### Our Lady of Lourdes Primary

5 Canyon Road, Baulkham Hills South Telephone: 8841 3700

Email: ololbhills@parra.catholic.edu.au www.ololbhills.parra.catholic.edu.au

### Term 3 Week 7

### 6th September, 2019

### 2019 Dates to Remember

Term 3- September

Tuesday 10th
UNSW Competition:
Writing

Thursday 12th 9.30am Year 2 Mass

Reconciliation 4L

UNSW Competition : Spelling

<u>Sunday 15th</u> 9.30am Parish/Family Mass Year 5

Tuesday 17th
UNSW Competition:
English

<u>Wednesday 18th</u> 5.30pm First Reconciliation

Thursday 19th
5.30pm First Reconciliation
UNSW Competition:
Mathematics

Friday 20th Year 5 Shrek Day Infants Sports Carnival

<u>Tuesday 24th</u> 2.30pm Principal and Citizenship Assembly

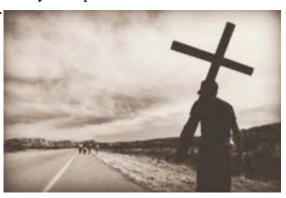
<u>Friday 27th</u> Stage 3 Touch football Gala day

Last day of Term 3

### The Gospel reading for this Sunday is taken from Luke 14:25-33

Great crowds accompanied Jesus on his way and he turned and spoke to them. 'If any man comes to me without hating his father, mother, wife, children, brothers, sisters, yes and his own life too, he cannot be my disciple. Anyone who does not carry his cross and come after me cannot be my disciple.

'And indeed, which of you here, intending to build a tower, would not first sit down and work out the cost to see if he had enough to complete it? Otherwise, if he laid the foundation and then found himself unable to finish the work, the onlookers would all start



making fun of him and saying, "Here is a man who started to build and was unable to finish." Or again, what king marching to war against another king would not first sit down and consider whether with ten thousand men he could stand up to the other who advanced against him with twenty thousand? If not, then while the other king was still a long way off, he would send envoys to sue for peace. So in the same way, none of you can be my disciple unless he gives up all his possessions.'

(Ref: Liturgyhelp.com)

### Year 5 Family/Parish Mass



Our next Family/Parish Mass will be celebrated on Sunday, 15th September, at 9.30am. All families, especially Year 5, are welcome. Mass will be followed by morning tea in the Parish House.



### First Reconciliation



On the 18th and 19th of September, students from our school and parish community will receive the Sacrament of Reconciliation. Our thoughts and prayers are with these children and their families. "The peace that Christ gives is to guide you in the decisions you make, for it is to this peace that God has called you together in the one body. And be thankful.

Christ's message in all its riches must live in your hearts." (Colossians 3:15-16)

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### School News

### Assembly Awards Week 6, Term 3 2019

**Congratulations** to the following students who have received Awards at this week's assembly.

CI	CA I ANI		I CA I A N	
Class	Student Names	Class	Student Names	
KO	Annabelle Tannous	KS	Eleanor Gambino	
	Lucie Fallins		Jonathan Schiller	
	Akash Jangra		Scarlett Gardiner	
			Ashley Thackeray	
1 <b>D</b>	Lilijana Tamas	1H	Elizabeth Badaoui	_
	Thomas Robertson		Alana Connelly	
	Sophie Roberts		Mayra Tripathi	
	Jacob Grech		George Zaidan	
	Madison Lourens			
2G	Ava Cetinic	2P	Prinze Arbizo	
	Sarah Williamson		Mia-Lore Bayeh	
	Curtis Badaoui		Harlow Wayne	
	Lydia Hasham		Rhea Murarikar	
	Kyla Single			
<b>3S</b>	Braith Sharbean	3Y	Raymond Hallal	
	Ruby Smith		Phoenix Wynn-Chacon	
	Isabelle Tannous		Thomas Emanuel	
	Elijah Zackey			
	Oliver Zalloua			
<b>4G</b>	Thomas Williamson	<b>4</b> L	Allegra Petersen	
	Henry O'Brien		Carter O'Neil	
	Peter Alam		Benjamin Mathews	
	Andrew Qummou		Anabelle Jahjah	
<b>5</b> C	Izna Khandelwal	5M	Jack Mc Millan	
	Souria Pathak		Aliera Craig	
	Nehansa Udunuwara		Victoria Batty	
	Benjamin Hasham			
6M	Joshua Cetinic	6P	Larissa Boyagi	WELL
	Joel Leamore		Amorette D'Souza	DUNE
	Kobe Soriano		Eliarne McCorkell	11
	Jessica Truong		Rafael Rebaza	M
			Matthew Schiller	

### **Managing Complaints**

Please find attached Parramatta Catholic Diocese complaint handling policy.

