



NEWCASTLE
GRAMMAR
SCHOOL

Parent Communications Policy

Policy Number (PN): 3.6.2.8

Last Revised: November 2021

VISION STATEMENT

Striving to provide a world class holistic education centred in the values of Respect, Integrity, Service and Excellence that will enable all our students to adapt and flourish in a continually changing world.

Our students are central to each decision that is made at Newcastle Grammar School. The School seeks to provide an outstanding academic education and also develop the mind, the body and the spirit within and beyond the classroom. At Newcastle Grammar School, we aim to ensure our students are aware of the changing global and local landscapes.

With this in mind, we aim to ensure our students are comfortable and excited about the opportunities and challenges in front of them. We want them to engage with others and build positive and enduring relationships. Our students will need the personal attributes to take advantage of and manage change.

RATIONALE

Newcastle Grammar School is committed to open, transparent and effective communication.

The School has a variety of means to establish effective communication. This policy enhances the quality of the School community by:

- Promoting understanding and co-operative teamwork between the School, parents/guardians/carers and students
- Promoting active participation of the whole school community in effective communication
- Articulating School expectations regarding communication standards
- Ensuring processes are in place which allow for open, honest and timely communication amongst all school community members
- Ensuring that confidential information is managed in a manner consistent with community expectations, professional standards and legal obligations
- Providing clear, positive and fair processes and guidelines which allow issues or concerns to be aired and resolved in a timely, effective and respectful manner

PURPOSE

This document outlines the process of communication between NGS and Parents/Guardians. It also details the process of contact with the process of raising concerns.

POLICY

Electronic communications will be the primary means of communicating within the School community. This includes Schoolbox, email communications, the Newsletter, Operoo, School website and social media accounts.

In addition, there will be regular face-to-face communication through formal and informal events and meetings.

PARENTAL CODE OF CONDUCT

In all communications, parents are expected to abide by our Parent Code of Conduct. This can be found under Policies on our website.

1. Communication

General enquiries can be directed to Reception:

Park Campus

☎ 4925 2121

✉ office@ngs.nsw.edu.au

Hill Campus

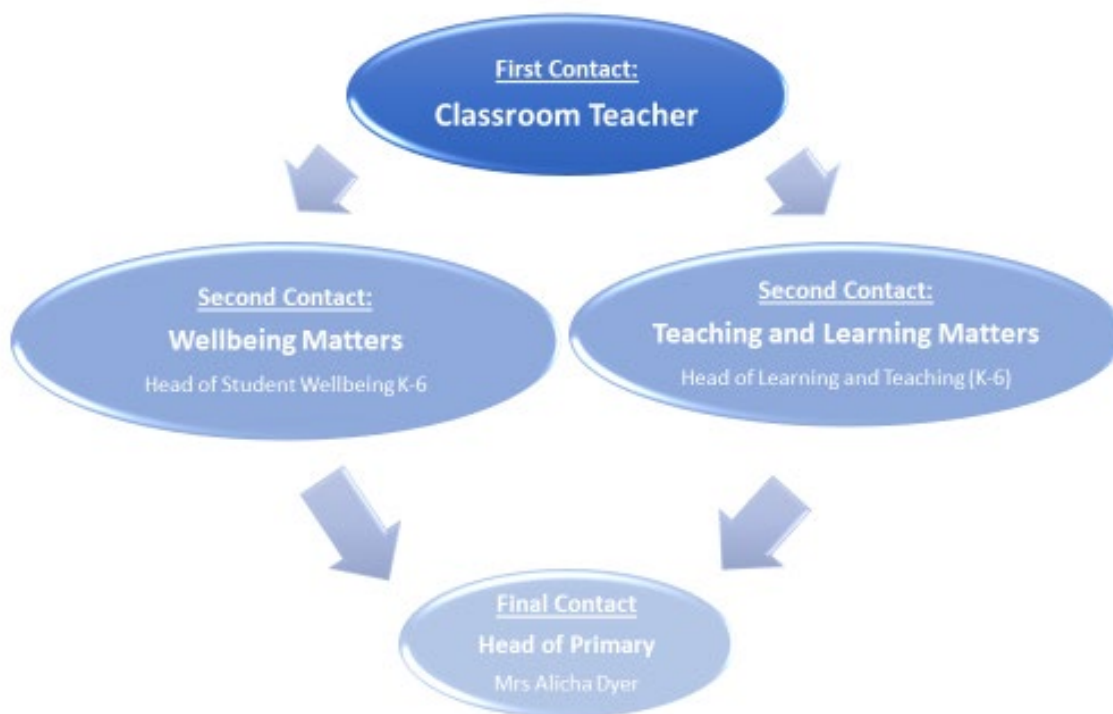
☎ 4929 5811

✉ office@ngs.nsw.edu.au

For specific matters regarding students, please follow the process of outlined below.

