



LILYDALE WEST PRIMARY SCHOOL NO:5057

Bowen Road Lilydale 3140

PO BOX 314 Phone: 9735 4670 Fax: 9735 5853

E-mail: lilydale.west.ps@edumail.vic.gov.au



Dear parents,

E-mail communication between staff and parents is encouraged at Lilydale West. Having this form of communication available, along with face-to-face contact, telephone and written notes, helps to strengthen the level of communication between home and school. It is not compulsory for parents to use e-mail as a form of communication. The other forms of communication are still encouraged.

If you would like to contact a Principal or Specialist Teacher, please use the school e-mail address: lilydale.west.ps@edumail.vic.gov.au

E-Mail Process

- ◆ Staff members are to ensure that they respond to a parent e-mail. (Unless the e-mail does not adhere to the appropriate protocol)
- ◆ A response will often not be immediate, particularly if the e-mail has been sent by a parent during non business working hours.
- ◆ Staff will not be available during weekends and holiday periods.
- ◆ A part-time staff member's response may be delayed due to their reduced work contact hours.
- ◆ If your reason for communication is of an urgent nature, please telephone or visit the school.
- ◆ If a staff member feels that e-mailing is not acting as an effective form of communication with a particular parent/family, they may request that only telephone or face-to-face communication takes place. Likewise for a parent.
- ◆ Issues/situations that may require a large volume of correspondence and sharing of information will need to be handled in a meeting situation and not via e-mail.

E-Mail Etiquette: Parents and Staff

When communicating via email, staff and parents are expected to adhere to an etiquette, including:

- * Emails are at their best when they are brief and informative. Issues that require a level of detailed discussion should be dealt with in person or over the phone.
- * Emails should always be respectful and constructive. If the email relates to a concern or problem, it ought to be focussed on understanding the problem and finding a solution.
- * Avoid sending negative or confrontational emails. Email is not to be used to vent.
- * Never write about or seek personal information regarding third parties (staff, students or parents). Likewise, emails containing personal or sensitive information should not be passed on to a third party without permission of the sender.
- * The tone or intent of emails can easily be misunderstood, especially where humour or sarcasm is involved. Be conscious of this and pick up the phone rather than send an email if this is a concern



Lilydale West Primary School
STAFF/PARENT E-MAIL COMMUNICATION
RETURN SLIP

STUDENT NAME: _____ CLASS: _____

Please make a selection by ticking a box:

Yes

I would like the e-mail address of my child's classroom teacher provided.

My e-mail address is: _____

No

At this stage, I do not wish to use e-mail as a form of communication with my child's classroom teacher.

- * If you ticked yes, and provided your e-mail address, your child's classroom teacher will soon provide you with their direct e-mail address.***