For further information outlined in this document or to make a complaint, please contact CEDP at communityliaison@parra.catholic.edu.au or telephone on 9840 5600.

### **Important dates**

### School Term 2019

Term	Commences	First day for	Concludes	Last Day for
		Students		Students
Term 3	Monday 22nd		Friday 27 <sup>th</sup>	
	July		September	
Term 4	Monday 14 <sup>th</sup>	Tuesday 15 <sup>th</sup>	Friday 20 <sup>th</sup>	Wednesday 18 <sup>th</sup>
	October	October	December	December

### **Staff Development Days 2019**

- Monday 14<sup>th</sup> October (Term 4) Thursday 19<sup>th</sup> and Friday 20<sup>th</sup> December (Term 4)

### **School Term 2020**

Term	Commences	First day for Students	Concludes	Last Day for Students
Term 1	Tuesday 28 <sup>th</sup> January	Thursday 30 <sup>th</sup> January	Thursday 9th April	
Term 2	Monday 27 <sup>th</sup> April		Friday 3 <sup>rd</sup> July	
Term 3	Monday 20 <sup>th</sup> July		Friday 25 <sup>th</sup> September	
Term 4	Monday 12 <sup>th</sup> October		Friday 18 <sup>th</sup> December	Wednesday 16 <sup>th</sup> December

### **Staff Development Days 2020**

Tuesday 28<sup>th</sup> and Wednesday 29<sup>th</sup> January

### **Public Holidays**

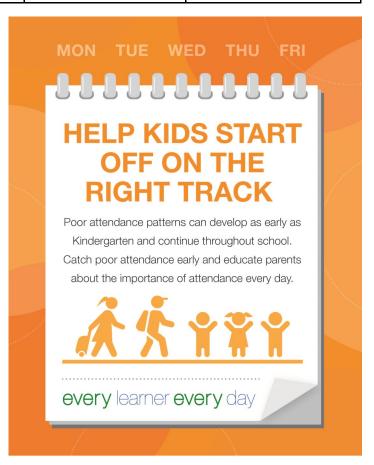
- Monday 27th January, Australia Day
- Friday 10th April, Good Friday
- Monday 8th June, Queens Birthday
- Monday 5th October, Labour Day

### Social Skills

### Respect and Integrity - showing good manners and communication skills

- Saying 'please', 'thank you'
- Excuse me please / Waiting for your turn to speak





### P & F News

What a great turn out we had for our Father's Day Breakfast last week. A big thank you to Meredith Nolan for organising this special event on behalf of the P&F and also thank you to the many kind helpers who arrived early to cook and serve our delicious breakfast.

We must also say thank you to Angie Lee for organising an awesome Father's Day Stall where the students enjoyed a spot of autonomous spending for the special men in their lives. No doubt everyone enjoyed opening these gifts last Sunday.

We had a great array of gifts donated for the Father's Day Raffle which could not have happened without the generous support of many families. Thank you to everyone who so kindly donated. The exciting prizes were taken home by the following lucky students:

Prize	Winner		Prize	Winner		
1st	Charlotte	KO	11th	Olivia	KO	
2nd	Sophie	6M	12th	Alina	3Y	
3rd	Chantel	3S	13th	Chloe	2G	
4th	Daniel M	KS	14th	Sophie	6M	
5th	Chloe	2G	15th	Chase	1D	TRAFFLE
6th	Sebastian M	2G	16th	Peter M	3S	
7th	Annabelle	3S	17th	Sophie	4G	
8th	Emma	5C	18th	Ms Messina	5M	
9th	Luke	5C	19th	Matthew K	1H	
10th	Isaac	5M	<b>20th</b>	Peter	4G	



