urgent, please email [hillbrook@hillbrook.qld.edu.au](mailto:hillbrook@hillbrook.qld.edu.au) or call Reception on 3354 3422.
- 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.
- 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 action or information required.
- 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.

### Protocols 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).

### Protocols 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 Facebook, Twitter or Instagram private messaging about and to a student is not permitted.