



# SPAN NEWS

## St. Paul Apostle North Primary School

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Term 1 Issue 1

Friday February 18th 2022

We are proud to acknowledge the Bunerong & Wurundjeri peoples as the traditional owners of the land.

St Paul Apostle North Primary School is committed to the safety and wellbeing of every student in our care. We strive to create an environment where young people feel valued, included and are encouraged to have a voice.

## Prayer

### St Paul Apostle North School Prayer

This is our school.  
Let peace be found here.  
May the rooms be full of happiness.  
Let love abide -  
love for one another,  
the love of life itself  
and the love of God.



St Paul Apostle North School | Endeavour Hills

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# Mary's Message

What a sensational start to the 2022 school year. All classes have settled beautifully. Our two Prep classes are finding their feet and have made a wonderful beginning to their school life at St Paul Apostle North. As we regularly post SPAN events on our Facebook page, please make sure you have let the office know if you don't want your child to be featured.

Our enrolments are coming in steadily for 2023 and 2024, so please try to get them in as soon as possible. As we need to know future trends, if you have a child starting school in 2024, we would appreciate receiving those enrolments now as well.

With Catholic Primary School governance moving to MACS (Melbourne Archdiocese Catholic Schools) there has been a change to the School Board. This will now be called the North School Advisory Council and will be a smaller group than the NSAB has been over the past few years.

The Council will consist of:

- The Parish Priest
- The Principal
- 1 parishioner (who may be a parent)
- 3 parents
- 2 staff representatives.

The new Council will need to elect a Chairperson and a Secretary (neither of which can be me).

If you are interested in being on the North School Advisory Council, please let me know before Friday, March 4th. After that time, if we have more interested people than positions we will hold an election process.

Finally, I would like to thank all the families who were able to join us on Tuesday afternoon for our first family event for 2022. The weather was perfect, the children were excited, the games were fun and many new friendships were made among SPAN families. It was wonderful to see so many new families to the school join us and we hope to be able to provide many more opportunities to gather together over the year.

I appreciate that today's newsletter is quite long, but there are some important sections for you to be aware of, including the Parent Code of Conduct, The Complaints Handling Procedure, Family Bushfire Information, Open Days and important dates.

This week I invite you to breathe deep and be in the present. When we slow and deepen our breathing we become calm and relaxed.

Have a great week!

*Mary*

# Mary's Message

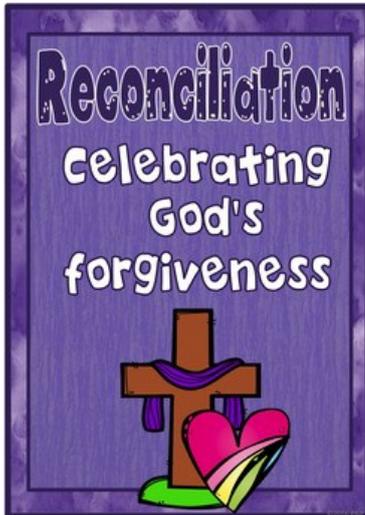
## *Realtime Learning with a Real Past Pupil!!*

SPAN has embarked on an exciting venture with Realtime Learning which brings together our 5/6 students with an Engineering Undergraduate from RMIT one day a week for the year. In an amazing turn of events our undergraduate is Pasindu Wijenayake, a former student of SPAN (he was even in my class in Grade 4). The 5/6 classes had their first session yesterday and the feedback has been extremely positive. They are working with Lego Spike and some groups even managed to build cars and program them to move and turn. This is an amazing opportunity for our school and I look forward to great things in STEM this year.

Sarah Maher, our STEM leader is shadowing Pasindu this term and hopefully will be able to offer age-appropriate sessions for the rest of the school as the year progresses. Watch out for future Scientists and Engineers emerging from SPAN.



# Religious Education



The Grade 4 students have been invited to take part in the Sacrament of Reconciliation.

The parish will email families who have registered with regular information and dates.

The first Reconciliation Family Night will take place on Tuesday 22nd February in the St Paul Apostle Church at 7pm.

Children need to attend this session with at least one parent.

The second Family night is scheduled for Tuesday 29th March at 7pm in the church and the Sacrament will be celebrated on Tuesday 5th March in the Church at 7pm.

