SCHOOL COMMUNICATIONS
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BGSS COMMUNITY COMMUNICATIONS

Background

At Belgian Gardens State School (BGSS) we are committed to providing a safe, inclusive and supportive environment which promotes open communication, respect, fairness and positive relationships between all stakeholders (School Community).

The purpose of this document is to provide our School Community with a framework for effective school communication. Effective communication is an exchange between students, parents/carers, communities and schools that is inclusive and involves information sharing and opportunities to learn from each other.

Effective communication between schools, parents/carers, students and the community is the foundation for developing and maintaining partnerships.

To have a significant impact on student outcomes, communication needs to be focused on student learning and wellbeing. It must also be a genuine exchange of information and ideas between the student, the school, the home and the community.

Purpose

1. To ensure communication is positive, accurate, meaningful and respectful to nurture a shared belief in high expectations for all students.

2. To establish consistent expectations for how the school communicates with parents/carers to support student learning and wellbeing.

3. To provide parents/carers with an appropriate framework to communicate with school staff.

4. To ensure that the School is using language that is clear, accessible, inclusive and helpful for exploring learning development, challenges and success.

5. To foster interactions between staff, students, parents/carers and the community that are caring, polite and inclusive.

6. To help parents/carers understand the 'language of learning' including the terms used by teachers in the classroom with students to communicate learning goals and expectations. To assist parents and carers to discuss learning with their students at home and to effectively communicate with teachers using a common language.

7. To create community by building and strengthening relationships between staff, students and parents/carers based on mutual respect and courtesy.

8. To ensure processes are in place to allow for open and honest communication amongst all School Community members.

9. To promote the School's vision, values and achievements.

10. To provide parents/carers and the wider community with information regarding events, achievements and activities at the school in a timely manner.

11. To deliver a two-way channel of communication between the school and parents/carers for open discussion.

12. Communication procedures will vary in different situations and between stakeholders; however, the ultimate aim of each communication form is to provide a clear and transparent message leading to a shared understanding of expectations.

School Communication

The following table outlines the formal communication mediums at Belgian Gardens State School.

School to Home

Communication Tool	Description
Telephone	For urgent matters, student absences, enrolments, changes to contact details, and to arrange time to meet with teachers or the School Leadership Team please contact the office by telephone: Phone: (07) 4417 1333 Please note that office hours are Monday to Friday – 8:00am-3:30pm. Please refrain from contacting teaching staff on their personal mobile phones.
BGSS School Newsletter	Our school newsletter is distributed electronically fortnightly (on even weeks). School and P&C information is included in each newsletter. BGSS uses ePublisher as its newsletter distribution platform. It is strongly encouraged that parents sign up for our fortnightly e-mail that will be delivered directly to your e-mail inbox when published. The newsletter includes date claimers and reminders of upcoming events.
BGSS School Website	www.belgiangardensss.eq.edu.au Contains access to information about the school including important policy and school reporting documentation. It also contains relevant contact information and links to other resources and communication tools. A digital calendar can also be found on the website that highlights the most current upcoming events and should be checked in case of date changes to events.
Year Level Newsletter	Year Level Newsletters are distributed electronically at the beginning of each term by the year level teachers. The Year Level Newsletter is distributed to the email address provided to the School. The Year Level Newsletters may include the following information; - Details of the curriculum currently being taught to students - Excursions and Incursions - Timetable information such as days for swimming and library - Reminders for parents/carers and opportunities to participate/volunteer to assist with classroom activities.
Classroom Statement of Intent	Statements of Intent or (SOI's) are written and distributed via parent e-mails every two or three weeks. Teachers will distribute this via their preferred communication platforms. The SOI will include information around what your child will be learning in the fortnightly cycle, and have important term dates you need to know as a parent/carer.

