

Email Communication Guideline for Staff, Parents and Caregivers



Guideline

1. Purpose

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1.1 The purpose of this guideline is to ensure that all email communication between staff, parents, and caregivers at Our Lady of Dolours aligns with Brisbane Catholic Education (BCE) expectations for respectful, professional, and effective communication that supports student learning and wellbeing.

1.2 This guideline applies to all staff employed by the school, and to parents and caregivers engaging with Our Lady of Dolours in a school-related capacity.

2.1 General Communication Principles

2.1.1 All email communication should support open, respectful, and timely engagement between home and school.

- Emails should be clear, concise, and focus on sharing relevant information.
- Constructive and respectful language must be used at all times.

2.1.2 Email is not a substitute for conversations that require detailed dialogue or sensitive discussion.

- Concerns regarding behaviour, wellbeing, or learning should be discussed in person or over the phone.
- Email is not to be used for venting, expressing frustration, or addressing conflict.

2.2 Expectations for Staff

2.2.1 Staff must use professional judgement and BCE standards when engaging in email communication.

- Emails should only include information that is appropriate, accurate, and necessary.
- Staff are not to initiate discussions about sensitive issues via email unless first raised by a parent or caregiver.

2.2.2 Staff will respond to parent emails in a reasonable timeframe and escalate where required.

- Emails will be acknowledged within two working days if further time is required for a detailed response.
- Staff may send emails at a time that suits them but are not expected to respond outside of school hours (5.30 pm–7.30 am), on weekends or public holidays.
- Inappropriate or abusive emails must not be responded to and should be forwarded to the Principal.



- A member of the leadership team should be CC'd in relevant communications, especially where issues are ongoing or sensitive.

2.3 Expectations for Parents and Caregivers

2.3.1 Email should be used to communicate non-urgent matters only.

- Urgent issues such as changes to pickup arrangements or serious concerns should be communicated via phone to the school office.
- Detailed concerns about academic progress, wellbeing, or behaviour should be discussed during a scheduled meeting with the relevant staff member, either in person or by phone

2.3.2 Parents and caregivers should follow school procedures and respect professional boundaries.

- Emails should be sent to the school office for general administrative matters.
- Staff personal time, including evenings, weekends, and holidays, must be respected.
- Parents are responsible for keeping their contact details, including email addresses, updated via the Parent Portal.

2.4 Shared Responsibilities

2.4.1 All members of the school community are responsible for maintaining a safe and respectful digital environment.

- Emails must not include personal information about other students, staff, or families without permission.
- When emailing a group, recipients should be blind copied (BCC) to protect privacy.

2.4.2 Email should contribute to positive relationships and communication within the school.

- Where ongoing conversation is needed, a face-to-face meeting should be arranged.
- Emails should focus on collaboration, clarity, and shared responsibility for student success.

Document Control

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