### Fete Update

Now that all these exciting term 2 events have passed it's time to refocus on our Fete! Reminder to make sure you are free to join us on **NOVEMBER 9**<sup>th</sup> 10am -4pm

### We are looking for helpers to coordinate the following stalls prior to the day:

\*Arcade Games \* Plant Stall \*Slushie Stall \*Disco \*Craft Stall

\*Craft Stall \*Main Stage \*Run the Chocolate Wheel \*Cupcake Decorating \*Hair Station

If you are interested in organising any of these stalls we would love to hear from you ASAP via e-mail at ololbhevents@gmail.com We would hate to have to cut stalls due to lack of coordinators. We know many of you are strapped for time so we will definitely be able to help you in planning and we will round up helpers next term so you won't be running the stall all day.

### SHOWBAGS ARE ON SALE – FOR 2 WEEKS ONLY!!!

No doubt your children have come home today very excited about the prospect of buying showbags! This year all orders need to be made online via the flexischools app. If you already have an account you will now be able to see this on your order options. CUT OFF DATE IS FRIDAY 20<sup>th</sup> SEPTEMBER at 11:59pm. If you forget to order by this date a small number of bags will be available for purchase on the day. Showbags will be available for pickup on the day of the Fete! Please see attached flyer for further details.

Market Stalls spaces are once again being offered at our Fete. Please contact Carina on 0414 412 422 or e-mail us at ololbhevents@gmail.com for further details. Be quick if you are interested as we only have a limited number of stalls available!

Main Stage – Is your child part of a group who would like to perform at our Fete? If so we would love to hear from you. We would love dancing schools, martial arts etc for a 20-30 minute performance. Please e-mail us at ololbhevents@gmail.com for further details.

Thank you so much to the generous families who contributed to our voucher drive. Donations are still welcome via the front office.

Such a huge community event requires many helpers. Thank you to those who are already on board. We'd definitely love to hear from anyone else who is able to help us in the lead up too! Thanks so much, P&F

Recently Year One went on their excursion to The Big Dig archaeology site in The Rocks. Here are a few sentences and photos from their recounts.

- I woke up early because I was so excited to go to the city.
- We went on a very big bus that fitted the whole of Year One.
- Next we went over the Harbour Bridge and then we were in the city.
- We had so much fun being archaeologists!
- "Wow!" I said. The city was extremely big.
- We found ourselves at The Big Dig.
- Then we got off the bus and saw the cobblestones.
- We sat on the cobblestones to eat recess before we went to The Big Dig.





- Then we took our shoes off and dug for artefacts.
- When I got in the sand I felt like I was an archaeologist.
- The sand felt squirmy in my toes.
- We got shovels and dug in the sand. We got a horse shoe and a broken piece of plate.
- I found a few artefacts because we were archaeologists.





- We learnt that Anne was a baker, George was a butcher and Margaret was a knitter.
- Finally, we got an artefact to draw and drew the artefact and wrote about the artefact. got a wooden peg.
- It was so much fun to see how it would be to live in the olden days.
- It was the best excursion in the world. I was very tired at bed time.

### Religious Education in Year 3

Year Three have been learning about the Sacrament of Reconciliation. We began by reflecting upon how our choices impact on our relationship with God and with others. Students learnt the importance of receiving forgiveness and being reconciled with God and those we interact with each day.

Students also learnt about forgiveness through the scripture of The Prodigal Son. Jesus reminds us that God loves us even when we hurt Him and those around us.

As humans we are not perfect. We make mistakes and hurt people. However, just as the father in The Prodigal Son welcomed his son back after wasting what he was given, God offers us forgiveness willingly when we turn back to Him with all our hearts.

Year Three have learnt about The Act of Contrition, a special prayer we pray during the Sacrament of Reconciliation.

### Prayers by Year 3



Dear God, I have sinned against you and heaven. I was lost and you guided me to the right path of Jesus. You are always with me to help me not to sin. Your love and compassion is stronger than anything. I was a long way off and you pulled me towards you. I am worthy of your love.



Dear Lord, thank you for always forgiving us when we walk on the wrong path. You are the leading light when we are lost in the darkness. We are the lost sheep and you are our beloved shepherd teaching us the right way.



Dear Lord,

We were once lost and now found, dead and now alive. We are very thankful Lord, that you invited us to join heaven in your presence. We are worthy enough to share your commandment of love with everyone. Help us to always forgive others.

