

29 March 2022 (Updated 24 May 2022)

Getting in contact with the College

Dear Parents and Carers,

It has been brought to my attention that a number of you are experiencing difficulty contacting the college, particularly via telephone due to the large volume of phone calls coming into the college daily. Your needs and concerns are important to us and we are taking every reasonable step to improve our lines of communication between home and school. As such, we have employed extra staff for our front office, which will ensure your calls are attended to in a timely manner.

I also want to ensure you are using the appropriate lines of communication in order for you to effectively receive a response to your questions and concerns.

For **urgent** matters (change of dismissal, early departure), telephone is the best mode of contact to reach the school. Our extra staffing measures will ensure there are no further issues with reaching the school via telephone.

For non-urgent matters, emailing the relevant contacts is the most effective way of contacting staff. Contact via the general school email and phone will have a process of intake and be forwarded on to the appropriate person. Using the email feature on Compass is an effective mode of contacting multiple staff through the one communication e.g class teachers, relevant coordinator and/or senior leadership. [Click here for instructions](#) on how to email teachers via Compass.

Please refer to the below table for your best points of contact:

For matters pertaining to:	
School of Curiosity (K-4)	1st point of contact: Class teacher Class teachers can be contacted via Seesaw
	2nd point of contact: Head of School Mrs Rachel Vecchio-Ruggeri (rvecchio-ruggeri@parra.catholic.edu.au) Mrs Linda Ducksbury (lducksbury@parra.catholic.edu.au)
School of Connect (5-8)	1st point of contact: Homeroom or Class teacher Teachers can be contacted via Compass

	<p>2nd point of contact: Wellbeing Leaders Year 5 & 6 - Mr Domenic Badolato (dbadolato@parra.catholic.edu.au) Year 7 - Miss Allison Gardiner (agardiner2@parra.catholic.edu.au) Year 8 - Mr Dermott Morgan (dmorgan5@parra.catholic.edu.au)</p> <p>3rd point of contact: Head of School Mr George Arcella - <i>Assistant Principal</i> (garcella@parra.catholic.edu.au) Mrs Gabriela Osterlund (gosterlund@parra.catholic.edu.au)</p>
School of Challenge (9-12)	<p>1st point of contact: Homeroom or Class teacher Teachers can be contacted via Compass</p>
	<p>2nd point of contact: Wellbeing Leaders Year 9 - Mrs Stephanie Tucker (stucker4@parra.catholic.edu.au) Year 10 & 11 - Mrs Suzan Erenbay (serenbay@parra.catholic.edu.au)</p>
	<p>3rd point of contact: Head of School Mr Jeffrey Phillips - <i>Assistant Principal</i> (jphillips3@parra.catholic.edu.au) Mrs Lisa Kalocsai (lkalocsai@parra.catholic.edu.au)</p>
<p>Whole College (i.e. bags, lockers, buses, enrolment etc.)</p>	<p>1st point of contact: Cassandra Powell (Assistant to the College Principal Mr Mark De Vries) santasophia@parra.catholic.edu.au</p> <p>Other sources of information:</p> <ul style="list-style-type: none"> ● Parent Support Hub NEW! <ul style="list-style-type: none"> ○ Digital portfolios help ○ Compass help ○ Seesaw help ● Santa Sophia Website - Frequently Asked Questions

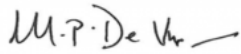
Our staff are dedicated educators who are highly committed to the individual needs of each of the students in our care. Throughout the day they are fully engaged in teaching, leading, duties, meetings, school events and administration. **Staff will aim to respond in working hours within 24-48 hours from the time they receive your communication. Of course, emergencies or urgent and sensitive matters will be given the highest priority by leadership and teachers.**

Please remember that when you interact with school staff, we're all on the same team to support your child. It is important to us that communication takes place with mutual respect, openness, trust and in the interests of all students. We believe all members of our community should be treated with courtesy and respect by school staff, and it is expected that they will be respected by parents in return.

Social media groups are not the appropriate platform for addressing and resolving any concerns with the school. These behaviours are not conducive to working in partnership between home and school to meet the needs of our students.

We thank you wholeheartedly for your ongoing support of the Santa Sophia Catholic College community as we grow a school culture that is characterised by integrity and respect that serves the needs and wellbeing of all its members.

Sincerely,



Mark De Vries
College Principal