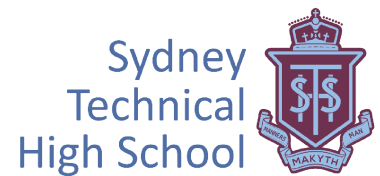


STHS Community Communication Policy (July 2024)

parent version



Purpose, scope and principles

The purpose of this document is to outline communication protocols at Sydney Technical High School, emphasising the importance of respectful and timely interactions via telephone, email, and social media. Adherence to these protocols aims to create a harmonious and productive environment for students, parents, staff and visitors. The scope includes all members of the school community, and the general principles focus on respect, professionalism, privacy, confidentiality, accuracy, responsiveness, and transparency.

*If seeking a meeting with a member of staff, it is advised that parents contact the school **first** to make suitable arrangements with the desired staff member/s.*

For child protection purposes, the school can not action reports made from anonymous phone calls or email sources.

Telephone use

- Availability: Telephone lines are open from 8:15 AM to 3:05 PM on school days.
- Voicemail: If unable to reach a staff member, leave a voicemail with your name, your son's name, contact information, and a brief message. Voicemails are checked daily and are usually responded to within two school days.
- Urgency: For urgent matters, please indicate the nature of the urgency in your message.
- Respect: Treat all members of staff with dignity and respect. Staff are committed to helping you but will not tolerate abusive communication. Staff will terminate any phone call that becomes abusive or disrespectful.

Email use

The school email system is for school-related matters only and parents are expected to follow email protocols when communicating with the school. Parents should only use email for non-urgent communication and avoid sending non-vital messages, such as informing a teacher about a child waiting

at the office after school, as the teacher may not have time to read the message promptly.

- Emails must include your son's name and year/roll class.
- Emails should be brief and informative, with detailed discussions conducted in person or over the phone.
- Emails should always be respectful and constructive.
- Confidential information should be conveyed through phone or face-to-face conversations, as email may not be confidential.

Emails to staff are likely to be responded to within operational hours and may take up to two school days, depending on workload, employment status, weekends, and school holidays.

Acceptable Use of Parent Communication

Email should be used for:

- General information such as; class activities, curriculum, assessments, attendance and special events.
- To arrange for a meeting/telephone call regarding a student issue including a general description of the issue e.g. "I would like to arrange a meeting to discuss my son's attendance."
- Follow-up on an issue that has previously been discussed.

Unacceptable Use of Parent Communication

Email should not include:

- Any discussion related to or naming of other students.
- Any discussion related to other staff.
- Any sensitive student information that would more appropriately be discussed face-to-face or by phone (e.g. I am concerned that my son may have significant mental health issues).

The P&C *WhatsApp* group chats are NOT official channels of the school. They are operated and moderated by P&C volunteers. Users should never use these platforms to identify any member of the STHS community in name, description or image. Any concerns must be communicated to the school.