School to Home

Communication Tool	Description
BGSS Facebook Page	www.facebook.com/BelgianGardensSS BGSS Facebook page is used to provide updates on events and activities for the school. The BGSS Facebook Page is a public page. Please adhere to the Queensland Department of Education Acceptable Use Guidelines and the Social Media Guidelines set out in the Communication Framework when contributing or commenting on the Facebook page. The Facebook page is an excellent place to check for any last minute updates, e.g. changes to sporting events due to weather. Please note that the BGSS Facebook page is also able to be viewed and accessed via the school website (homepage).
BGSS Enrolment Pack	The Student Enrolment Pack provides an overview of school policies and procedures. This handbook is available from the front counter in the admin block.
Report Cards	Report cards are distributed (via email) twice per year – at the end of Terms 2 and 4. Report cards are also accessible via QParents.
E-mail	All families are requested to provide their email details upon enrolment. Updates can be made by contacting the Administration Office or via QParents. Newsletters are distributed via email. Staff have Department of Education email addresses and usually access their emails daily. Teachers will respond to parent/carer emails within two (2) school days (48 hours). The administration email address is: admin@belgiangardensss.eq.edu.au Administration Officers and the Leadership Team will access their emails at various times throughout the day and will respond to parents/carers also within two (2) school days (48 hours). For urgent matters please telephone the school (07) 4417 1333. Parents/Carers may use email contact or QParents to advise of short-term student absences through illness or to submit organisational information. Please avoid using email to pass on messages about going home arrangements as staff may not always be able to access emails during the school day. Please refer to the email guidelines outlining expectations for parents/carers. Invoices related to school excursions and activities are distributed via email or QParents
Parent/Carer Information Evenings	Parent/Carer Information Evenings generally occur early in Term 1 annually to outline the year ahead or provide parent insight into school programming. Teachers will discuss processes, procedures, expectations and curriculum.

School to Home

Communication Tool	Description
Contact with Teachers	Appointments with teachers can be made via email or through the office. Teachers will provide contact email information at the beginning of the year, through class newsletters and parent/carer information evenings. If you wish to discuss your students' needs with the class teacher, it is important to remember that teachers are busy with the students in their classes from 8:40am to 3:00pm, therefore meeting times will be outside these hours. A reasonable meeting time will be negotiated between the parent/carer and the teacher. Remember that communication between parents/carers and staff is always welcomed and encouraged.
Formal Parent/Teacher interviews (3-Way Conversations)	Formal parent/carer/teacher interviews (3-Way Conversations) or student led conferences take place in Term 1 and Term 3 to discuss students' progress, concerns, goals and any other issues. Bookings for these interviews are made online and will be communicated closer to the specific dates.
QParents	QParents is a secure, online portal that has been created by the Department of Education to provide parents/carers of Queensland state school students with 24-hour access to their child's information. The QParents portal is located online: https://qparents.qld.edu.au The portal allows you to securely access information about your child and communicate directly with your child's school. You are also able to update your child's details including address and medical conditions, submit reasons for unexplained absences, notify the school of future absences, and make online payments against school invoices. Once registered, parents/carers can login to the portal using their secure account details. You can access QParents through a: smartphone (mobile browser, or download the QParents app from the iTunes App Store or Google Play Store); Tablet; or personal computer.
School Assemblies	Assemblies are held on Thursday as per the school calendar on the School website. Assemblies commence at 2.15pm, unless advised otherwise. Whether the assembly is for Junior (Prep-Year 2) or Senior (Years 3-6), this will be reflected on the school calendar on the School website. Parents/Carers are encouraged to attend these assemblies as we share information, learning, performances and acknowledge the successes of students.