Any queries can be directed to the St Paul Apostle Parish — 97003781.

Feel free to contact me if I can also help in any way — [monique.fallace@spanhills.catholic.edu.au](mailto:monique.fallace@spanhills.catholic.edu.au)

*Monique Fallace*  
Religious Education Leader





# Calendar of Events

## February

Tuesday 22nd	Reconciliation Family night 7PM
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Sunday 27th	Open Day
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## March

Tuesday 1st	Shrove Tuesday
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Wednesday 2nd	Ash Wednesday
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Friday 4th	District Swimming
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Sunday 6th	First Sunday of Lent
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Monday 7th	Canteen opens
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Friday 11th	School Closure Day — Staff Professional Development
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Monday 14th	Labour Day Public Holiday
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Thursday 17th	St Patrick's Day
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	Open Day
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# Canteen

**Reopening Week 6—Monday 7th March**



## CANTEEN PRICE LIST

18.02.2022



### TRY ME I'M HEALTHY!

#### GREEN & AMBER CHOICES

Noodles Bolognese.....	\$4.00
Penne Napolitana.....	\$4.00
Twista Pasta Bolognese Sauce.....	\$4.00
Lasagne.....	\$4.00
Vegetable Lasagne.....	\$4.00
Macaroni Cheese.....	\$4.00
Butter Chicken.....	\$4.00
Pizza (150g): Margarita, Meat lovers, Ham & Pineapple.....	\$3.20

#### CHOOSE CAREFULLY

Meat Pie.....	\$4.00
Aussie Sausage Roll (Large).....	\$3.00
2 Min Noodles: Chicken, Beef.....	\$2.20
Sauce: Tomato or Soy.....	\$0.30

ORDER BAGS.....	\$0.10
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#### AMBER CHOICES

Paddle Pops.....	\$2.00
Mini Calipo.....	\$1.20
Chocolate Ice Cream Tubs.....	\$2.00
Icy Pole Twists: Lemonade.....	\$1.50
Fruit Tubes.....	\$0.50
Red Rock Chips: Plain, Honey Soy.....	\$1.40
JJs: Chicken, BBQ, Burger, Pizza.....	\$1.40
JUICE: Apple, Orange, Apple/Blk Currant.....	\$2.00
MILK: Chocolate, Strawberry.....	\$2.00
WATER.....	\$2.00



Please remind your children that

- \* they have a lunch order
- \* they need to put the lunch order in the class tub first thing in the morning (*late orders are very hard to fill*)
- \* if they are missing something from their order to tell their teacher straight away.

If you have a vinyl Lunch Order Bag, please ensure that it is washed and cleaned on a regular basis. For hygiene and safety reasons, food will only be put into clean bags.



## LUNCH ORDER PROCEDURE

Lunch can be ordered from the Canteen on Monday, Wednesday and Friday.

On the outside of a clean paper lunch bag, clearly print your child's name and grade, followed by the lunch order, prices of items and amount of money enclosed.



Wrap money in glad wrap or foil (to prevent money loss) and place in the bag. Correct money would be appreciated, however if change is required, it will be put back in the child's bag. Please note that the Canteen keeps a record of the amount of change that is given back.

If having the correct money is a problem, you may put money for more than one child in the same bag, as long as each child has their own separate order on a bag. Please indicate which bag contains the money and who the payment is for.

If you do not have a paper lunch bag, please write your order on an envelope and add an **extra .10c** to cover the cost of a lunch bag.

If your order does not contain the correct money, snack items will be deducted to match the cost of the order, or a note requesting short money will be sent home. Please reimburse the Canteen on the next Canteen day.

# Community News

Hi! My name is Neha and I graduated from St. Paul Apostle North in 2015. Following my active involvement in the SPAN school choir and cultural fiesta as the Grade 6 Arts captain, I continued to explore my interest in the creative arts throughout high school. As a piano player, props and set designer, choir performer, dancer and stage manager, I pretty much got a taste of everything arts related. During Year 12, I had the awesome opportunity of being the School Drama Captain and House Debating Captain. I was also the musical director for our school production of the Addams family where I conducted and taught a group of over 60 fellow students! The musical and academic foundations that SPAN instilled within me helped me grow and flourish in both academics and extra-curricular activities.



