Term 3 Week 3 - Wednesday 30th July 2014

Equity Loading FOEI
With today's newsletter you will receive information about updating parent information. Please read the information carefully, complete the forms and return them to the office. If you have any questions, please contact Julie or Ginny.

Exemption from School
DEC rules have changed. The principal can approve leave up to 100 days (2 terms) for a valid reason. If your child will be on leave (not sick) for 3 days or more, you need to apply for an exemption from school. Forms are available from the office once we receive a letter requesting the exemption (addressed to the principal). Where an exemption has not been applied for, your child's attendance will be marked as unexplained.

Curriculum Day
We hope to see parents and grandparents joining us during the day this Thursday. It's a great opportunity to have a look at the different Key Learning Areas taught to your child. The day starts at 9.30am.

District Athletics
Congratulations to all our students attending the District Athletics Carnival this Friday. If your child is being driven by a teacher or parent, they MUST be ready to leave the school at 8.30am. We will endeavour, but can not promise to have children back for the afternoon buses, so please ensure you have a back up plan for your child. The Junior and Senior Athletics Trophies will be awarded at NEXT WEEK's assembly.

Education Week
Save the date in your calendar for our Curriculum Day that will be held this Thursday the 31st July. We would love to see as many families as possible come and join in the activities.

Fynn hard at work in 1H.

What's on ...

31st July
Curriculum Day
NO Assembly
Finalise school fee payments please

1st August
District Athletics
Canteen OPEN pre-ordered lunches and over the counter snacks

6th August
Country Fair Meeting 5:30pm at school

26th August
P&C Meeting

12th September
Half Day holiday for schools - Ballina Cup

18th September
Concert Assembly

1st November
Country Fair
Uniform
As mentioned last term, we have a lovely uniform that we would like to see children in every day. Knitted blue jumpers or plain sloppy joes (royal blue or navy) are acceptable. Purple, pink or multi-coloured/logo tops are not part of our uniform. Children can wear red, white or blue skivvys under their shirts. Please don't allow them to wear striped or decorated skivvys.

Assembly
There is NO assembly this week due to the Curriculum Day.

Library Borrowing Term 3
Ms Talbot will again be taking care of borrowing across the school on the days she is here.

TUESDAYS: 1H, 1/2K & 2/3S
FRIDAYS: KL, 4/5S & 5/6T
We'd appreciate everyone having a good look at home for any school library books. In the coming weeks reminder notices will come home. Please contact the school to correct any errors on these notices.

Mrs Partridge on leave
Thank you to everyone who has returned their school fees.
This Friday is the last day for receipting payments, monies received after this Friday will be accepted but not receipted until the 18th August when Mrs Partridge returns. Please see Mrs Undery or Ms Bowler if you have any questions.

Education Week @ TTPS
Thursday 31st July 2014
See last weeks newsletter for timetable. We hope you can drop in for a little time, or the whole day, and enjoy this wonderful celebration of education with us.

Fruit & Veg Sense Workshop
Expression of Interest
Please complete the attached EOI and return it to the office if you are interested in attending the workshop. We will see if there is enough people to be able to have the Cancer Council attend.

Name: ______________________
The times that would suit me are:
Monday  9:30am
Monday  2:00pm
Tuesday  9:30am
Tuesday  2:00pm
Wednesday 9:30am
Wednesday 2:00pm
Thursday 9:30am
Friday 9:30am
Friday 2:00pm
Complaints Handling Procedures

The NSW Office of the Director of Equal Opportunity in Public Employment Policy and Guidelines’ Dealing with Employee Work-related Concerns and Grievances states that the NSW Government requires public agencies to achieve and maintain workplaces that foster productive and harmonious working environments and where work related concerns or grievances are managed promptly, impartially and justly.

The National Code of Good Practice for Responding to Complaints about Vocational and Education Training Quality – Australian Department of Education, Science and Training details the rights of education and training clients to the principles of fairness, accessibility, transparency, responsiveness, accountability and constructiveness.

All minor complaint and disputes should be resolved promptly and without using formal procedures. Whenever possible, informal resolution should be attempted first in all matters assessed as less serious.

The sections of the DEC Complaints Handling Procedures which detail the formal procedures should be used in those situations where it is not appropriate or not possible to resolve a matter informally.

Schools – a guide for parents and carers

It is best to discuss your concerns with your child’s teacher first. Make an appropriate time to meet with them or phone the school and ask for an appointment with the teacher.

If you are not happy with the result, or if you do not feel it is appropriate to talk to them, phone and make an appointment to discuss your concerns with the principal.

You may bring a friend or relative to be your support. If you need an interpreter, we can arrange that – just ask beforehand.

If your complaint is about the principal you will need to contact the school education director in your area. Ask the school office staff at your school for their name and number.

If your complaint cannot be resolved in an informal way, we may ask you to put it in writing. It is important that you include specific details of the situation and tell us what you would like to happen as a result of your complaint. We can help you to put your complaint in writing, if you require it.

Alternatively a complaint form may also be used. Complete the form and send it to the principal, or the school education director in your area.
Can I get help to make a complaint?
The person receiving or managing the complaint should provide you with any help you need to make your complaint. Please ask for it, if it is not offered initially.

In schools, it is the responsibility of the principal to assist school community members with special needs to make complaints about school or schooling. This may involve consultation with regional office personnel.

How will my complaint be handled?
The person who receives your complaint must consider the nature and seriousness of the issues you raise.

The person managing the complaint should always try to resolve those complaints assessed as ‘less serious’ by informal means first.

Sometimes complaints termed ‘special cases’ will be referred to certain parts of the department or to outside agencies. If this is the case, you will be advised where the matter was referred and the name and contact number of the person managing it.

If your complaint is considered to be serious or not appropriate to be managed informally, there are three types of formal procedures used, depending on the nature of the complaint – remedy and systems improvement, negotiation, and investigation.

What about confidentiality?
All parties to a complaint are expected to treat the matter confidentially.

This requires everyone, including the complainant, to ensure that information is restricted to those who genuinely need to know. Furthermore, those people should only be told as much as they need to know and no more. For example, some people may need to know of the issue so that they can provide advice, but not of the identities of the persons involved.

What if I need support during the process?
We understand that people may be affected by a complaint and the process related to it.

If you need support, you could approach the person dealing with the matter for a recommendation as to who might be available to support you.

What if I am not satisfied with the outcome?
It is possible that, at the end of the process, you will not receive the outcome that you wanted. If you feel that you have not been treated fairly or that the result is unreasonable, you can request that the matter be reviewed either internally or externally.

External bodies that may be able to assist include:

- NSW Ombudsman
- Anti-Discrimination Board of NSW (ADB)
- Human Rights and Equal Opportunity Commission (HREOC)

2014. This supersedes all previous documents