School to Home

Communication Tool	Description
SeeSaw / Dojo	A select number of teachers (at their discretion) use these two apps to communicate with their parent body. If your classroom teacher uses either of these apps. They will inform you of how and when they will be used.
QSchools	This app. (Downloaded from either the App Store or Google Play) when making BGSS your favourite will drop-in the school's newsletter on a fortnightly basis and notify you of any changes to school routine.
Permission/Consent forms	For school excursions and events requiring formal parent/carer permission/ consent, hardcopy papers/online submissions require parent/carer signature. Please note that payment of an invoice related to an activity is not a proxy for a signed permission form. School protocols required signed documentation.
School Opinion Survey	School Opinion Surveys are undertaken annually and are designed to obtain the views of parents/carers, students and school staff from each school on what they do well and how they can improve. Opinions on the school, student learning, and student wellbeing are sought from a parent/carer in all families and a sample of students from the school. Opinions on the school as a workplace are sought from all school staff and principals. There are additional questions for teaching staff on their confidence to teach and improve student outcomes.
P&C Association	Email: bgsspandc@outlook.com.au Facebook: https://www.facebook.com/bgsspandc The Belgian Gardens State School P&C meet at 6pm, every second Tuesday of each month and consists of parents/carers and friends, who have created a warm and caring community within our school. They work closely together with the Belgian Gardens staff to give our students the best education possible. The P&C operates the following school facilities: • Out of Home School Care • Tuckshop
Text Messaging Service (SMS)	BGSS utilises an automated text message service to notify parents/carers of unexplained student absences. These messages are usually sent by 10am in the event that a student has not attended school and the school has not been notified of this absence via telephone, QParents or other means. BGSS may utilise the text message service to contact parents/carers in regard to other urgent matters, e.g. school closure due to extreme weather events. Generally the text message is sent to one parent/carer per student, unless other arrangements are in place.
Student Support Feedback	Where students are identified as requiring support provisions for their learning, Parents/Carers, with the teacher, may complete a referral form. The teacher in the first instance, and/or relevant school support staff will maintain communication with parents/carers advising them of progress and recommendations as necessary.

Communication Procedures

The use of emails is the preferred method of distributing information within the school community. Parents/Carers should inform the school if they have a preference for receiving information in another form.

Teachers will contact a student's parent/carer in a timely manner (by phone or email) to make an appointment to meet in person to discuss concerns that arise about a student.

Parents/Carers will be contacted by the student's classroom teacher if the students' inappropriate behaviour disrupts the teaching and learning process as per the schools Student Code of Conduct.

The Administration staff will contact parents/carers if a student is injured at school, complains of illness or needs to go home for any reason.

Raising Concerns

At times parents/carers may have concerns regarding a student's academic progress, social relationships or a general classroom matter. These concerns should be raised directly with the student's class teacher in the first instance.

PROCEDURE FOR CONTACTING CLASSROOM TEACHER

When a parent/carer wishes to contact a member of staff, the procedure is to contact the teacher involved giving a brief outline of the issue or concern.

Contact should be made using one of the following approaches:

1. Contact the teacher in writing via email asking to organise a suitable time.

2. Contact the school, either by phone or the Administration Office personally and arrange for the teacher to contact you to arrange a suitable meeting time.

3. Speak briefly with the teacher either before or after school hours and request a suitable meeting time.

Where a teacher has been approached but the concerns remain unresolved, an appointment should be made with the appropriate Deputy Principal to discuss the concerns further.

Please do not contact teachers on their personal mobile phones.

Expectation of School Staff

- Staff will contact a student's parent/carer in a timely manner by phone or by email to make an appointment to meet in person to discuss concerns that may arise about a student.
- Email should not be used to discuss a sensitive issue which was not initiated by or had not been previously discussed with the parent/carer. For sensitive issues and concerns communication should be by phone or preferably via meeting organised to address concerns. When agreed between the teacher and the parent/carer (following a meeting or telephone conversation) email may be used as a form of ongoing communication.
- Staff are advised not to enter into email correspondence with parents/carers regarding matters that are sensitive, contentious or require lengthy/ongoing dialogue. A face to face meeting should be arranged in this circumstance.

- Staff will aim to respond to parent/carer emails within two (2) school days (48 hours).
- When an email is received by a parent/carer that requires some time to gather information and reply properly then the staff member should respond acknowledging that the email has been received and indicate when a fuller response will be sent.
- Use language that is clear and accessible to parents/carers and the community. Avoid or explain confusing educational terms. Find ways to educate parents/carers in the language of learning.
- When on leave staff may activate an auto reply message detailing relevant leave.
- Staff should not respond to offensive or abusive emails and should forward them to the Deputy Principal / Principal.
- Access to a School email account is provided to staff members for sending and receiving emails related to the business of the School. However, a small amount of personal use is accepted and tolerated.
- Business emails sent and received are official records and must therefore comply with the Department's Records Management Policy and associated Procedures.
- Users of a School email account are required to respect confidentiality, privacy, legal/professional privilege and the rights of others and to ensure that the content and dissemination of email does not jeopardise those protections.
- Users must be aware that email messages which they send may be construed as representing the School's position. Where a User does not have authority, is not aware of the School's position, or where their personal view may differ from that of the School, the opinion should not be expressed.
- All communication about a child is recorded in One School as a Record of Contact.