My passion for science grew alongside the arts and really inspired me to pursue a career in Medicine which practices both. During Year 11, I received a VCE Premier's award for academic excellence in Psychology. This year, I'll be studying Medicine at Monash University and SPAN's core values of respect, responsibility and caring for one another will continue to guide my actions as a future doctor. One piece of advice I have for current SPAN students is to try out a bunch of hobbies until you find one that you really love doing and make sure to stick to it!



## Prep 2023 & Beyond

We are currently accepting enrolments for Prep 2022 & 2023. Please spread the word if you know anyone who is looking for a dynamic and welcoming school. St Paul Apostle North is the place to be!

# School Policies

## St Paul Apostle North Primary School Parent/Guardian/Carer Code of Conduct



St Paul Apostle North Primary School is a school which operates with the consent of the Catholic Archbishop of Melbourne and is owned, operated and governed by Melbourne Archdiocese Catholic Schools Ltd (MACS).

### Purpose

St Paul Apostle North Primary School is committed to ensuring a respectful learning environment that is safe, positive and supportive for all students, staff and visitors of the school.

It is the intention of St Paul Apostle North Primary School to provide clear guidelines to all parents and visitors regarding the conduct expected of them while on the school premises, engaging in school-related activities or representing the school. Parents/guardians/carers and visitors are expected to uphold the school's core values at all times.

### Application

This Code of Conduct applies to all St Paul Apostle North Primary School *parents, guardians, carers and visitors to the school. The application of this code is not limited to the school site and school hours. It extends to all activities and events that are school-related and when visiting or representing the school, including, without limitation, at all times when wearing the school uniform. The code also requires that parent/guardian/carer or visitor actions do not bring the school into disrepute at any time, regardless of whether the action occurs within or outside of school activities.*

### Basic Principles

This Code of Conduct is based on the following principles that everyone at St Paul Apostle North Primary School:

- has the right to be safe
- has the right to be treated with respect and be valued even in disagreement
- has the right to participate within a secure environment without interference, intimidation, harassment, bullying or discrimination
- is encouraged to be respectful, polite, courteous and considerate of others
- has the right to be supported and challenged as ongoing learners.

### Expected Conduct and Bearing of all Parents/Guardians/Carers

It is expected that every parent/guardian/carer will:

- uphold the school's core beliefs and values
- behave in a manner that does not endanger the health, safety and wellbeing of themselves or others

# School Policies

- abide by all health and safety rules and procedures operating within the school and other locations at which they may visit while representing the school
- ensure that their actions do not bring the school into disrepute
- respect school staff and accept their authority and direction within the exercise of their duties at the school
- observe all school rules as required
- strictly adhere to the school's policies and procedures as required
- behave with respect, courtesy and consideration for others
- refrain from all forms of bullying and harassment
- refrain from any form of verbal insult or abuse and from any form of physical abuse or intimidation
- refrain from activities, conduct or communication that would reasonably be seen to undermine the reputation of the school, employees or students of the school, including activities on social media
- respect school property and the property of staff, contractors, volunteers and other students
- not be intoxicated by alcohol or under the influence of illicit drugs or other substances harmful to health while visiting the school site, attending school functions or engaging in school-based activities
- respect school staff and accept their authority and direction within the exercise of their duties at the school
- use the school's Complaints Handling Policy to seek resolution for any problems that arise, and accept the school's procedures for handling matters of complaint.

## Unacceptable Conduct

Unacceptable conduct includes, but is not limited to:

- touching, handling, pushing or otherwise physically or sexually engaging with students, children or others in a manner which is not appropriate and may endanger the health, safety and wellbeing of that person
- any form of physical or verbal violence including fighting, assault or threats of violence
- approaching a child that is not your own with a view to disciplining that child for their behaviour. Such matters are only to be dealt with by school staff
- approaching other school parents to resolve issues arising between students at school. Such matters should be referred to school staff
- any form of cyber bullying or cyber abuse that is directed towards the school, staff members, students or parents or any member connected to the school
- any form of threatening language, gestures or conduct
- language or conduct which is threatening or likely to offend, harass, bully or unfairly discriminate against any student, employee, contractor, volunteer or other

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- corresponding or communicating with school staff in a manner which is unreasonable (including for example, via email or app's) in terms of the frequency or volume of communications, or the nature or tone of such communications
- theft, fraud or misuse of school resources
- the use of inappropriate or profane words or gestures and images
- visiting school, attending social, sporting or other functions while intoxicated by alcohol or under the influence of illicit drugs or other substances harmful to health
- smoking on the school premises or within the immediate environs of the school
- claiming to represent the school in any matter without explicit permission from the school principal to do so.