Primary

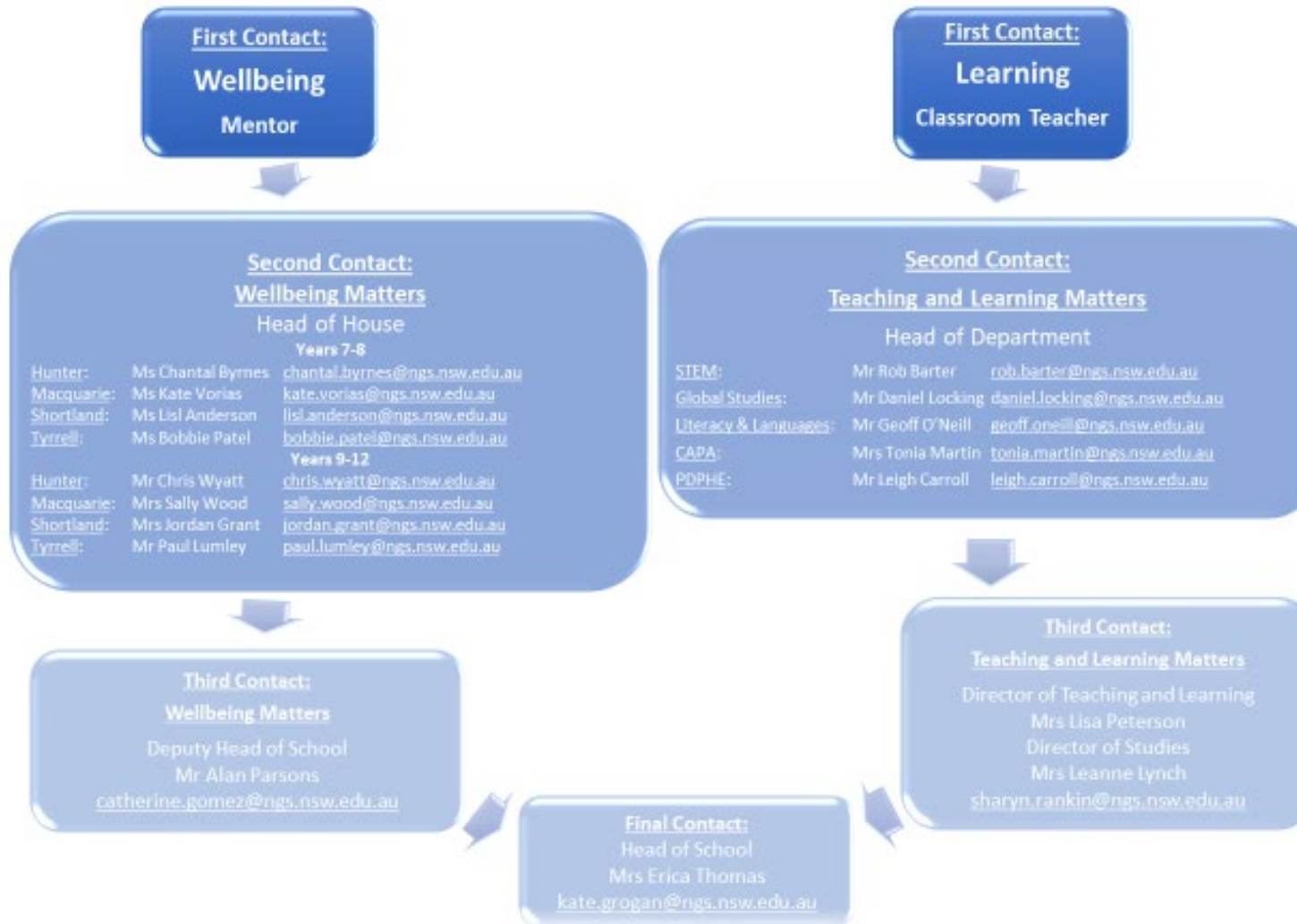
Primary Parents (K-6) can email their child's teacher directly via email regarding a classroom matter. If the Classroom Teacher has any concerns, they will consult with the Head of Learning and Teaching (K-6) or Head of Student Wellbeing K-6. If you would like to contact the Head of Learning and Teaching (K-6) or Head of Student Wellbeing K-6 directly regarding your concerns, please find below their contact details. However, please note that they will expect that these concerns have been previously raised with the Classroom Teacher. Please note that the Head of Primary should only be contacted following both the first and second contact being made.



Please understand that teachers are busy and an email or an organised appointment is the best way to contact teachers rather than trying to talk with staff before the school day begins or sending multiple emails about matters that would be best managed face to face.

Secondary

For Parents of students in Years 7-12



2. Urgent / Emergency notification to Parents

If an urgent matter arises, such as sport carnival is cancelled at the last minute, or an emergency is happening within the School, such as a lockdown, an SMS communication will be sent to the affected students' parents as soon as appropriate. The notification will also be posted on Schoolbox and the School's website if needed.