Expectation of Parents/Carers

- It is the responsibility of parents/carers to provide the School with up-to-date contact information including telephone number and email address.
- We request that school email addresses are not used for personal purposes.

To contact classroom teachers please:

- Contact the teacher in writing via email asking to organise a suitable time.
- Contact the school, either by phone or at the Administration Office personally and arrange for the teacher to contact you to arrange a suitable meeting time.
- Speak briefly with the teacher either before or after school hours and request a suitable meeting time.
- Please send only non-vital messages via email. For example: do not use email to inform the school of changes to school pick up arrangements as the teacher/staff member may not see the message in time. In these instances, please telephone the school office on (07) 4417 1333.

- Please note that Teachers are not usually available to respond to emails during teaching time or whilst on playground duty. Teachers will usually access their emails daily. They will respond to emails as soon as is practical, usually within two (2) school days (48 hours).
- For all medical and health concerns please contact the school office by telephone on (07) 4417 1333.
- Contact by email may be used to advise the School of short-term student absences through illness or to submit organisational information.
- Please don't seek to discuss in detail a student's academic progress learning expectations or behavioural issues by email. These are best addressed in person or over the phone. Use email to arrange a suitable time with the teacher to discuss these matters. When agreed between the teacher and the parent/carer (following a meeting or telephone conversation) email may be used as a form of ongoing communication.
- Please do not contact teachers on their personal mobile phones.
- Parents/Carers should refer all school related matters to the School and should not approach other students or contact other parents/carers directly about any issues or concerns.
- Behaviour or comments not permitted in the spoken or paper environment at school are not permitted in emails.

Parents/Carers and Community members are reminded of their responsibilities in respect to:

- Intellectual property pertaining to digital information, e.g. worksheets, task sheets, marking rubrics, etc. are being shared with you for your information and is not intended to be distributed

Digital information security, including the responsibility to:

- protect the rights, identity, privacy and emotional safety of online audiences
- avoid and prevent cyberbullying
- ensure security of self and/or others
- Respect audiences, being aware of the portrayal of self and others.

Parents/Carers are requested not to send lengthy emails regarding matters that are sensitive, contentious or require information lengthy/ongoing dialogue. A face to face meeting should be arranged in this circumstance.

Social Media Guidelines

The intent of these guidelines is to ensure individuals are able to contribute views to the BGSS Facebook page without being exposed to inappropriate content, offensive language or discriminatory views. All comments are to be moderated by the administrator in a timely manner.

When contributing to school social media do not post any material that:

- is racist, hateful, defamatory, libellous, derogatory, threatening, harassing, abusive, discriminatory or humiliating to another person or organisation;

- is pornographic or contains nudity;
- vilifies individuals based on their religion, gender, race or sexuality
- contains material (written, audio, video and other electronic forms) that infringes Intellectual Property* rights such as copyright.
- contains personal information about another individual without their consent (including identifying information, email addresses, phone numbers or private addresses)
- falsely represents another individual, organisation, government or entity,
- infers endorsement of a product, business, company or organisation
- promotes a product, business, company or organisation
- is a statement that may interfere with or prejudice the course of or otherwise deals with civil or criminal proceedings that are presently before any court, tribunal, commission or similar body or any investigation by the police, Crime and Corruption Commission or other agency

The BGSS Facebook page and Year Level Facebook Groups are not the correct forum for complaints, issues or questions regarding specific staff members, programs or policies. These must be addressed privately.

These guidelines offer information to parents/carers about how to use social media in relation to comments or posts about their school community. Reputations of teachers, schools, principals and even parents/carers and students can be permanently damaged — and in some cases, serious instances of inappropriate online behaviour are dealt with by police and the court system.