## Breach of the Code of Conduct

Parents/guardians/carers who breach this code of conduct will be contacted by the school principal. Appropriate action, which may include being banned from coming onto school grounds, attending school functions or school-based activities or, setting mandatory parameters around methods and timing of communication, is at the discretion of the school principal.

Parents/guardians/carers who continually breach this Code of Conduct or who engage in a significant and/or serious breach, will be referred to the principal, who has full discretion to take or to seek the taking of action which may include termination of this enrolment agreement.

Termination of this enrolment agreement may occur in circumstances where any parent/guardian/carer repeatedly breaches the Code of Conduct (after the parent/guardian/carer, or the family collectively, has been warned that any further breach may result in a termination of enrolment), or should any parent/guardian/carer engage in conduct on a single occasion which constitutes a serious breach of the Code of Conduct (involving for example, conduct which poses a serious risk to staff or student health and safety), the circumstances may result in a termination of their child's enrolment.

A decision to withdraw or terminate the enrolment of a student may only be made by the Director, Learning and Regional Services upon consideration of the following:

- the view of the principal of the school
- an objective assessment of all presenting circumstances.

Before any final decision as to termination of enrolment is made, the student's family will be provided with an opportunity to comment on and/or provide any relevant information for consideration in this regard.

In accordance with applicable legislation and the school's Child Protection Policy, the police and/or 'Families and Children's Services' within the Department of Families, Fairness and Housing (DFFH) will be informed of any unlawful breaches of this code.

# Bushfire At-Risk Register - Schools

## School procedures for the bushfire season

Fire danger ratings and warnings are used in Victoria to provide clear direction on the safest options for preserving life.

Schools and children's services listed on the DET Bushfire At-Risk Register (BARR) will be closed when a Code Red fire danger rating day is determined in their Bureau of Meteorology district. **Our school has been identified as being one of those at high bushfire risk and is listed on the BARR.**



Where possible, we will provide parents with up to four days notice of a potential Code Red day closure by email, SMS and via the school app. A Code Red day will be determined by the Emergency Management Commissioner no later than 1.00 pm the day before the potential closure. Once we are advised of the confirmation of the Code Red day we will provide you with advice before the end of the school day.

**Once confirmed, the decision to close will not change, regardless of improvements in the weather forecast.** This is to avoid confusion and help your family plan alternative care arrangements for your child. It is also important to note that:

- No staff will be on site on days where the school is closed due to a forecast Code Red day.
- Out-of-school-hours care will also be cancelled on these days
- School camps will be cancelled if a Code Red fire danger rating day is determined for the Bureau of Meteorology district in which the camp is located.

On these Code Red days families are encouraged to enact their Bushfire Survival Plan – **on such days children should never be left at home or in the care of older children.**

For those of us living in a bushfire prone area, the CFA advise that when Code Red days are forecast, the safest option is to leave the night before or early on the morning of the Code Red day.

As part of preparing our school for potential hazards such as fire, we have updated and completed our Emergency Management Plan, cleared the dead trees behind the gym, cleared our grounds and cleaned out our gutters]

### **What can parents do?**

- Make sure your family's bushfire survival plan is up-to-date and includes alternative care arrangements in the event that our school is closed.
- Ensure we have your current contact details, including your mobile phone numbers. Keep in touch with us by reading our newsletters, by checking our website [www.spanhills.catholic.edu.au](http://www.spanhills.catholic.edu.au) and by looking out for notices on the school App
- Most importantly at this time of year, if you're planning a holiday or short stay in the bush or in a coastal area, you should check warnings in advance of travel and remain vigilant during your stay.
- If your child is old enough, talk to them about bushfires and your family's bushfire survival plan.
- You can access more information about children's services closures on the Department of Education and Training website – see <http://www.education.vic.gov.au/about/programs/health/pages/closures.aspx>
- For up-to-date information on this year's fire season, visit the CFA website at [www.cfa.vic.gov.au](http://www.cfa.vic.gov.au) or call the 24-hour Victorian Bushfires Information Line on 1800 240 667.

