



# CUSTOMER CASE STUDY

Carrum Downs Secondary College, Victoria  
Beverley Boys, Business Manager



Carrum Downs Secondary College has gradually grown since it opened in 2004. We now have approximately 890 students. It's a growing residential area, and it's a low socioeconomic area. We focus on keeping costs affordable and supporting families to enable all the students to have the opportunity to access the best education that supports their goals.

**I find Campion fantastic to deal with. Everyone I deal with is focused on what the school needs, what the student needs and how best they can help us.**

Everything runs so smoothly, there are never really any hiccups and if there is something that might be a problem, they let us know. For example, one of the books on our list is going out of print. And they've contacted us to let us know so we can take action to manage the supply if necessary. Campion often bring out boxes of books if the teachers want to peruse options before changing listed textbooks.

In terms of education resources, we have a BYOD program and significant numbers of school-owned laptops lent out to students. We are conscious that if students haven't got textbooks or they haven't got what they need, we need to source and provide, and Campion supports us in that. In many cases, I will give the parent a purchase order and they take it to

the Campion shop to collect the books; Campion invoices us and we pay the bill. Or if families are unable to drive to the shop, I email Campion and the books are delivered to the school for the students. **Campion is always there to support us if we have any queries or concerns, they just make life easy.**

When we are looking at digital platforms, the question is always how we can support it to make sure the kids have got access to it regardless of payment. We are exploring the digital options with Campion to see how we can do it, so we can deliver an outstanding quality education when many have limited funds, and make sure the kids have no restriction on learning.

**The best thing about Campion is we don't get any complaints.** You always hear the bad news, but with Campion I don't receive any complaints from parents or carers. Parents and carers are always happy with the service they receive. **For us it is all about making sure everyone gets the right resources in the easiest way possible for them and Campion is fantastic when it comes to supporting our students.**



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Business Manager

Contact the Campion team  
to discuss your school's needs:  
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