Please refer to the following resources for further guidance:
http://behaviour.education.qld.gov.au/SiteCollectionDocuments/cybersafety/social-media-and-community-online.pdf

E-Mail Guidelines

Electronic mail (e-mail) is an important means of communication that can assist the School to provide effective services to our school community. School e-mail is a professional means of communication and email records are the property of the School. Its usage must meet professional standards with respect to public scrutiny and/or disclosure.

All staff and students have an e-mail address which is allocated on employment or enrolment with the Department of Education and Training.

Students at Belgian Gardens are given a login of their own and can then access email facilities through the school Managed Internet Service (MIS) provider.

CONFIDENTIALITY

- Respect and safeguard confidentiality of all aspects of communication.
- Information which is highly confidential or sensitive in nature must not be sent by email.
- Business emails not intended for general distribution should be clearly marked.

SECURITY MEASURES

Take reasonable precautions and security control measures, i.e. passwords, to protect e-mail information against unauthorised access, illegal and inappropriate use, disclosure, modification, duplication and/or early disposal.

Business/school e-mails must be protected at all times from accidental or deliberate unauthorised access, disclosure, manipulation, deletion, or removal.

All care must be taken regarding scanned images of handwritten signatures within email attachments as they may be misused.

E-MAIL AS OFFICIAL RECORDS

E-mail messages sent or received that refer to or contain information on or about School business, whether from within or outside the School and whether or not the equipment, software, or facilities used to create or store the email record are owned by the School.

They are official records of the School and must be managed as such. As official records, ownership of e-mail messages rests with the School rather than with the individual.
All staff members using email as a means of communication have a legal responsibility, to capture and retain messages so that they are accessible as records.

E-mails are subject to the same retention and disposal requirements as other electronic and paper-based records. As such it is important that all emails are kept, and where appropriate are captured within the School's records management system.

E-mails that are sent or received using a non-school email address but which relate to official School business also constitute official School records.

Records of e-mails sent to and received from parents will be recorded in One School Contacts.

Distribution of E-mails

INTERNAL SCHOOL COMMUNICATION

This involves the communication sent and received internally between staff employed by the Department of Education. It includes the dissemination of messages, rosters and timetables, staff newsletters, professional development initiatives etc.

Our e-mail network enables us to pass work related messages between people promptly. To maintain efficiency, we expect that all school staff access their e-mails daily, maintain their mailboxes regularly and respond promptly to e-mail correspondence.

Internal Communication includes e-mail correspondence between students or between students and their teachers. Students from Year 4 onwards, their parents/carers sign ICT Acceptable Use Agreements as part of the BYO Program in which are clearly written the expectations for appropriate use.

All members of our school community who use our network for correspondence are expected to follow these guidelines. Breaches of these guidelines can result in loss of access to the services provided.

STAFF TO PARENT/CARER CORRESPONDENCE

Staff should Cc or Bcc a Leadership Team Member into e-mails when responding to parent/carer correspondence which requires a decision on policy or process.

Communication with class groups of parents/carers through e-mail is required to go through the same approval process as paper copies of letters. It must be approved by a member of the Leadership Team prior to distribution.

Responses to parents/carers should be made within two (2) school days (48 hours) if possible.
To protect privacy, group emails must be sent using the BCC function with the email address of the sender in the 'to' function.

SCHOOL COMMUNITY COMMUNICATION (BULK EMAIL)

Other than messages sent as part of an approved communication program, messages may be sent to the School Community or significant portions of it when it is necessary, however these messages require prior approval.

A request to distribute a message to the broader School Community or significant portions of it must be directed to the Principal or Deputy Principal's.

Approval for distribution must come from the Principal or a Deputy Principal.

E-mail Etiquette

When communicating via e-mail staff and parents/carers are expected to adhere to e-mail etiquette. As a general rule, e-mail etiquette involves courtesy, respect and ethics. The following are some guidelines for e-mail etiquette within BGSS:

- Respect the standards of courtesy and professionalism that apply to all School communications and to avoid aggressive or abusive messages, messages that could reasonably be viewed by others as offensive or objectionable.

