



## Guidelines for Use of Email at HWPS -Parent

### **The following guidelines are for parent use of email to communicate with teaching staff.**

Hawthorn West staff appreciate the opportunity to use email as an important vehicle of communication. It can be a valuable time saver for both parents and teaching staff.

The following tips are to help streamline the process for both parents and teaching staff.

### **Process**

- Log into your child's Compass account and click on 'send email to teacher' on the front page

### **Response Expectation**

Parents are advised that email is not checked on an hourly basis by staff and a 24-48 hour response is appropriate (please note some staff are part-time and may not see the email until they return to work)

- If there are emergencies, please use the phone, not email

### **Content**

- Put your child's name in the subject box
- Provide your name and preferred phone number for contact
- Be as specific and as brief as possible
- Use email for setting up appointments, phone calls or conferences
- Treat content as if it could be received by another party
- Do not include personal information about your child in the email
- Do not use email for parental authorisation (excursions, picking up student for appointments etc.)

### **Communication**

- Please wait 48 hours for a response
- Schedule a phone call or meeting to discuss issues of a personal or confidential nature. Concerns that you may have about your child are very important to our teachers and it is our belief that the details should be kept confidential. Because we desire to keep concerns/issues private and because emails can often be misinterpreted, please use email to set up an appointment or a phone call with your child's teacher to discuss any concerns you might have.

It is an expectation of the School that students, staff and parents will be mindful of the Community Code of Conduct in their use of email. [The Community Code of Conduct](#) at HWPS underpins our relationships, communication, decision making and actions as a community of students, staff and parents.