O my God,

I am very sorry that I have sinned against you, because you are so good and with your help I will not sin again.



### OLOL Carnival – Sat 9<sup>th</sup> NOV SHOW BAGS

ORDERS ARE TO BE MADE ONLINE ON AT www. flexischools.com.au or the Flexischools APP once an account has been created

\*\*\* PRE - ORDERS ARE TO BE MADE ONLINE UNTIL 11.59PM 19 SEPTEMBER 2019 ONLY \*\*\*

### POPS & FIZZ SHOWBAG - \$9.00



- 1 X 42.5g Triple Dipper Sherbet Dip
- 1 X Little Ripper Sparkling Candy
- 2 X Wicked Fizz Pops
- 2 X Rainbow Lollipops
- 2 X Tnt Sour Crazy Crackles
- 1 X Tnt Dopey Dunks Dip
- 4 X Chupa Chups Chuck Lollipops
- 2 X 13g Giant Rainbow Straw
- 8 X Little Ripper Chew Bars

### DAIRY MILK SHOWBAG -\$9.00



- 10 X 12g Bite Size Dairy Milk
- 1 X 15g Bite Size Crunchie
- 1 X 15g Bite Size Cherry Ripe
- 1 X 15g Bite Size Picnic
- 1 X 15g Bite Size Boost
- 1 X Playing Cards

### WARHEADS SHOWBAG - \$9.00



- 12 X 3.2g Mega Warheads Assorted
- 1 X 28g Warheads Candy
- 1 X 20ml Warheads Sour Spray Candy
- 2 X 15q Warheads Sour Bombs
- 1 X 15g Warheads Jelly Beans
- 1 X 9g Warheads Pucker Pack
- 2 X 8g Warheads Lollipops
- 2 X 6g Warheads Colossal

### BOYS ROCK SHOWBAG - \$9.00



- 1 X Notebook
- 1 X Card Pouch With Clip
- 3 X Pencils With Erasers,
- 1 X Mini Skateboard

### TRICKS AND JOKES SHOWBAG - \$9.00



- 1 X Dirty Face Soap
- 1 X Sticky Hand
- 1 X Trick Flies
- 1 X Invisible Ink
- 1 X Trick Cockroach
- 2 X Metal Puzzles (X 2)
- 1 X Boogers
- 1 X Mini Toilet Noise Putty
- 1 X Rubber Razzer

### GIRLS RULE STATIONARY SHOWBAG - \$9.00



- 1 X PVC Pouch
- 1 X Notebook
- 1 X Eraser Set
- 1 X Pencils Set Of 4 1xstickers
- 1 X Stencil Ruler
- 1 X Stationery Set

\*\* All showbag's contents are subject to change at the supplier's discretion \*\*\*

\*\* For any enquiries contact MEREDITH ON 0423 663 899 or ololbhevents@gmail.com

A LIMITED NUMBER OF SHOWBAGS WILL BE AVAILABLE ON THE DAY FOR \$10.00

Follow the steps below for set up.

### SET UP SCHOOL COMMUNICATIONS

Download the Flexischools App Note: for iPhone and iPad please select 'Allow' notifications.





Add your School and Group

Click on the search icon, enter your school name, select your school and year group, or groups relevant to you.

### SET UP YOUR ACCOUNT

Set up or add your Flexischools online account to be able to order online from your canteen.

Login/Register

Click the 'Order now' button located in the bottom right-hand corner of the app.

- Already a Flexischools user Enter your details and login. To save your login details select 'remember me'.
- New Flexischools user Click 'Register', enter your email address and follow the instructions in the email to set up your account. Once your account is set up, add new student; search for their school, enter student details and select their class.
- 2 Place your order

Click on for your student and select the items you wish to order.

Make Payment

Select your payment option and complete payment.





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### **JUNIOR BLASTERS**

AGES 5-7 | 60 MINS | 6+ WEEKS

Learn new skills, including catching, throwing and teamwork, through fun game based activities.

Sign up now for your Starter Pack. Returning Junior Blasters score a Returner Pack with backpack and choice of bonus item!





### MASTER BLASTERS AGES 7-10 | 90 MINS | 6+ WEEKS

Everyone gets a chance to bat, bowl and field in short, modified games of cricket. For kids with basic cricket skills.