3. Communication regarding non-student related matters

Information about School events and the Newsletter will be posted on Schoolbox.

4. Business related communication

The Head of Finance and Business Services is responsible for the operational maintenance of the School with respect to school security, workplace safety issues, and general property issues. The Head of Finance and Business Services is also responsible for external bookings and management. The Business Office or the Head of Finance and Business Services may also be contacted for fee or finance related issues.

5. Operoo

All incursions, excursions and camp notifications will be sent via Operoo. An email from Operoo will be sent to notify parents of any new items. The notification will also include Permission Slips which are able to be approved online by parents. Please note that Permission Slips are not easily accessible via some mobile phones and therefore a computer will need to be used to open attachments.

All student medical information will be downloaded from Operoo to enable ease of access while offsite.

6. Co-Curricular communication

All co-curricular information including games, draws, cancelled events etc, is to be posted on Schoolbox. Schoolbox pages are regularly updated to ensure parents and students have accurate and useful information.

7. Social Media

Online behaviour should at all times demonstrate respect and dignity.

We request that parents do not post photos, videos or comments that include other students or teaching staff of the School on their personal social media pages.

We advise our staff not to 'befriend' or 'follow' students (current or ex) or parents of students on social media. We request that you respect this decision and not contact staff directly on social media.

If parents have questions, concerns or complaints, we ask that you contact the School directly by following our 'Complaints and Grievance Resolution Procedure' rather than posting them on social media – whether on their own pages, in closed groups (e.g. groups set up for School parents to communicate with each other) or on the School's pages. We expect that parents will not post anything malicious, defamatory or discriminatory about the School or any member of the School community. Any malicious, defamatory or discriminatory content could be deemed a breach of the Parent Code of Conduct and may result in the termination of the child's enrolment.

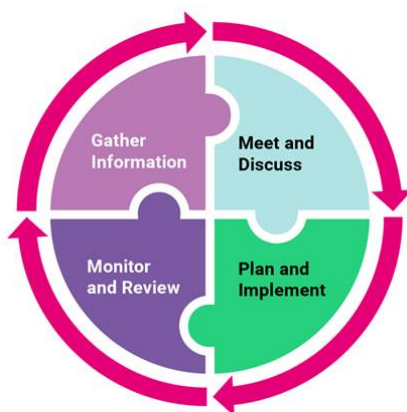
8. Students with Disability

Schools have responsibility for maximising the learning outcomes and wellbeing of all students and for providing access to a high-quality education that is free from discrimination. All children are entitled to quality education experiences. Students should feel that they are included in an environment of high expectation where they are both able and enabled to learn.

Learning Support at Newcastle Grammar School is based on the belief that all students have the right to a high-quality learning experience, and that all students are capable of learning successfully when they are provided with effective learning opportunities and appropriate support.

The Learning and Support Team assists classroom teachers to meet the educational needs of students with a disability that has a functional impact on their learning. This is best achieved through engagement in the Collaborative Planning Process. This partnership approach involves a multidisciplinary team working together to make the best decision about the adjustments required to maximise the student's educational outcomes.

The Collaborative Planning Process



In order for the School to support students effectively, it is important for us to have access to information about the student and their needs, and, regular communication is essential for an effective family-school partnership to develop. We ask that parents provide the School with the most updated information on the student's needs. This may include assessments from health care professionals or learner profiles from previous schools.

9. Appointments with School Psychologist

The School provides access to professional psychological counselling for our students, as needed.

From Kindergarten to Year 6, a student may be referred to the School psychologist by the Head of Primary or the Head of Student Wellbeing K-6 after first consulting with the student's parents. Parents from K-6 can contact either the Head of Primary or Head of Student Wellbeing K-6 if they wish for their child to see the School psychologist.

From Year 7 to Year 12, a student may be referred to the School psychologist by the student's Head of House, the Deputy Head or the Head of School. Parents from 7-12 can contact their Head of House if they wish for their child to see the School psychologist. From Year 8 onwards, students may self-refer to the School psychologist without first seeking parental permission.

Should a student disclose to the School psychologist an event or possible event that places the student and/or other students at risk of significant harm, the School psychologist will report directly to the Head of School and the student's parents will be notified.

In the case of students being referred to the School psychologist with parental permission, the School will cover the cost of the first 15 appointments annually. Parents will be notified once this number of appointments is reached, as further appointments may incur a fee. Parents will be informed before any extra fees are charged for this service.

10. Communication with Authorised Agencies

Under Chapter 16A of the Children and Young Persons (Care and Protection) Act 1998, authorised agencies are able to share information that helps deliver services and supports to promote the safety, welfare and wellbeing of a child or young person. All schools are an authorised agency. This can be conducted without parental permission.

11. Communication and treatment of students

All students are to be treated fairly and with respect. The Head of School expects the learning environment and the school climate to be positive, open and caring.