Dear Parent & Carers,

MAKING A COMPLAINT AT SCHOOL: Please see below DETE ‘MAKING A COMPLAINT INFORMATION FOR PARENTS & CARERS’ Brochure:

During the course of your child’s school years, you may have cause to make a complaint about an issue or concern you have with their education. The Department of Education and Training is committed to ensuring that all complaints are dealt with in a fair and equitable manner. There are processes and support networks in place to enable you and your child to work through any issues or concerns you may have. To achieve an effective resolution for all parties, when making your complaint, you should ensure you:

- Provide complete and factual information in a timely manner
- Deliver your complaint in a calm and reasoned manner
- Avoid making frivolous or vexatious complaints
- Or using deliberately false or misleading information.

You should be aware that if you are making a complaint about a staff member or school volunteer that, in most instances, the staff member will be told of the complaint and offered the right of reply. You also have the right to have a support person participate throughout the process. The following four-step procedures is in place to assist parents/carers and school staff to reach an outcomes that is in the best interest of the student:

1. **DISCUSS YOUR COMPLAINT WITH THE CLASS TEACHER** (In a calm, reasoned and respectful manner)

   If your complaint is with your child’s teacher or relates to an issue concerning your child’s experience at school, make an appointment with that teacher as soon as possible through the office. Discuss your complaint with the teacher and give the teacher an opportunity to suggest a solution. The teacher will make a record of your complaint and report your meeting and any outcomes to the principal. Together, both you and your child’s teacher should be able to resolve the problem at this level.

2. **DISCUSS YOUR COMPLAINT WITH THE PRINCIPAL**

   If your complaint is with your child’s teacher or relates to an issue concerning your child’s experience at school, make an appointment with that teacher as soon as possible through the office. Discuss your complaint with the teacher and give the teacher an opportunity to suggest a solution. The teacher will make a record of your complaint and report your meeting and any outcomes to the principal. Together, both you and your child’s teacher should be able to resolve the problem at this level.

March 11, Term 1, Week 7

**DATES TO REMEMBER**

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<th>Event</th>
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<td>UNIFORM SHOP OPEN</td>
<td>Wed 8-10</td>
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<tr>
<td>NOMADS PLAYGROUP</td>
<td>Mon 9:00-10:30am</td>
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<td>TUCKSHOP</td>
<td>Thu &amp; Fri</td>
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<td>YR 1 FIRE ED PROGRAM</td>
<td>Thu 12 March</td>
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<td>YR 3 BILAI EXCURSION</td>
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<td>130TH BIRTHDAY MEETING</td>
<td>Tue 17 March 4pm</td>
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<td>SAKG KITCHEN: 4F, 3W, 5L</td>
<td>Wed 17 March</td>
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<td>GARDEN: 4C, 3B, 6B</td>
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<td>PARADE (PERFORMANCE BY SL)</td>
<td>Wed 18 March</td>
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<td>PREP HARMONY DAY</td>
<td>Fri 20 March</td>
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<td>P/T MEETING BOOKINGS CLOSE</td>
<td>Fri 20 March 3pm</td>
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<td>P/T INTERVIEWS</td>
<td>23 March—2 April</td>
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<td>SAKG KITCHEN: 4C, 3B, 5/6</td>
<td>Tue 24 March</td>
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<td>GARDEN: 4F, 3W</td>
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<td>YR 4 FORT LYTTON EXCURSION</td>
<td>Tue 24 March</td>
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<tr>
<td>P &amp; C AGM and GENERAL MEETING</td>
<td>Tue Mar 24 6:30 pm</td>
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<td>SCHOOL CROSS COUNTRY</td>
<td>Fri 27 March</td>
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<td>P &amp; C DISCO</td>
<td>Fri Mar 27 5:30-8:00</td>
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<td>SCHOOL PHOTOS</td>
<td>Mon 30 &amp; Tue 31 Mar</td>
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3. CONTACT YOUR LOCAL EDUCATION OFFICE
If you have discussed your complaint with the principal and still feel that you have not reached a resolution, you have the right to contact your local Department of Education and Training office. Complaints may be lodged by telephone or in writing. Your complaint should be specific in detail and outline the steps you have taken to resolve the issue. Ensure your complaint includes your full name and address and that you have signed and dated it. It is also a good idea to keep a copy for your own records. Anonymous complaints will only be acted on if enough information has been provided to allow for follow-up with the relevant school principal.

