



# Electronic Communication Protocols

## Purpose

These protocols have been designed to ensure that responses to electronic communication are done in a timely manner with reasonable expectations on all parties involved. .

## 1 Introduction

- 1.1 At St Patrick's College Shorncliffe, we are committed to open, honest and timely communication with, and between, all members of the College's community. We believe that communication should be respectful, measured, amicable and sensitive.
- 1.2 School Related Electronic Communication includes all written communication, originating from the employer, other staff, parents/carers, students or other members of the school community, sent and received by text message, email, social media posting or messaging, and any other form of written electronic communication
- 1.3 These protocols are intended to guide staff in engaging in, and managing their electronic communications with parents / carers, students, other staff and other members of the school community.

## 2 Electronic Communication by Staff

- 2.1 All staff should commit to:
  - 2.1.1 corresponding with parents / carers, students, other staff and other members of the school community within and at a reasonable time.  
(see [College Email Communication guidelines](#) ); and
  - 2.1.2 responding to initial contact/enquiry with an acknowledgement within one business day of receipt and within the hours as set out in 3.2.3.
- 2.2 St Patrick's College expects all staff to reply to electronic communication from the employer, students, parents, colleagues or others occurs within the hours of duty provided for in clause 7.8, 8.5 and Schedule 5 of the Catholic Employing Authorities Single Enterprise Collective Agreement – Religious Institute Schools of Queensland 2015-2019.
- 2.3 Within an organization there will be information that is sensitive and confidential in nature. All staff are required to adhere to the St Patrick's Colleges Privacy Principles and Policy, in their communications with parents, students, other staff and other members of the school / college's community.
- 2.4 When developing any form of electronic communication to parents / carers, students, other staff and/or other members of the school's community, staff should refer to the College Email Communication Guidelines.

## 3 Safe Electronic Communication with Students

- 3.1 When writing emails to students, staff should:
  - 3.1.1 identify appropriate protocols for email communication with the students in their class(es);
  - 3.1.2 set high expectations for appropriate use of email/digital footprint; and
  - 3.1.3 set an appropriate tone and structure of the email, so as to be informative and constructive.
- 3.2 Appropriate protocols for email communication between staff and students should ensure that the communication is:
  - 3.2.1 related to the educational needs of the teaching and learning process;
  - 3.2.2 from the student's email address to the staff member's St Patrick's College Shorncliffe email address;

3.2.3 sent at an appropriate time of day depending upon the nature of the communication (Monday to Friday, 8:15am – 5:00pm).

And

3.2.4 respectful in language and tone.

3.3 When engaging in the use of social media, staff should:

3.3.1 be aware of St Patrick's College's Privacy policy and use of social media guidelines;

3.3.2 ensure their Facebook (or other social networking sites) security settings are set to prevent public access to personal information, photographs and private communications;

3.3.3 ensure they are not 'Friends' or 'Friends of Friends' with students on Facebook and other social networking sites; and

3.3.4 ensure if they make available material such as photographs, videos, music recording or art works, that the content does not compromise their position as a professional or as an employee of St Patrick's College, Shorncliffe.

#### 4. **Implementation of Protocols**

4.1 The implementation of these protocols will occur after a consultative process with staff has been enacted to agree a commencement date.

4.2 The Principal will be responsible for communicating with parents / carers, students, other staff and other members of the school community regarding the content and commencement date of these protocols.

#### 5. **Grievances**

5.1 In the event that a member of the St Patrick's College's community believes that these protocols have not been adhered to, this matter should be raised with the Principal of St Patrick's College Shorncliffe for further consideration.

5.2 The Principal will examine the concerns and communicate with all relevant parties regarding the consideration of such matters, and the next steps to be taken if further action is required.

5.3 Further action and resolution could include the enactment of other relevant workplace policies and procedures such as:

- [EREA Work Place Grievance policy](#)
- [Grievance Policy for Parents and Volunteers](#)

<b>Responsible Officer</b>		Deputy Principal	
<b>Review</b>		December 2019	
<b>Associated Documents</b>		Email Communication Guidelines Policy	
<b>Version</b>	<b>Authorisation</b>	<b>Approval Date</b>	<b>Effective Date</b>
1.0	College Principal	01/12/2017	01/12/2017