- Do not use language that could reasonably be viewed as defamatory or discriminatory. Users must not send or forward emails (including Bcc emails) that may intimidate, vilify, harass or humiliate the receiver or any other person.

- Use correct punctuation, spelling (ensure your spell checker is using the Australian English dictionary) and grammar. Use punctuation in a normal manner.

- Avoid using nicknames, abbreviations and slang.

- The use of all capital letters, (UPPERCASE), or oversized fonts can be viewed as aggressive, equivalent to shouting in face to face communication. If you must use UPPERCASE, please use it very sparingly and only to emphasise a particularly important point.

- E-mail often tends to imitate conversation rather than formal correspondence, but remember that the reader will not have the cues of tone of voice or facial expression to help interpret your message, and your intent may not be clear or could be misinterpreted. A humorous or off-hand comment may appear curt or irritable to the reader, so choose your words carefully.

- If you are a recipient of an e-mail in the ‘To’ section then action is required from you. Try to reply to an e-mail within (2) two business days or as soon as possible – even if it is to let the sender know you have received their message and will action it as soon as you can.

- Avoid angry outbursts. Please refrain from sending or replying to an e-mail when you are angry. Wait until you have calmed down and then compose the e-mail. Once written and sent, it cannot be recalled.

- Respect the copyright on material that you reproduce.

- Never send or forward chain letters via email. People often receive e-mail warnings from people they trust or respect and with the best intent forward them on. In the vast majority of cases these e-mails contain incorrect information or the warning is out of date.

- Watch Cc when replying. Do not continue to include people if the messages have become a two-way conversation.

- If you forward an e-mail you have received, ensure that it does not include a personal comment not intended for a wider audience. The original sender may not wish something they entrusted you with, being spread further afield. If at all unsure check with the originator of the message before forwarding the e-mail on.

- An email message that has not been responded to does not mean that the message has been read and actioned or that the recipient’s “silence” means agreement. Always follow up on an e-mail rather than assume anything. Before sending a reminder, allow some time for a response. E-mail messages are not usually required to be answered immediately.

E-mail Draft guidelines

E-mail is a recognised form of correspondence.

Salutations, communication style and language used in all email correspondence reflect your professionalism.

With e-mail, recipients of a message are specified using addresses in any of these three fields:

TO: PRIMARY RECIPIENTS

The e-mail address/es, and optionally name/s of the message's recipient/s, indicates primary recipients (multiple allowed). The primary recipient/s, defined by the ‘To’ line, can reasonably be expected to respond to, or take action on an e-mail, but recipients of carbon copies cannot be, although they still might.

CC: CARBON COPY FIELD

Recipients are others whom the author wishes to publicly inform of the message, secondary or other interested parties;
In e-mail, the abbreviation Cc (carbon copy) indicates those who are to receive a copy of a message addressed primarily to another.

The list of Cc recipients is visible to all other recipients of the message. The person receiving a Cc message is informed of the content of the message but no action is required or needed by them.

BCC: BLIND CARBON COPY FIELD

BCC recipients are those surreptitiously being included in the communication. They receive the message without anyone else (including the To, Cc, and other Bcc recipients) seeing who these hidden recipients are.

Use the Bcc field when sending bulk e-mail. If sending e-mail to a whole list of people, put their e-mail addresses in the Bcc field. That way, the privacy of the recipient is respected, and spammers cannot harvest the email addresses for other purposes.

It is common practice to use the Bcc field when addressing a very long list of recipients, or a list of recipients that should not (necessarily) know or need to know each other, e.g. in mailing lists Recipients listed in the Bcc field receive a copy of the message, but are not shown on any other recipient's copy (including other Bcc recipients).

Tell the sender if you forward a message to somebody else to deal with, so they know who to expect a reply from or, if you forward their message to a third party to read.

Subject:

The subject line is to summarise the message and make prioritisation, storage and retrieval easy. For these reasons, every e-mail should contain a subject line.

The subject line should summarise the body of the e-mail. Ask yourself, 'will the recipient/s know what this email is about just by reading the subject line?'

For example, Instead of Subject: Excursion, say Subject: Year 2 Excursion to Museum (Term 2).
If your email is confidential – then you should also add this to the subject line.

