



# Georges River Grammar

## Communication Policy & Flowchart

### Secondary

Georges River Grammar (GRG) strives to build a supportive environment where members of the school community feel informed, valued and connected. Effective and clear communication is vital in the creation of a supportive environment defined by positive and trusting relationships between all members of the school community. Communication between students, parents and staff at GRG should be characterised by honesty, integrity and respect, qualities that underpin the School's values. The School understands the importance of openness and shared responsibility between parents and staff, and is therefore committed to the maintenance of effective channels of communication.

GRG consistently seeks to promote and share the life of the School; communication to parents is therefore facilitated through various channels, including:

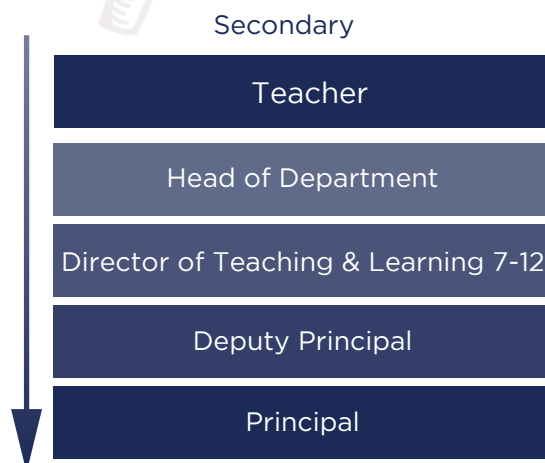
- the School's newsletter
- the School's website and GRG School App
- the School's Annual Report and other publications, such as the GRG Yearbook.
- social media platforms (Facebook and Instagram)
- SMS and email.

Additionally, Open Day, Information Nights, Student-Led Conferences and other community events, serve to increase the level of communication between staff, parents and the wider school community, and enhance student outcomes.

There are times which arise, however, that require parents to contact the School directly. The following communication process charts have been designed to assist parents and caregivers determine which member of staff they should contact regarding the academic progress or wellbeing of their child. The flowcharts indicate the most appropriate manner for specific issues to be directed, so they can be dealt with in a proactive and efficient manner.

### Academic Concerns

General questions about the curriculum or a student's progress should in the first instance be addressed to the Subject Teacher via the GRG Student Organiser. If, however, the parent wishes to extend this academic query or concern, please refer to the diagram below:





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### Student Wellbeing

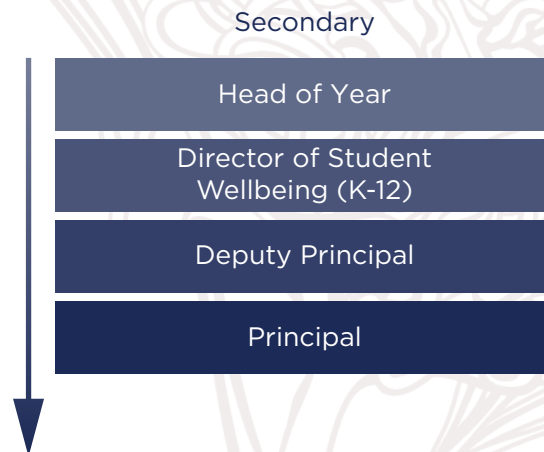
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Wellbeing refers to a person's physical, mental, emotional and social health. Wellbeing is strongly linked to life satisfaction. Wellbeing is often described as how you feel about yourself and your life.

At GRG, concerns about wellbeing may include the following areas:

- mental health;
- peer relationships; and,
- specific physical and learning support needs.

If a parent wishes to inform the School about a wellbeing issue, please refer to the diagram below:



### General Concerns

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More general concerns relating to school events or cocurricular activities please contact Secondary Administration, who will disseminate your enquiry appropriately. The Head of Secondary School is responsible for the general day-to-day running of the Secondary School and its events. The Head of Secondary School is also responsible for the management of serious student behaviour and their consequences, as well as inappropriate behaviour that occurs outside of the classroom.



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### Communication Expectations of GRG Community

It is expected that parents and guardians direct their concerns to the appropriate staff member as outlined above. If at any time a parent or guardian is unsure as to whom to direct their enquiry, please contact School Reception on (02) 9725-7566. Parents should not immediately refer their concern to a higher authority, with the hope that the matter will be resolved more speedily. Only if the matter cannot be resolved at the initial level will the concern progress to the next person of responsibility.

Parents are expected to uphold the values of the School in all their communications with members of staff. Whether in verbal or written form, communication characterised by intimidation or bullying, or deemed as threatening, will not be tolerated; staff will be instructed to terminate such contact immediately and advise the Principal. Likewise, parents can expect all staff members to demonstrate professionalism in all their dealings, treating them with courtesy as they work together for a common purpose - the education and wellbeing of the student.

GRG staff will endeavour to respond to all concerns or queries from parents within two working days. Staff members will be available during office hours (Monday –Friday 8:00am-4:00pm) and are not expected to respond to emails or phone calls outside these hours. Whilst the School is committed to addressing all concerns promptly and in a speedy manner, there are circumstances which often prevent staff from providing an immediate resolution. In such cases, it is requested that parents exercise patience and demonstrate understanding of the many demands of teachers, as they seek to resolve the matter as soon as possible. All school-related matters should be referred to GRG, and parents should not contact or approach other students or parents directly about such issues. Parents can also expect that all information provided to the School will be managed in a manner consistent with community expectations, professional standards and legal obligations.

If parents wish to restrict access of any information provided to the School, it is requested that parents make this known at the time of contact. If a parent is dissatisfied with the conduct or outcome of their communication with a staff member at GRG, they are encouraged to lodge a complaint. More information about our Complaints and Grievance Resolution Policy can be found on the School's website.