



NEWCASTLE  
GRAMMAR  
SCHOOL

# Parent Communication Policy

Policy Number (PN): 8.1.5

Last Revised: September 2025



## NGS Policies & Procedures

### 8.1.5 Parent Communication Policy

**Reviewed:** November 2021

September 2025 – updated formatting, updates to contact details, updated information regarding communication platforms

**Due for Review:** September 2027, or as required

#### 1. Introduction

Newcastle Grammar School (NGS) seeks to provide an environment that assists our students not only to hone their skills and talents but also allows them to look beyond the gates of the School to the broader community. We must all aim to be people who look outward, aspiring to create the best future possible, not merely consumers of the good things that come our way.

The founders of our School captured this beautifully when they selected the NGS motto, Spectemur Agendo “let us be judged by our acts”. We must always strive to be a school community that is characterised by service to others while striving for excellence in all that we do.

The School's Parent Code of Conduct and Parent Communication Policy are implemented to promote positive and productive relationships within the School community.

All parent/carer(s), students and members of staff are bound by our RISE Values and are expected to interact with each other abiding by these values and conduct themselves responsibly every day following the relevant NGS policies, procedures and guidelines.

#### 1.1 Purpose and Scope

NGS has developed this Parent Communication Policy so that parents and those with parental responsibilities are aware of and meet the School's expectations with regard to their interaction with NGS, its teachers, other parent/carer(s) and students. The purpose of this policy is to provide guidelines for positive, clear and effective communication between the School and community members to assist in providing a mutually safe and supportive environment that will enable our students to meet their full potential. This policy outlines the main ways in which NGS seeks to facilitate both formal and informal communication between the School and parent/carer(s) and the general expectations on staff and parent/carer(s), with respect to any communications including:

- general school communication
- structured parent/teacher communication
- parent-initiated or school-initiated communication with parent/carer(s) with respect to their child or operational matters
- complaints management

#### 2. Policy

NGS is committed to open, transparent and effective communication. The School has a variety of means to establish effective communication. This document outlines the processes for communication between NGS and parent/carer(s).

Electronic communications will be the primary means of communicating within the School community. This includes Schoolbox, email communications, the Newsletter, Parent Connect, NGS website and social media platforms.

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

## 2.1 Courteous and Respectful Behaviour

NGS staff endeavour to be courteous and respectful with our students, parent/carer(s) and the wider community. We also expect students, parent/carer(s) and others to be courteous and respectful with our staff.

Parent/carer(s) are expected to abide by the School's Parent Code of Conduct in all communications, role modelling good citizenship and ethical conduct. All communications with teachers and School staff should be approached in a calm and non-aggressive manner. The Parent Code of Conduct can be found under Policies on our website or through the School Policies page on Schoolbox.

## 3. Communication Procedures

### 3.1 General School Communication

A variety of communication mechanisms such as phone, email, letter, face-to-face conversation, spontaneous and pre-arranged appointments are available to all parent/carer(s).

However the primary pathway for communication between parent/carer(s) and the School is through the School's centralised management system, called "Schoolbox."

#### School Contact Information – General Enquiries

General Enquiries – Whole of School	02 49295811	<a href="mailto:office@ngs.nsw.edu.au">office@ngs.nsw.edu.au</a>	PO Box 680 Newcastle NSW 2300
Park Campus Reception – Primary K-6	02 49252121	<a href="mailto:parkcampus@ngs.nsw.edu.au">parkcampus@ngs.nsw.edu.au</a>	Corner of Union Street & Parkway Avenue Cooks Hill
Hill Campus Reception – Secondary 7-12	02 49295811	<a href="mailto:office@ngs.nsw.edu.au">office@ngs.nsw.edu.au</a>	Corner of Church and Newcomen Street Newcastle
Enrolments	02 49295811	<a href="mailto:enrolments@ngs.nsw.edu.au">enrolments@ngs.nsw.edu.au</a>	Corner of Church and Newcomen Street Newcastle
Finance and Business Services	02 49295811	<a href="mailto:accounts@ngs.nsw.edu.au">accounts@ngs.nsw.edu.au</a>	PO Box 680 Newcastle NSW 2300
Communications	02 49295811	<a href="mailto:communications@ngs.nsw.edu.au">communications@ngs.nsw.edu.au</a>	PO Box 680 Newcastle NSW 2300
Information Technology	02 49295811	<a href="mailto:helpdesk@ngs.nsw.edu.au">helpdesk@ngs.nsw.edu.au</a>	
OOSH Service	0432 639369	<a href="mailto:oosh@ngs.nsw.edu.au">oosh@ngs.nsw.edu.au</a>	Corner of Union Street & Parkway Avenue Cooks Hill

#### 3.1.1 Urgent / Emergency notification

### Parent-initiated

Normally, a parent/carer should not communicate with their child during school hours.

In the event of an emergency, parent/carer(s) are requested to contact either Park Campus (K-6) or Hill Campus (7-12) Reception and advise them of the nature of the emergency.

Staff members will then facilitate communication between the parent/carer and child.

