PARENT/CAREGIVER COMMUNICATIONS WITH THE SCHOOL PROCEDURE

Registration Standard: 2.9.2v2 **Date Approved: June 2026**

Purpose:	To clearly define the most effective routes for Parents/Caregivers to communicate with CGS, depending on the type of issue they have. To support staff by clarifying the communication framework they should follow to ensure all queries are directed consistently and appropriately.
Scope:	Details the procedure for clear and specific communications with CGS.
Definitions	**Court Grammer School** - CGS

Procedure for Parent/Caregivers Communication with the School

Court Grammar School (CGS) continues to grow in student numbers and has expanded the range of learning programs and school years studying on campus. Effective Communication with Parents/Caregivers is vital; not only for sharing information, but for creating strong links between home and School as a learning community. To ensure smooth communication between Parents/Caregivers and the school a variety of different methods are used:

- SEQTA direct messages
- Direct SMS messages
- Student Organiser notes and reminders
- Seesaw online notifications (Primary School)
- Posted letters home
- School bag post
- Meetings with Teachers or other relevant staff

Additionally, the Parent Lounge provides Parents/Caregivers access to update their personal details, manage school fees and book parent/teacher interviews. The School App provides quick links to some of the above, and along with the website provides useful information about CGS.

The Student Organiser and Seesaw are valuable and useful communications tools. However, our main form of communication across the whole school (Pre-Kindergarten (PK) - Y12) is SEQTA. SEQTA is our school management system. It is proven to be the most reliable form of communication between home and school, besides face-to-face meetings. All formal communication from the school will be done via SEQTA in the first instance. However, we will still use other methods depending on the issue to be communicated. For example, a teacher may send you a 'direct' message on SEQTA about an upcoming event; or a Permission Slip for an excursion via school bag post. It is recommended that Parents/Caregivers download the SEQTA app on their phones to ensure easier access to all communications.

At CGS our prime goal is to communicate effectively, however unchecked or incorrectly shared communications prevent this from happening. Parents/Caregivers are reminded that they need to act upon relevant communications and they also need to keep their personal contact details up to date for their child's school record.

