NSW Department of Education

Communicating with our school

Bega High School

All contact with our school is to be consistent with the School Community Charter respecting that our staff are primarily engaged with the teaching and caring of our students.

By phone

Urgent matters

Urgent matters require an action or response from staff on the same day, like:

- your student's attendance
- changes to arrangements that need to be communicated to your student
- your student's health and wellbeing.

Non-urgent matters

Including:

- requesting a meeting with our school staff
- requesting information about an upcoming school event
- providing brief information to the school
- raising a concern.

What you can expect

If necessary, you will need to leave a message with our office staff who will identify the best person to respond to your call, if needed. The response will happen by the end of the next school day.

Our school phone number is:

02 64929000

You are welcome to phone our school during school hours 8:30am to 3:30pm

By email

Our school email address is:

bega-h.school@det.nsw.edu.au

You can email us about non-urgent matters that do not require a same day response, like:

- requesting a meeting with our school staff
- requesting information about an upcoming school event
- providing information to the school such as specialist reports
- raising a concern.

For matters that require an action or response from staff on the same day, please phone the school.

What you can expect

Emails will be:

- read within 3 school days of receipt
- acknowledged, if required
- assessed to decide what action is needed, including if a response is required
- monitored between Monday to Friday 8:30am to 3:30pm during school terms only
- responded to by relevant staff only.

In person

How to contact our school

Parents are welcome to meet with our school staff.

- We prefer you phone or email a request, briefly explaining the issues you wish to discuss,
- or if the staff member is available at the end of the school day, have a very brief meeting. Please understand they may have other duties to attend to.

You are welcome to bring a support person or advocate, with prior notice, to be present at any meeting.

What you can expect

Our staff will:

- respond to your request within 3 school days
- discuss with you a mutually agreeable time to meet and agree on what will be discussed
- decide who is best to meet with you.