If a parent/carer has would like to discuss a matter urgently with a member of School staff, parent/carer(s) are requested to contact either Park Campus (K-6) or Hill Campus (7-12) Reception and advise them of the urgency.

### School-initiated

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' parent/carer(s) as soon as appropriate. The notification will also be posted on Schoolbox and the School's website if needed.

### **3.2 Structured parent/teacher communication**

Formal structured parent/teacher communications are facilitated throughout the year via:

- parent/teacher interviews
- phone and email communication
- parent/carer information evenings; such as subject selection, wellbeing programs and co-curricular programs

### **3.3 School-initiated communication with parent/carer(s) or parent-initiated communication with the School with respect to their child**

#### **Schoolbox**

This is the main communication channel between you and the School. Schoolbox is NGS' Learning Management System and works best when viewed on a large screen such as a tablet device, laptop or desktop computer.

Schoolbox allows you to access critical information about your child's learning. It serves as the digital equivalent of the physical classroom for students. Within Schoolbox, you can access the school calendar, school news, timetables, staff contacts, class communication and co-curricular communication.

Secondary students will submit homework and assessments, review grades, receive assessment feedback and access much of their learning material including digital textbooks through Schoolbox.

Our Schoolbox platform is exclusively for the NGS community. Communication and notifications you receive can be customised specifically to your preference, however the default settings will keep you well informed.

Please note, if you have supplied only one email address to NGS, only one account will be created. You may share this login and password with your partner. If your primary email address changes, please update your details through Parent Connect (see below) as this will be used as your username when logging into Schoolbox.

#### **NGS App**

The NGS App gives parents and students access to notifications, alerts, the School calendar, news, timetables, school contacts, absentee notifications and student due work (Secondary). The App is linked to Schoolbox (see above).

To notify of student absences, use the NGS app, select Connect (it should log you in, or use your Schoolbox login) Select + Add Absence Notification and complete the details. Press + Submit New.

See Connect Use Guide for more information.

If the student will be away from school for three or more days, a Leave Application must be completed prior to the absence, for approval by Head of School or Head of Primary.

If your child has an early departure, please advise the school using the + Absence Notification via Connect. Students should also have a note in their Program Book advising their teacher.

If your child arrives at school after the bell has gone, they must report to Primary Reception (Park Campus) or Secondary Student Services (Hill Campus) to be signed in and recorded as present.

### **Parent Connect**

Parent Connect is a portal accessed through Schoolbox or the NGS App that enables parent/carer(s) of current NGS students to:

- Update their address and contact details ie; mobile, e-mail, residential address
- Update Student Medical Details
- Notify Absentees
- Accept/Decline Excursion and Event permissions
- View current and past Academic Reports

Parent/carer(s) who are also registered as Fee Payers will be able to:

- View Monthly Statements
- Make an Account Payment

Parent/carer(s) are responsible for keeping these details current whilst your children are enrolled at NGS.

### **Clipboard – Co-curricular at NGS**

The Co-curricular program offered at NGS provides many activities and learning opportunities beyond the classroom for all students from Kindergarten to Year 12. Clipboard is the registration program to enrol students into an NGS Co-curricular activity in 2025. This is also used to register students for private Music and Vocal tuition.

The pillars of the NGS Co-curricular program are Creative and Performing Arts, Outdoor Adventure, Skills for the Future and Sport.

Activity details and the semester timetable can be viewed on Schoolbox (find the Co-curricular tab on the left-hand menu).

Parents and students will receive notifications about opening and closing dates for activity registration prior to the start of each term. To complete this voluntary activity selection via the Co-curricular platform, Clipboard, parents and students will first require Schoolbox access. Please note that some Co-curricular experiences have maximum numbers of participants – booking windows will be closed once these maximum numbers have been reached and interested students will be placed on a waitlist.

The Director of Co-curricular will post detailed information to Year Group pages on Schoolbox.

### **School Website**

The School Website [www.ngs.nsw.edu.au](http://www.ngs.nsw.edu.au) has a range of important information for the families of those already enrolled as well as those who are wanting to know more about the School.

### **Newsletter**

The newsletter is a fortnightly e-publication, sent to your email address. The newsletter includes a message from the Head of School, upcoming events, and other important information.

If you do not receive a newsletter (and you have already checked your spam/junk mail folder) please email [communications@ngs.nsw.edu.au](mailto:communications@ngs.nsw.edu.au) to be added to the mailing list.

### **Social Media**

NGS uses Facebook, Instagram, LinkedIn and YouTube. Social media is used to showcase our wonderful students, staff and the life of the school.

There are parent-run Facebook groups for each year level if you wish to join them. These provide a personal form of connection with other parents in your child's year level. Search for NGS Year 7 2026 for example, and ask to join your year level group page.

### **School Facebook**

[Alumni Facebook](#)

[LinkedIn](#)

[YouTube](#)

Instagram – [@newcastle.grammar.school](#)

Online behaviour should at all times demonstrate respect and dignity.

