



Communication Policy Statement

Korowal School provides both formal and informal mechanisms to facilitate communication between those with an interest in a student's education and well-being. This may include communications between some or all of the following: student; parent or guardian or other significant family member of the student; teacher; counsellor; co-ordinator; representative of an appropriate government, welfare, health or other authority.

Students undertaking distance education, outside tutoring, courses/subjects with an external provider or students taking up alternative residential/accommodation arrangements for the purposes of their schooling are considered as any other student with respect to all Safe Supportive Environment policies and procedures.

All of the above policies will be implemented in a manner that is appropriate to the School, its students and the School community and with regard to the relevant legislative requirements that apply to the School and the students within its care.

Contact with staff

Phone calls to parents: If an immediate problem occurs that requires discussion, the most efficient method of urgent contact is the phone. Direct communication between parents and staff saves time, and more often, saves any misunderstanding as to the problem at hand.

Email: Parents may contact the school by email. Please note that, due to commitments such as sport and excursions both within and outside the school, staff may not have an opportunity to read emails each day and therefore may not be able to reply to them on the day they are sent. Although school staff will attempt to respond within three days, your patience is valued greatly.

Email should be used for routine correspondence (such as explanations of absenteeism or establishing a time for an interview). Email is not the most appropriate medium for discussing issues, please set up a time for an interview with the appropriate teacher. Staff addresses are the initial of the first name followed by the last name, followed by @korowal.nsw.edu.au e.g. cflack@korowal.nsw.edu.au