When you contact your local education office a record will be made of your complaint. You will also be advised that your name and the nature of your complaint will be reported back to the principal of your school. Local office staff will then work with you and your school to seek a resolution. Address and telephone numbers for the DETE offices are listed in the White Pages of your local telephone directory and are also available through the Schools Directory at www.education.qld.gov.au/directory/

4. INDEPENDENT REVIEW
If you have not been able to resolve your complaint through these formal processes, you can lodge your complaint with the Qld Ombudsman. The Ombudsman may be contacted at:

Office of the Ombudsman
GPO Box 3314, Brisbane, Qld, 4001
Email: ombudsman@ombudsman.qld.gov.au
Telephone: (07) 3005 7000 or
Toll Free: 1800 068 908
Fax: (07) 3005 7067

THE ROLE OF THE PARENTS AND CITIZENS' ASSOCIATIONS (P&Cs)
Complaints about services that are run or managed by the P&C at your school, for example after school care of the tuckshop, should be directed to the P&C in the first instance.

DETE 'Making A Complaint Information for Parents & Carers' Brochure

SCHOOL NEWSLETTER
Over the past 2 weeks, we have surveyed parents (through the newsletter) to determine the preferred method of receiving the weekly newsletter. Many thanks to the 34 families who responded to the survey. The results were fairly evenly spread: Paper copy only: 10 responses; Electronic copy only: 14 responses; Paper & Electronic copy: 10 responses. Given the small number of responses, we have assumed that most people are happy with the current system, so we have decided to continue with both the paper and electronic versions of the weekly newsletter.

PARENT/TEACHER INTERVIEWS
Interviews will be conducted for P-6 parents throughout Weeks 9 & 10 of this term. To book your interviews online, please go to: www.schoolinterviews.com.au and use the Event Code 5DHYB before Friday 20 March at 3.00pm.

 Regards,
Kdy

SPORTS NEWS with John McKie
I would like to firstly introduce myself as the new PE Teacher at North Arm State School. All staff, parents and students have made me feel extremely welcome. I have been hugely impressed with the student’s level of ability and enthusiasm in PE lessons.

I would like to congratulate and say a big well done to these students; Connor S, Connor L, Nina DeG, Phoebe W, Teyha K, Molly R, Griffin W and Abbie B who represented NASS at Thursday's District Swimming Carnival. North Arm did extremely well coming second overall out of all the schools in the points tally. An extra mention must go to Griffin W and Abbie B who won the age champion awards for their age groups. Griffin and Abbie will now compete at the Regional Trials in the hope of making it through to the Queensland Championships that are to be held later in the year. Good Luck!

Just a reminder that North Arm's annual Cross Country is coming up, and will be held at North Arm State School in Week 9, 27th of March. Events will begin at 11:50am. A permission note, and details will be going home next week.

P & C NEWS
• Everyone is welcome to attend our AGM on 24th March. Nomination forms for the executive roles are available from the office.
• 130 year celebration & fete (12th Sep) - we are currently looking for volunteers to help with coordinating many areas of this event! Please come along to our next meeting on Tues 17th March at 4pm and join the team.
• Disco - We are holding our first Disco of the year on Fri 27th March. We are also looking for wonderful helpers to assist with set up, BBQ, Canteen, Glow sticks, security and pack-up.
• Flexischools - If you would like help setting up an account to use for Tuckshop and Uniform shop, don't forget there is a helpline you can call to get started -1300 361 769
• Mother's Day stall- We are seeking a parent or two to co-ordinate the Mother's Day Stall in term 2. Please contact Tracy on 0439 726 605 if you are available to do this. Thanks Summer Read (P&C Secretary)