We request that parent/carer(s) 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 parent/carer(s) of students on social media. We request that you respect this decision and not contact staff directly on social media.

If parent/carer(s) have questions, concerns or complaints, we ask that you contact the School directly by following our Complaints Resolution Policy and Procedures - School Community rather than posting them on social media – whether on their own pages, in closed groups (e.g. groups set up for School parent/carer(s) to communicate with each other) or on the School's pages. We expect that parent/carer(s) 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.

### **Flexischools**

Parents can order food from the School Canteens using a Flexischools account. The student's lunch will be prepared ready for collection at lunch time. Primary lunch orders will be delivered to their classroom. Secondary students collect from the Canteen. An account can be created via <https://flexischools.com.au/>.

[Click here](#) for the Flexischools guide.

#### **3.3.1 Primary School (K-6) Parent Communication**

Parent/carer(s) should have regard to the fact that our teachers are professionals and have multiple responsibilities outside of their direct teaching commitments. It may therefore be difficult to arrange meetings at short notice during a school day.

As a matter of general guidance:

- Enquiries relating to specific performance or educational issues should be addressed to a student's classroom teacher.
- Pastoral care/wellbeing enquiries should be addressed to the student's classroom teacher.
- NGS supports the right of staff to disconnect outside School business hours. If you do not receive a response to your enquiry and the matter becomes urgent, please contact either Park Campus (K-6) or Hill Campus (7-12) Reception and advise them of the urgency.

Primary parent/carer(s) can contact their child's teacher directly via email regarding a classroom matter. If the Classroom Teacher has any concerns, they will consult with the Deputy Head of Primary and Head of Learning and Teaching (K-6) or Head of Student Wellbeing K-6. If you would like to contact the Deputy Head of Primary and Head of Learning and Teaching (K-6) or Head of Student Wellbeing K-6 directly regarding your concerns, please contact via Park Campus Reception. 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. When seeking to arrange a meeting with any staff member, parent/carer(s) should make a formal appointment for either a telephone conversation or a face-to-face meeting. Appointments can be made by contacting Park Campus Reception.

#### **3.3.2 Secondary School (7-12) Parent Communication**

Parent/carer(s) should have regard to the fact that our teachers are professionals and have multiple responsibilities outside of their direct teaching commitments. It may therefore be difficult to arrange meetings at short notice during a school day.

As a matter of general guidance:

- Enquiries relating to specific performance or educational issues should be addressed to a student's subject teacher or Head of Department.
- General curriculum enquiries should be addressed to the Director of Curriculum and Assessment.
- Pastoral care/wellbeing enquiries should be addressed to the student's Mentor or Head of House.
- NGS supports the right of staff to disconnect outside School business hours. If you do not receive a response to your enquiry and the matter becomes urgent, please contact either Park Campus (K-6) or Hill Campus (7-12) Reception and advise them of the urgency.

Secondary parent/carer(s) can contact their child's subject teacher directly via email regarding a classroom matter. If the subject teacher has any concerns, they will consult with the Head of Department. For wellbeing enquiries, please email your child's Mentor. If the Mentor has any concerns, they will consult with the Head of House. If you would like to contact the Deputy Head - Learning and Teaching or Deputy Head - Wellbeing and School Life, please contact via Hill Campus Reception. However, please note that they will expect that these concerns have been previously raised with the subject teacher or Mentor. Please note that the Head of School should only be contacted following both the first and second contact being made. Please see '3.4 Complaints Management' for information regarding how the School deals with grievances.

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. When seeking to arrange a meeting with any staff member, parent/carer(s) should make a formal appointment for either a telephone conversation or a face-to-face meeting. Appointments can be made by contacting Hill Campus Reception.

See the [NGS Secondary Contact List on Schoolbox](#).

### **3.3.3 Business (School Operations) 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.

### **3.4 Complaints management**

If a parent/carer is dissatisfied with the conduct or outcome of their communications with a teacher or other staff member of NGS, they may lodge a formal complaint which will be dealt with in accordance with our Complaints Resolution Policy and Procedures - School Community which is available on the School website and on the Schoolbox Policies page.

### **3.5 Wellbeing Support**

Wellbeing Support resources are available via the Primary and Secondary Schoolbox portal.

For Primary School student wellbeing questions or concerns, the class teacher is the first point of contact.

For Secondary School student wellbeing questions or concerns, the student's Mentor is the first point of contact.

If your child or family requires extra wellbeing support during their time as a student at NGS, please contact the following Wellbeing staff.

Primary – Head of Wellbeing K-6

Secondary – contact your child's Head of House

#### Appointments with a 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 parent/carer(s). Parent/carer(s) from Kindergarten to Year 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. Parent/carer(s) from Year 7 to Year 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 parent/carer(s) will be notified.

### **3.6 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.

### **4. Related policies and procedures**

Parent Code of Conduct

Student Code of Conduct

Staff Code of Conduct

Volunteer, Contractor and Visitor Code of Conduct

Casual Staff Code of Conduct

Child Protection Policy

Child Safe Policy

Privacy Policy

Enrolment Policy