



ST MARY'S
COLLEGE

10 September 2025

Dear Parents and Carers,

At St Mary's College, we are always looking for ways to strengthen communication between the College and our school community.

We are pleased to let you know that we will be introducing a new **Interactive Voice Response (IVR) system** to improve how we manage phone enquiries.

IVR is an automated phone system that uses menu options to guide callers to the appropriate department or staff member. This upgrade will help us:

- Streamline communication: Calls will be directed more efficiently, ensuring quicker and more accurate responses.
- Save time: Automated options will reduce wait times and help you access the information or support you need more quickly.

In addition to the automated menu, the new system will offer several helpful features:

- 24/7 access to key services: Certain functions, such as absence reporting, will be available outside regular office hours.
- Personalised support: While the IVR system will assist with initial call routing, you'll always have the option to speak directly with a staff member for more specific or complex enquiries.

Timeline for transition

We will begin implementing the IVR system from tomorrow, **Thursday 11 September**. During this transition, we will keep you informed of any changes and provide support to help you navigate the new system.

Thank you for your continued support as we work to enhance our communication systems for the benefit of our students, families and staff.

Kind regards,

Damian Messer
Principal