

### 1 COMMUNICATION CHANNELS

#### COMPASS

- Key information and action items
- Attendance
- Event consent
- Timetable & calendar
- Learning tasks
- Reports
- Payments
- Email teachers

#### TEAMS / ONENOTE

- Student learning
- Year level updates for students
- Parent /Student / Teacher Conferences
- Online information evenings

#### NEWSLETTER

- College updates
- Key dates
- Student reports
- Achievements
- Staff interviews
- Wellbeing articles
- Careers news
- Community news
- Reminders

#### WEBSITE

- Policies
- Event calendar
- Publications
- College information

#### SOCIAL MEDIA

- College life and events
- Student achievements
- Learning in action
- Reminders

#### EMAIL/PHONE

- Direct communication with staff

### 3 RESPONSE TIME



- Please allow up to 48 working hours for a response, though response times may occasionally be longer
- Urgent or safety matters will be prioritised and responded to as soon as possible

### 2 WHO TO CONTACT



#### GOAL MENTOR

Primary point of contact

- General support
- Wellbeing
- Behaviour
- Uniform
- Attendance concerns
- Family circumstances



#### LEARNING AREA TEACHER

- Learning and curriculum
- Academic progress
- Assessment
- Home learning
- Classroom matters



#### OFFICE

- Urgent matters
- Attendance notes
- Medical information
- Payments
- General enquiries
- Lost property
- Changes to contact details



#### HEAD OF HOUSE

- Safety and security
- Complex concerns
- Unresolved issues

See the [Contact Us](#) page on our website for your child's Head of House

### 4 COMMUNICATION EXPECTATIONS

We ask all members of our community to communicate respectfully and follow the appropriate communication channels.

During school hours, messages for students should be communicated via the Office, not via students' mobile phones.

Please note our social media channels are not monitored for enquiries.

[View our Communication Policy.](#)