## DET EMERGENCY MANAGEMENT



# OPEN EVENING

22 MARCH 2022

### Session 1

4:00 - 5:30 pm

### Session 2

5:30 - 7:00 pm

### Session 3

7:00 - 8:30 pm

### Explore the difference a Nazareth education provides

The Nazareth College Open Evening is a great opportunity for the whole family to experience all our College has to offer. You will hear from our Principal, Mr Sam Cosentino, view performances and demonstrations from several learning areas as well as have the opportunity to ask questions and discuss important aspects of the College with key members of our staff.

Registrations essential

[www.nazareth.vic.edu.au/enrolments/school-tours](http://www.nazareth.vic.edu.au/enrolments/school-tours)



# School Policies

## St Paul Apostle North Primary School Complaints Handling Policy



St Paul Apostle North Primary School is a school which operates with the consent of the Catholic Archbishop of Melbourne and is owned, operated and governed by Melbourne Archdiocese Catholic Schools Ltd (MACS).

### Introduction

St Paul Apostle North Primary School is committed to building a school community that features positive and respectful relationships. Within our school, relationships are founded in the gospel values of justice, compassion, reconciliation and kindness. Such relationships support the learning and development of students and value the innate dignity of each person. It is important that each member of the community, including staff, parents and students, are contributors to the building of the school community. A timely and professional response to complaints is an effective means of encouraging communication, building trust and resolving issues for the betterment of all concerned.

St Paul Apostle North Primary School understands that from time to time complaints arise regarding aspects of our school's operation of programs and activities and that it is important that all members of the community have the opportunity to be heard. St Paul Apostle North Primary School commits to ensuring procedural fairness is observed when dealing with complaints and grievances.

Positive, clear and effective procedures and processes for resolving grievances between the school and community members can assist in building strong relationships, dispelling anxiety and ultimately providing students with a settled and happy learning environment.

The St Paul Apostle North Primary School Codes of Conduct for parents/guardians/carers and students outline the expectations of behaviour for members of our community. The following procedures relate to any concerns that members of the community may have – whether these are serious grievance issues, or relatively minor concerns.

### Principles

In receiving and responding to complaints, the following guiding principles will inform and direct St Paul Apostle North Primary School actions:

- Complaints of a school-based nature are best received and managed at the school level, with the parties involved expected to act in good faith and work together with respect and openness to achieve an outcome acceptable to all parties. Complaints that are unable to be resolved at the local level will be escalated to the relevant MACS Regional Office.
- Complainants can expect their concern or complaint to be responded to in a respectful and timely manner.
- Staff members will be informed of formal complaints that are made about them.
- Complainants and the person/s against whom the complaint is made have the right to be heard and to expect that procedural fairness will be observed.
- Confidentiality, protection of privacy, respect, access, dignity and impartiality will form the basis of the complaints resolution process.
- The complaints resolution process will seek to achieve the restoration of good and respectful relationships.
- The best interests of the school community together with the interests of the individual will be taken into account.

## Definition

### Complaint

A complaint is an expression of dissatisfaction with an action taken, decision made, service provided or handling of an issue at a MACS school.

## Providing Feedback to St Paul Apostle North Primary School

St Paul Apostle North Primary School has procedures and processes in place by which parents/guardians/carers and the broader school community can confidently raise concerns in the knowledge that they will be listened to and their concerns will be professionally managed in a timely, confidential and appropriate manner.

Relationships with the school community are important to us. We take complaints raised by parents/guardians/carers and the broader school community seriously. There are many avenues to provide feedback to school staff. These include:

- annual formal parent/guardian/carer survey
- formally scheduled parent/guardian/carer feedback forums
- meetings with the principal or other staff members to express concerns

## Who to Contact to Make a Complaint

The nature of the complaint will determine who is the most appropriate person or body to manage the concerns raised. Complaints should be directed to the St Paul Apostle North Primary School principal in the first instance.