Right to Disconnect

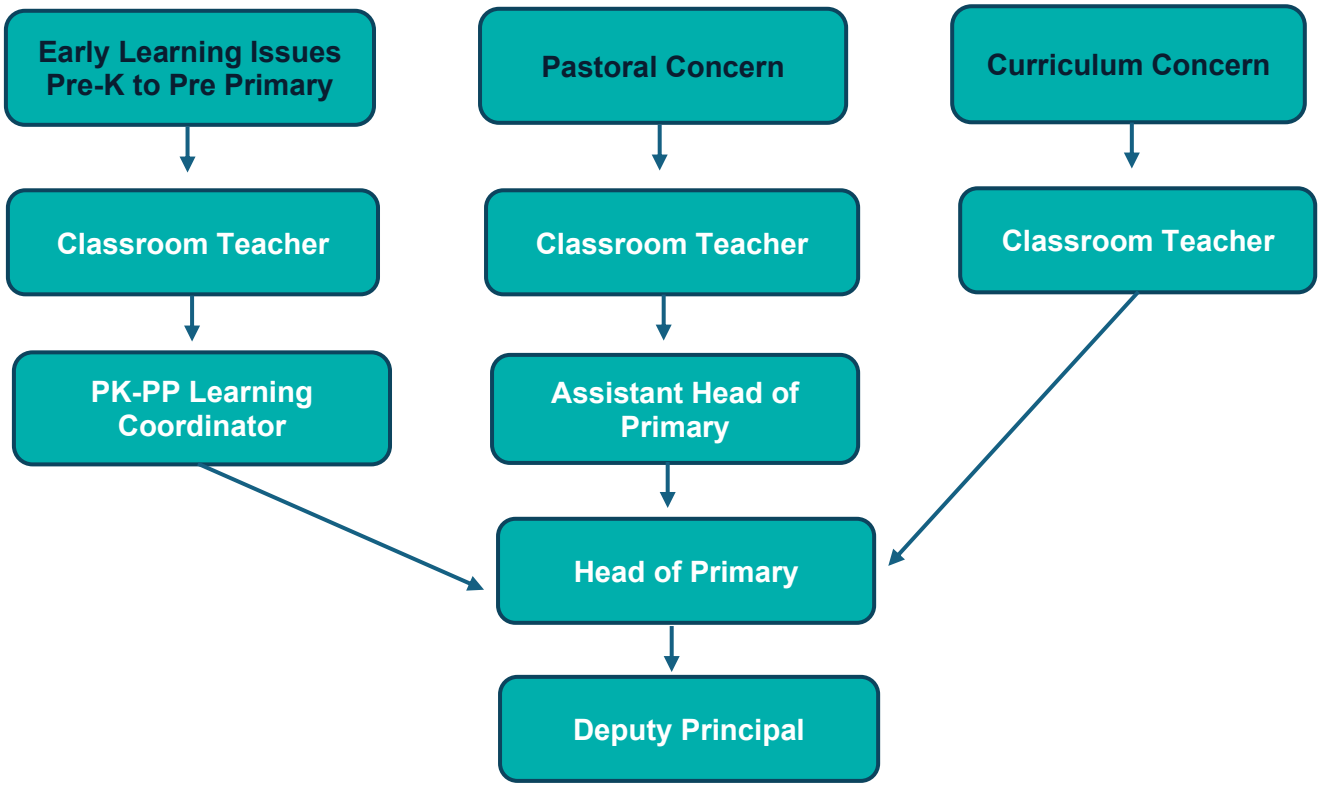
CGS has an expectation that electronic communication from Parents/Caregivers and students occurs between the hours of 8am and 4pm on school days, with consideration for the hours of engagement of part-time staff according to their hours of work. Where contact is made outside of the hours outlined above, staff are expected to read and respond, where appropriate, to any work-related communications within two (2) full workdays.

The Right to Disconnect is legislated in federal law and forms part of the Fair Work Act 2009. More details can be found in the CGS Right to Disconnect Policy.

Parent/Caregivers may, at times, have concerns or need clarity around their child's behaviour, welfare, performance or other general issues. The flowcharts below detail the best communication route to follow depending on the issue to be raised and the child's year group:

Communication with the Primary School (Pre-Kindergarten to Year 6)

Parent/Caregivers should discuss problems or concerns of any kind with their child's class teacher in the first instance. You can contact teachers by phone; via SEQTA direct message; or Seesaw. Appointments can also be booked if required. Following this, if you or the classroom teacher remains concerned, a referral for more specific support can be arranged as per the flowchart below:



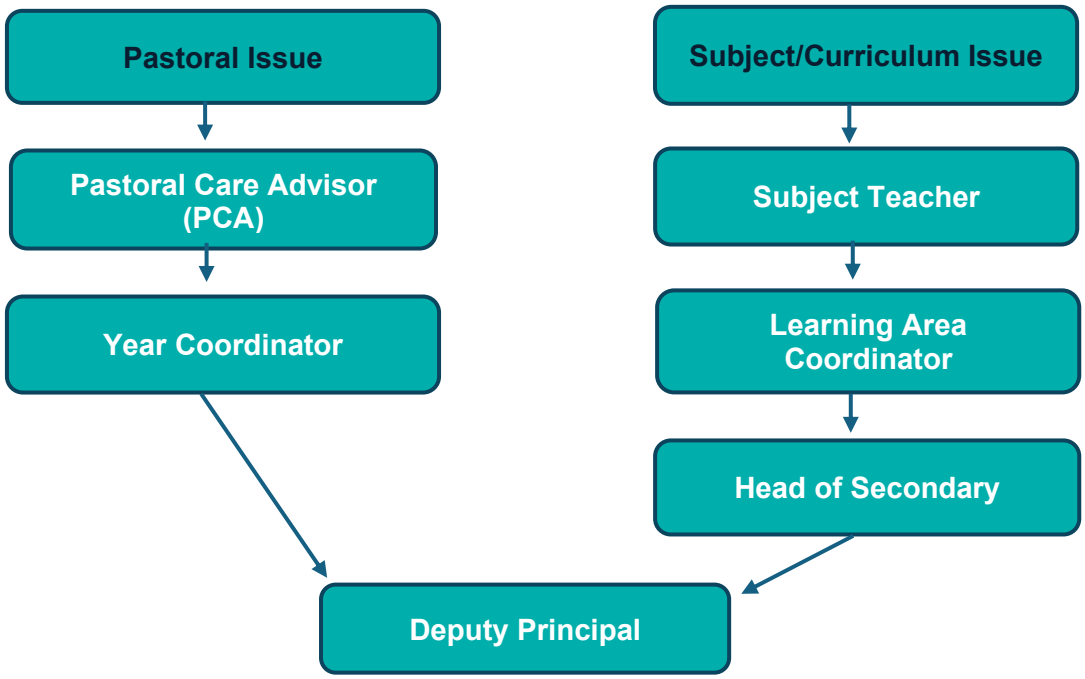
Communication with the Secondary School (Year 7 – Year 12)

Pastoral Concerns

When a Parent/Caregiver has a concern about their child's behaviour, welfare, general progress or social development they should contact the child's Pastoral Care Advisor (PCA). If you, or the PCA, remain concerned a referral to the relevant Year Coordinator can be arranged.

Curriculum Concerns

When the Parent/Caregiver has a concern about their child's performance in a specific academic subject, an appointment should be arranged with the relevant teacher. Please note that a teacher may choose to involve the Learning Area Coordinator or Head of Secondary, if they feel that specialist involvement may assist in providing the best outcome for your child.



General Queries, Absences, Enrolments and queries on Finance/Fees

General queries
For all general enquiries or to be directed to a relevant Department / staff member:

- Main Reception: tele 0895265000 or email school@cgs.wa.edu.au

Student absences
To report a student absence from school and provide the reason why. Absences can also be notified via the SEQTA app:

- email absences@cgs.wa.edu.au or call main reception.

Enrolment enquires
To make an enrolment application, enquiries about the enrolment process or queries in relation to waiting lists at Court Grammar School:

- email enrolments@cgs.wa.edu.au or call main reception.

Fees and finance queries
For all queries in relation to school fees, additional fees and debtor enquiries. The Parent Lounge also provide information linked to school fees:

- email debtors@cgs.wa.edu.au or call main reception.

School Bus queries:
If you would like to register your child to use the Court Grammer School bus service or have any changes to your current bus arrangements:

- email school@cgs.wa.edu.au or call main reception.

Policy / Procedure Context:	
Registration Standard & CGS Policies Log:	Section 2 - Standard 9: Complaints - CGS Document 2 Cross reference to Section 4: Levels of Care
Legislation/references:	• Non-Government Schools' Registration Standards and Requirements
Definitions:	
Related School Policies, forms, documents and record keeping:	• Complaints and Disputes Policy & Procedures • Right to Disconnect Policy • Student Organisers (Primary & Secondary)

Version:	**Date approved:**	**Reviews/amendments:**	**Approved by:**
REVIEW		June 2027	
2.0	June 2026	Full review and re-draft for 2027 Re-registration	Principal
1.8	2023	Updated to reflect staff changes	Principal
1.7	2022	Updated to reflect staff changes	Principal
1.6	2022	Updated staff and structure	Principal
1.5	2021	Updated staff and structure	Principal
1.4	2020	Updated staff and structure	Principal
1.3	2019	Updated staff and structure	Principal
1.2	2018	Updated staff and structure	Principal
1.1	2017	Updated staff and structure	Principal
1.0	2016	Updated staff and structure	Principal
	2015	Original draft	