



Email Communication Guidelines

Introduction

These Guidelines outline the expectations when using email platforms to communicate with other staff members, parents and the school community.

Purpose

To provide a framework for the use of email communication platforms to ensure its use assists in managing an appropriate work balance and aligns with professional standards.

Guideline coverage

This Guideline applies to all employees at the School.

This Guideline should be read in conjunction with the Loyola College policy relating to Digital Communication By Staff Protocol and the Code of Conduct.

General Guidelines

All communication must adhere to the VIT Professional Standards, Child Safety Code of Conduct and IT policy.

Response times for email communication

- The School holds an expectation that staff engage and reply to email communication from the School, students, parents, colleagues or others that occur within the staff members designated working hours.
- Where contact is made by the employer, students, parents, colleagues or others outside a staff members designated working hours, staff are encouraged to respond within two working days of receiving the communication.
- Staff are required to utilize automatic responses when on leave and detail a response will be provided on the staff member's next designated working day and provide an alternative contact at the School for urgent matters.

- Staff members may be required to connect and/or respond outside their designated working hours in circumstances such as:
 - Public emergencies
 - Critical incidents
 - Receiving information about expectations for the start of school terms or return from leave
 - Where potential harm to others may otherwise result; or
 - Where it may be necessary to comply with legal obligations.

Concerns

Concerns in relation to the implementation of these Guidelines in the first instance can be raised with the Principal.

Related policies

This Guideline relates to other relevant school policies and professional expectations, including:

- Digital Communication By Staff Protocol
- Victorian Teaching Profession Code of Conduct issued by the Victorian Institute of Teaching
- Child Safety Policy
- Child Safety Code of Conduct
- Social Media Policy

Guideline review

This Guideline will be reviewed every two years to take account of any changed technology, legislation, expectations or practices.

The next review date is July 2026.