For complaints of a serious nature involving school staff, the following additional information is provided.

### Misconduct or serious misconduct

All complaints of alleged misconduct or serious misconduct by a teacher or staff member should be reported to the principal of St Paul Apostle North Primary School.

Complaints about teachers can also be reported to the Victorian Institute of Teaching (VIT) – the regulator in relation to the registration and investigation of serious misconduct (including conduct which is of a physical or emotional nature) of all teachers in the state of Victoria. If unsure whether the complaint constitutes serious misconduct by a teacher, contact the VIT on 1300 888 067 or [vit@vit.vic.edu.au](mailto:vit@vit.vic.edu.au).

In some cases, certain actions which involve physical or emotional misconduct, such as unlawful assault or threats to the person, may constitute a criminal offence. These types of offences should be reported to and investigated by the police. Initial consultation with the principal of St Paul Apostle North Primary School may help to determine the appropriate course of action in these circumstances.

### Child abuse (including sexual offences)

Complaints of alleged child abuse (including sexual offences) of school students should be reported to the principal of St Paul Apostle North Primary School.

There are legal obligations on all adults to report child abuse to police once a reasonable belief is formed that a sexual offence has been committed against a child.

Failure to disclose a sexual offence against a child is a criminal offence under section 327 of the *Crimes Act 1958* (Vic.) (Crimes Act) and applies to all adults (18 years of age and over) in Victoria.

Communication with children under 16 years of age by teachers, staff or any other person to prepare or groom a child for future sexual activity is a criminal offence under section 49M(1) of the Crimes Act and must be reported to the police. The offence of grooming applies to any person aged 18 years or over and does not apply to communication between people who are both under 18 years of age.

### Complaints against the principal of St Paul Apostle North Primary School

In the case of a complaint involving the principal of St Paul Apostle North Primary School, the appropriate MACS Regional General Manager should be informed immediately.

MACS Regional Offices are located in the north, south, east and west of metropolitan Melbourne. Contact details are listed at the end of this policy.

### Complaints against the clergy or other persons involved in religious ministry

If the complaint relates to the clergy or other persons involved in religious ministry with St Paul Apostle North Primary School, the complainant should contact and seek advice from the Professional Standards unit of the Vicar General's Office in the Archdiocese of Melbourne, 383 Albert Street, East Melbourne. Visit [www.melbournecatholic.org](http://www.melbournecatholic.org) or contact 03 9926 5677. If the person is a member of a religious order, the complainant should also contact the provincial head or professional standards office of that congregation or religious order.

### Anonymous complaints

St Paul Apostle North Primary School endeavours to address and respond to all complaints. In some situations, we may not be able to fully address complaints that are made anonymously or without sufficient detail being provided to enable an inquiry or resolution of the matter. To ensure procedural fairness, respondents have a right to know the particulars of the allegations being made against them and be given an opportunity to respond to them. Where possible, complainants are encouraged to give their names and to be reassured that we will deal with complaints professionally and in accordance with procedural fairness and confidentiality. If the complainant wishes to remain anonymous, it is at the principal's discretion what, if any, action will be taken. Anonymous complaints will be recorded in the same manner that all other complaints are recorded.

### Complaints in relation to Information Sharing Schemes

St Paul Apostle North Primary School is a prescribed Information Sharing Entity (ISE) that may share information under the Child Information Sharing Scheme (CISS) and the Family Violence Information Sharing Scheme (FVISS).

The school, as an ISE, may receive complaints from individuals in relation to its conduct as an ISE under the CISS or FVISS. It may also receive a complaint from another ISE.

The following information is recorded where a complaint is received under the CISS or FVISS:

- the date the complaint was made and received
- the nature of the complaint
- the action taken to resolve the complaint
- the action taken to lessen or prevent the issue from recurring
- the time taken to resolve the complaint
- further action taken if the complaint was not resolved.

