

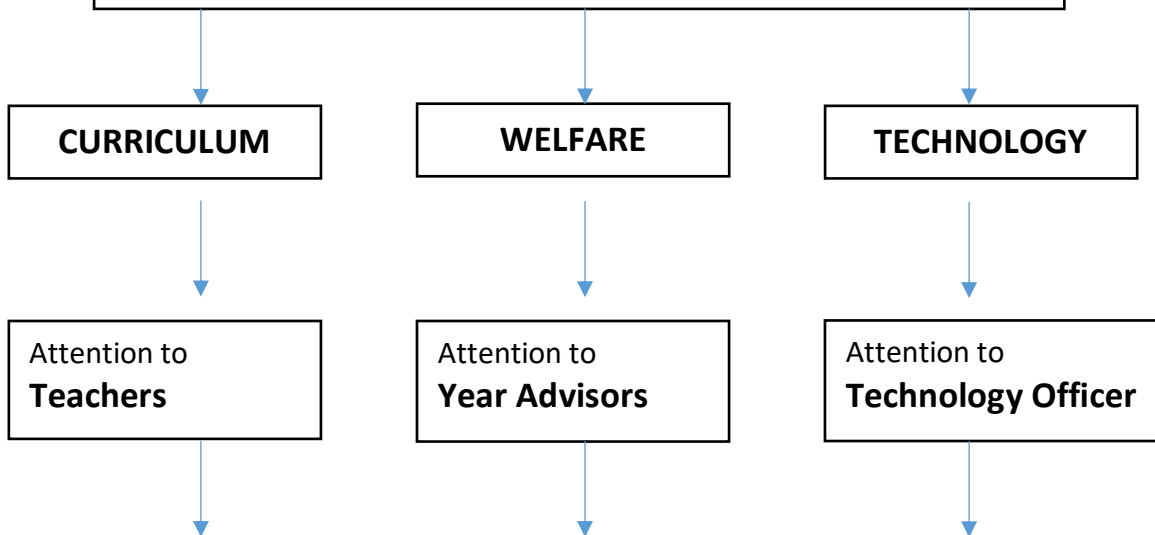


## COMMUNICATION PROTOCOLS

**STEP 1.** Parent/Carer sends an email to BHS:

[blakehurst-high.school@det.nsw.edu.au](mailto:blakehurst-high.school@det.nsw.edu.au)

**Please Ensure** the email is **ATTENTIONED** to the relevant staff member  
Use the categories below as a guide:



**STEP 2.** Office staff forward email to:

CURRICULUM: relevant Teacher and cc Head Teacher

WELFARE: relevant Year Advisors and cc Welfare Coordinator and School Counsellors

TECHNOLOGY: Technology Officer cc the Deputy Principals

**STEP 3.** Relevant staff member responds and resolves query

If further assistance is needed with the **same query**



**STEP 4.** Parent/Carer sends an email to: [blakehurst-high.school@det.nsw.edu.au](mailto:blakehurst-high.school@det.nsw.edu.au)

CURRICULUM: relevant Head Teacher

WELFARE: Welfare Coordinator

TECHNOLOGY: Technology Officer



**STEP 5.** Office staff forward email to:

CURRICULUM: relevant Head Teacher and cc relevant Deputy Principal

WELFARE: Welfare Coordinator and cc Year Advisors, School Counsellors and relevant DP

TECHNOLOGY: the Technology Officer cc the Deputy Principals



**STEP 6.** Relevant staff member responds and resolves query

*If further assistance is needed with the same query*

**STEP 7.** Parent/Carer sends email to: [blakehurst-high.school@det.nsw.edu.au](mailto:blakehurst-high.school@det.nsw.edu.au)

CURRICULUM: relevant Deputy Principal

WELFARE: relevant Deputy Principal

TECHNOLOGY: relevant Deputy Principal



**STEP 8.** Office staff forward email to:

CURRICULUM: relevant Deputy Principal and cc Principal, Head Teacher, Classroom Teacher

WELFARE: relevant DP and cc Principal, Welfare Coordinator, Year Advisors, School Counsellors

TECHNOLOGY: Deputy Principal and cc Principal



**STEP 9.** Relevant Deputy Principal responds and resolves query

*If further assistance is needed with the same query*



*Integrity Rigour Empathy*

**STEP 10.** *Parent/Carer sends email to:* [blakehurst-high.school@det.nsw.edu.au](mailto:blakehurst-high.school@det.nsw.edu.au)

CURRICULUM: Principal

WELFARE: Principal

TECHNOLOGY: Principal



**STEP 11.** *Office Staff forward email to:*

CURRICULUM: Principal and cc relevant, Head Teacher, Classroom Teacher

WELFARE: Principal and cc Welfare Coordinator, Year Advisors, School Counsellors

TECHNOLOGY: Principal and cc Deputy Principal, Technology Officer



**STEP 12.** **Principal responds and resolves query**