TUCKSHOP NEWS with Lisa Mitchell
This week our not-so-naughty NACHOS are back!! We are busier than ever, so please order via flexischools if at all possible. Orders placed before 8am are really appreciated - it makes a big difference, especially when we are short on volunteers. If you're having trouble setting up flexischools, just give them a call on 1300 361 769 and they will help you out. We would love to see some new faces helping out in the Tuckshop. Even just 15 minutes in the morning makes a BIG difference! I still need helpers every Thursday and Friday morning to put stickers on bags. Why not pop in 15 mins early and help label some bags (your kids can help out, too)! Gracias Amigos!

STEPHANIE ALEXANDER KITCHEN GARDEN NEWS In the Kitchen with Lis Anderson-McColl
This week's menu is Vietnamese Rice Paper Rolls with dipping sauce, Citrus Flavoured water and Banana and Mango Fruit Mousse (dairy free). Recipes will be put on the school website under the Resources/Documents Tabs. Rice paper rolls are a healthy and tasty way to include more vegetables in your diet. We are also making more Bunya Nut Basil Pesto for students to sell at the next parade. Prices range from $4-$6 depending on the size of the jars. I am always needing small 250-350g jars. Also does anyone's grandmother have some old pinking shears that they don't need anymore (zigzag fabric scissors to stop fabric fraying)?
Help your kids build their own firewall against online Nasties

The online world provides endless access to inappropriate content for our kids. Filters can play a part, but as Catherine Gerhardt describes, it’s much better to have a fully rounded approach to tackling the issue.

Fiction vs. reality. One of the biggest concerns I have as a parent at the moment is the relative ease with which children can have access to online pornography. Recent studies revealed that children as young as eight years old have seen it, and most kids have witnessed it before parents even considered discussing it. For me, it’s about considering what the long-term effects are going to be on our children’s future relationships. With wide access to the internet, including mobile devices and gaming systems, it is too easy for even young children to reach inappropriate content.

Most kids who have seen pornography know immediately that it feels wrong. They can feel “strange” and their personal instincts kick in like an alarm system telling them something is not quite right. They may feel sick, embarrassed, confused. Some kids stumble across it (many porn sites know popular key strokes kids use), and others are exposed to it by friends or family.

Is pornography really that big of a deal for our kids? The simple answer is yet. Pornography damages their brains by tricking them into releasing the same pleasure chemicals that drugs do. “A child’s brain is more vulnerable as it is rapidly forming neural connections. Viewing pornography can reprogram a child’s brain and initiate an addiction that is often harder to overcome than drugs or alcohol,” says Kristen Jenson, author of Good Pictures, Bad Pictures.

Pornography harms relationships. Youth are being exposed to pornography even before they have had the opportunity to experience a relationship. Teens tell researchers that they don’t like pornography but they feel pressured to watch it, and they even acknowledge that it provides a model for them to follow. When we start to think about kids getting sex education from pornography, we can start to understand why we should be worried about their future relationships. Viewing pornography is setting up unrealistic expectations and desensitizing sexual expectations. Pornography can distort a person’s view of what a healthy relationship should be, and devalues the principles of mutual respect, trust and love we expect our children to experience in the future.

What can parents do to build their child’s firewall?

Be proactive, be preventative. Like most things it’s helpful for parents to begin the conversation before their child becomes interested in porn. Younger kids are more likely to see the parent as a dependable source of information; by the time they are teenagers peers become the reliable source and peer pressure and curiosity can lead them down a path of unrealistic expectations and perhaps, even addiction.

Be open. Most kids won’t tell their parents because they know they shouldn’t be looking at that stuff and, worst of all, you might take the technology away from them. Be honest, for many of us that might be our first reaction. But in hindsight it only prevents kids from telling us about their online experiences later on. It’s okay to say, “Thanks for telling me, I’ve had that happen too”, or “Let’s look into that together”.

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