For example if you needed to convey a confidential message to your supervisor say Subject: In Confidence – HR issue.

Body:

- Do not assume the recipient knows the background. Include enough contextual information at the beginning of the e-mail for the recipient to know what the matter is about. If in doubt, include background information.
- Keep it concise. Keep messages brief and to the point. This includes deleting any irrelevant text when an e-mail has been back and forth several times. If the sense of the e-mail will be lost by deleting that text however, leave it in.
- Layout the message for readability. Use spaces and breaks between paragraphs and long sentences to make it easier on the reader.
- Keep the thread. When replying to an e-mail, use the reply option in your e-mail program. This will keep the message in the "thread", and make it easier for the recipient to follow.
- Do not Reply to All unless necessary. Think twice about sending a reply to everyone. Sending it to everyone may simply be contributing to an already cluttered In-Tray. As a general rule if you were a Cc on an e-mail – you should only reply to the sender (not to all).

- Mark the e-mail with the correct priority. Avoid marking an e-mail 'high priority' when it is really 'normal' priority.
- If you are forwarding or re-posting a message you've received, do not change the wording. If the message was a personal message to you and you are re-posting to a group, you should ask permission first. You may shorten the message and quote only relevant parts, but be sure you give proper attribution.

Signature Block:

An e-mail signature is a block of text appended to the end of an e-mail message often containing the sender's name, address, phone number, email address, disclaimer or other contact information as required.

Using a signature block has the effect of "signing off" the message and in a reply message of indicating that no more response follows. It is common practice for a signature block to consist of one or more lines containing some brief information on the author of the message.
BGSS has custom signature blocks that reflect roles within our school. This signature block should be used at all times when using your school e-mail.

Email Protocols for Students

Students develop ICT capability within a context of social and ethical protocols and practice. This element involves students in developing an understanding of:

- intellectual property pertaining to digital information

Digital information security, including the responsibility to:

- protect the rights, identity, privacy and emotional safety of online audiences.
- avoid and prevent cyber bullying.
- ensure security of self and/or others.
- respect audiences, being aware of the portrayal of self and others.

Belgian Gardens State School students are provided with access to computers and iPads. The enrolment agreement provides guidelines within the Student Code of Conduct in relation to the responsibilities and expectations of students with computer access.
BGSS students are expected to also adhere to certain rules and guidelines in relation to using their e-mail address.

E-mail Tone:

E-mails are a recognised form of correspondence and how students write an email should reflect a level of appropriateness.

- Compose e-mails as you would an outgoing letter / memo to ensure the message is understood by your audience.
- Behaviour or comments not permitted in the spoken or paper environment at school are not permitted in e-mails.
- Avoid using nicknames, abbreviations such as text language or slang.
- Ensure that the purpose and content of your email is clearly explained.

Using a signature block has the effect of "signing off" the message and in a reply message of indicating that no more response follows. It is common practice for a signature block to consist of one or more lines containing some brief information on the author of the message.
BGSS has custom signature blocks that reflect roles within our school. This signature block should be used at all times when using your school e-mail.

ALL STUDENTS ARE EXPECTED TO:

- When using their school e-mail.
- Follow school policy, including not using inappropriate language or bullying behaviour.
- Be responsible for use of your e-mail.
- Tell adults if you receive inappropriate e-mails.
- Include all necessary information (for example your name and class) when creating an e-mail. This information should be part of your email signature that you should create.
- Make sure you protect your email information from unauthorised access, illegal and inappropriate use.
- Delete e-mails that you no longer need to keep.
- Be responsible for distinguishing between e-mails relating to school work and those relating to activities of a short term or personal nature.

Students are encouraged to speak to their teachers or parents/carers if they have any concerns or questions in relation to use of their e-mail.

Compliance

This document has been developed to guide our School Community members.

All e-mail correspondence should be conducted in accordance with Queensland Department of Education policies and processes.

This document needs to be observed in conjunction with the following policy documents:

- Code of Conduct
- Department of Education – Code of School Behaviour
- Public Records Act (2002)
- Department of Education – Information Asset & Record Keeping Procedure