Salvado Catholic College
Catholic College
PEACE. JUSTICE. COMPASSION

Email Salutation
All emails should include a greeting and salutation. You should identify yourself at the beginning of the email.

Use the BCC Field When Sending Bulk Email
If you're sending email to a whole list of people, put their email addresses in the BCC field. That way, the privacy of each recipient is respected. This practice also reduces internet spam as email addresses cannot be 'harvested'.

Subject Line to Summarise the Message
Ensure that the subject line summarises the content of the body of the email. The recipient should know what the email is about based on the subject line heading.

Appropriate Email Content
Face to face meetings rather than email communication should take place when communicating complex or emotive information. Parents/carers should make contact by phone or arrange a meeting in these instances. If in doubt as to the sensitivity of the topic to be discussed, draft and save the email to your drafts folder, then re-read the following day before deciding whether or not to send it.

Keep the Thread
When replying to an e-mail, use the reply option on the sidebar in your mail. This will keep the message in the 'thread', and make it easier for the recipient to follow.

Provide the Recipient with the Appropriate Background Information
Include enough contextual information at the beginning of the email for the recipient to know what the matter is about. If in doubt, include additional background information.

Acknowledge Emails Received
If an email will require a period of time during which to prepare a suitable response, send a brief acknowledgement email (less than two lines) to let your correspondent know you have received their email, and notify them as to when you are likely to respond.

Allow Time for a Reply
Email messages do not usually require an immediate answer. Community members sending emails after 5:00pm or before 8:00am should not expect an immediate response. Staff will endeavour to respond to emails within 48 hours where possible. <u>Any urgent issues or topics of significant importance require a phone call or face to face meeting.</u>

Email Etiquette
Emails should be typed using appropriate spelling, grammar and punctuation. Use appropriate sentence case and refrain from using all capital letters unless necessary. Large sized fonts (greater than 12) are useful for people with vision impairment issues, but are not appropriate for general use.

Do Not 'Reply All' Unless Necessary
Consider the need to send a reply to everyone. Perhaps only selected people need to see the email response.

Remember to Include Attachments
If the reason for sending an email is to send a file, remember to include the file. One useful strategy is to attach the file before writing the email.

Be Mindful of Sharing Large Files
Avoid sending file attachments larger than a megabyte unless it is directly necessary (like large work-related documents, spreadsheets and/or presentations). Consider the possibility of sharing a link via an online drive or cloud account as appropriate.

Avoid Being Over-familiar with the Recipient
As a rule, use a greeting and title or form of address that you would use in verbal communication.

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2019	2020	2021