### Complaints relating to reportable conduct

Legal obligations are imposed on the MACS Head of Entity to report to the Commission for Child and Young People (CCYP), and investigate allegations of reportable conduct, where those allegations are based on a person's reasonable belief that reportable conduct or misconduct involving reportable conduct has occurred. Reportable conduct includes the following:

- sexual offences against, with or in the presence of a child
- sexual misconduct against, with or in the presence of a child
- physical violence against, with or in the presence of a child
- behaviour that causes significant psychological or emotional harm
- significant neglect.

Complaints relating to a reportable conduct allegation which meets the requisite threshold and which involves a MACS employee (which amongst others, can include a teacher, principal, volunteer or contractor) must be reported.

Complaints of reportable conduct in relation to an employee (other than a principal) at a MACS primary school or MACS secondary college should be reported to the principal of the school. Complaints of reportable conduct involving a principal at a MACS primary school or MACS secondary college should be reported to the MACS Regional General Manager.

Further information can be found in the School's Reportable Conduct Policy.

## Procedures for Complaints about Issues at St Paul Apostle North Primary School

St Paul Apostle North Primary School has developed and maintains a fair, effective and efficient complaints-handling procedure so that complaints about events or decisions at St Paul Apostle North Primary School can be addressed. The following steps can guide the procedure in making a complaint about issues arising at St Paul Apostle North Primary School.

### Clarify the issue

- Be clear about the topic or issue to be discussed.
- Be mindful of the need to ascertain all the facts relating to the circumstances of the topic or issue.
- Think about what would be an acceptable outcome.
- Check and observe the St Paul Apostle North Primary School complaints handling policy.

### Making the complaint

- Write an appropriate note or email to the relevant person (e.g. classroom teacher) outlining your concerns.
- Make an appointment to speak via phone or in person with the relevant person/s.
- Consider speaking with the St Paul Apostle North Primary School student wellbeing leader, if appropriate.
- Arrange meeting times or phone calls through the St Paul Apostle North Primary School office.
- Ensure the relevant person/s is given a reasonable amount of time to take the steps required to resolve or address the concerns.

### Contact the principal or deputy principal

- If the issue remains unresolved after discussion with the relevant person/s at the school, request an appointment, through the St Paul Apostle North Primary School office, to discuss the concern with the principal or deputy principal.
- The principal may be represented by another senior staff member. If the relevant staff member is going to be present at the meeting, the meeting time is more likely to occur outside classroom hours.

## Expectations of and Information for Parents/Guardians/Carers

In making a complaint, St Paul Apostle North Primary School requests and expects that the complainant will:

- raise the concern or complaint as soon as possible after the issue has arisen
- communicate and respond in ways that are constructive, fair and respectful
- provide complete and factual information about the concern or complaint
- observe confidentiality and a respect for sensitive issues
- act in good faith to achieve an outcome acceptable to all parties
- have realistic and reasonable expectations about possible outcomes/remedies.

If your concern/complaint relates to your child's treatment by another student or students while at St Paul Apostle North Primary School, we expect that you will refer your complaint directly to the school, via your child's class teacher, deputy principal or principal. Under no circumstances should you approach another student in the care of the school to discuss the issue or chastise them. Direct contact with parents to resolve the matter is also discouraged if the complaint pertains to issues or incidents that have arisen at the school.

Parents/guardians/carers making complaints are to be respectful, confidential and courteous. Parents/guardians/carers who are unreasonable, threatening or discourteous can expect their discussions with the principal to be terminated until such time as an alternative discussion time is arranged by the school.

## Process for Dealing with Complaints

The school will record the details of all complaints including the name and contact details of the persons making the complaint. The school will then refer the complaint to the most appropriate person to undertake an inquiry. There will be many occasions that this will be someone other than the principal. The staff member conducting the inquiry may conduct a preliminary inquiry or communicate with the parent to discuss the matter further.

If the scope of the inquiry is beyond the capacity or jurisdiction of the school, the matter will be referred to the MACS Regional General Manager and the parent/guardian/carer will be informed of the referral.

Parents/guardians/carers discussing complaints with the principal may be accompanied by a support person. The support person can be a family member, a friend or a professional with knowledge of the student. Any person acting in a professional capacity on behalf of the parents/guardians/carers must provide their occupational details and full name prior to the meeting being held. It is at the principal's discretion if an external professional is a participating member of any school meeting. The support person may encourage and facilitate sharing of parent/guardian/carer knowledge, perception and issues. The support person should support a positive working relationship between all parties. The support person does not speak on behalf of parents/guardians/carers when discussing complaints with the principal.

Any inquiry conducted by the school will be done so in a timely, efficient and confidential manner, ensuring the fair principles on natural justice are applied for all. Parents/guardians/carers will be provided with an anticipated timeframe for a resolution. The staff member conducting the inquiry will record the details of the inquiry.

Privacy laws may prohibit information being provided to the complainant of any specific action that has been taken in relation to individuals about whom the complaint has been raised.

## Outcomes of Complaints

Outcomes of complaints and grievances can include the following:

- an apology – either verbal or written
- mediation – with an internal or external mediator
- an official warning
- disciplinary action
- a behavioural contract (in the case of a student)
- pastoral or spiritual care
- an understanding that the behaviour will not be repeated
- a change in policy or procedure.

## Complaint Escalation

If the matter cannot be resolved at the school level, or if the complaint is about the principal of St Paul Apostle North Primary School, complainants may contact the relevant MACS Regional Office. Alternatively, parents/guardians/carers may lodge a complaint online at [www.macs.vic.edu.au/Contact-Us/Complaints.aspx](http://www.macs.vic.edu.au/Contact-Us/Complaints.aspx).

When a complaint is serious or the complaint is not resolved after the involvement of the MACS Regional General Manager, it may be referred to the MACS Executive Director for review.

If the complaint is unable to be resolved to the satisfaction of the complainant, but the matter is however finalised, the complainant has the right to seek alternative independent or other advice, or contact other entities such as the Victorian Equal Opportunity and Human Rights Commission, or the Victorian Civil and Administrative Tribunal. Complaints related to the minimum standards for school registration can be referred to the Victorian Registration and Qualifications Authority (VRQA).

## Withdrawal of a Complaint

A complaint can be withdrawn at any stage during the complaint management procedures. A complaint should be retracted in writing by the complainant and addressed to the principal of St Paul Apostle North Primary School or the relevant MACS Regional Manager.

## MACS Regional Office Contact Details

Eastern Regional Office  
39 Hewish Road  
CROYDON VIC 3136  
Ph: 03 9427 6400  
Email: [ero@macs.vic.edu.au](mailto:ero@macs.vic.edu.au)

Northern Regional Office  
25 Norwood Crescent  
MOONEE PONDS VIC 3039  
Ph: 03 8387 3200  
Email: [nro@macs.vic.edu.au](mailto:nro@macs.vic.edu.au)

Southern Regional Office  
602 South Road  
MOORABBIN EAST VIC 3189  
Ph: 03 8301 7400  
Email: [sro@macs.vic.edu.au](mailto:sro@macs.vic.edu.au)

Western Regional Office  
47 Synnot Street  
WERRIBEE VIC 3030  
Ph: 03 8412 2400  
Email: [wro@macs.vic.edu.au](mailto:wro@macs.vic.edu.au)

**2022 - TERM 1**

**31 JANUARY— 8 APRIL**

**SCHOOL SUPERVISION TIMES 8.30am-3.40pm** Supervision before school commences at 8.30am. Children should not arrive at school before this time. Students need to be at school by 8.45am for 8.50am start. School finishes at 3.20pm. Teachers are on duty until 3.40pm. Students need to be collected by 3.40pm. The school has an Out of School Hours Care Program to assist families .

**SCHOOL GATES** Please note that, for the safety of your children, the school gates will be locked between **9.00am** and **3.10pm** every day. The gates will be locked at 3.40pm. Please ensure that you do not park at the back of the school after this time as you will be locked in.

**CANTEEN** The canteen operates every Monday, Wednesday and Friday—**Beginning Week 6 this term.**

**UNIFORM SHOP** The Uniform Shop is open every Wednesday from 8.30am-10.00am in the Specialist Block. Uniforms can also be purchased directly from our suppliers, KLAD Sports (8 Macro Court, Rowville. 9763-0266).

Good quality secondhand uniforms are also available. Please enquire at the school office.