Sign up now for your Master Blasters Pack!



### **Your Local Woolworths Blast Centres**

For more information & registration visit www.playcricket.com.au click on 'Where can I play?' and enter 'Your Postcode';

Castle Hill RSL CC Fred Caterson Reserve Starts Friday 18<sup>th</sup> Oct Contact: Michael Hungerford 0408 287 929 Rouse Hill Rams CC Russell Reserve Starts Friday 18th Oct Contact: Keith Baker 0408 662 156 Baulkham Hills CC Charles McLaughlin Reserve Starts Friday 13<sup>th</sup> Sep Contact: Chris Springall 0425 809 691

Hills Barbarians CC Eric Mobbs Reserve Starts Friday 11<sup>th</sup> Oct Contact: Steve Wickman 0421 336 761 Kenthurst Upper Hills CC Kenthurst Park Starts 18<sup>th</sup> Oct Contact: Brendon Lowndes 0415 400 501

All clubs run Junior Blasters for beginner cricketers aged roughly 5-10!

Castle Hill RSL CC, Hills Barbarians CC & Kenthurst CC will also be running Master Blasters for ages 7-12

First session is <u>FREE</u> to Come & Try! ActiveKids Voucher can be used for all programs! Claim your ActiveKids voucher through <u>MyServiceNSW</u>, head to <u>www.playcricket.com.au</u> and enter your voucher code.

## 

# OF LOURDES PRIMARY SCHOOL





\$3.00

Scrambled eggs on Toast (1) (E) \$1.50 ~ BREAKFAST ~

Egg & Cheese Roll (E) Bacon & Egg Roll (O)

Hash Brown (O)

\$1.00

Toasted Sandwiches (E)

Cheese 1/2

\$2.00

Toast (2) (E) Jam or Honey

rice crackers, hummus & Tzakiki Dip

Fruit (E)

Raisin Toast (2) (E)

OUR LAUY OF LOUKUES PRIMARY SCI	OF CO	JRUES PRI	MAK	500
~ SANDWICH BAR ~		~ SUPER SALAD BAR ~	BAR ~	
Vegemite, Jam or Honey (E)	\$2.50	Greek Salad (E) (GF)	\$5.00	
Margarine spread		Tomato, cucumber, Spanish onion, pitted olives & feta	onion, pitted c	lives & feta
Chicken (E)	\$4.20	Chicken Caesar (E)	\$5.00	
Grilled Chicken, Lettuce & mayo		Grilled Chicken, Cos lettuce, croutons, egg, Caesar dressing	croutons, egg,	Caesar dressing
Cheese Tomato (E)	\$3.50	Chicken Buster (E)	\$5.00	
Cheese & tomato		Grilled chicken, tabouli & hummus	nmus	
Ham (E)	\$3.80	Garden Salad (E)	\$4.80	
Cheese & tomato		Lettuce, tomatoes, cucumber, carrot, capsicum & sprouts	r, carrot, capsi	cum & sprouts
Tuna (E)	\$3.80	Health Pack (E)	\$5.00	
Mayo, cucumber, Spanish onion, sweet chilli	etchilli	Tasty Cheese fingers, carrot sticks, rice crackers, hummus &	sticks, rice cra	ckers, hummus &
Cheese (E)	\$2.80			
Sliced tasty cheese		* All Salads are Served with Lebanese Bread	Lebanese Bre	pa
Salad (E)	\$3.60			
Lettuce, carrot, tomato, cucumber, beetroot, onion	eetroot, onion			
Egg (E)	\$3.80			
Mayo & lettuce		~ WRAP BAR ~ (E)		
Curried Egg (E)	\$3.80	Served in Lebanese Bread	%	Full
Mayo, curry & lettuce		Grilled Chicken & Salad	\$3.00	\$5.80

	read %	lad \$3.00	\$3.00	\$3.00
~ WRAP BAR ~ (E)	Served in Lebanese Bread	Grilled Chicken & Salad	Ham & Salad	Tuna & Salad

55.80 \$5.80 \$5.80

### ~ TURKISH BREADS/FOCACCIAS (E) - \$7.00

\$1.50 \$0.60

Breads (G) White or wholemeal

Gluten Free Sliced

White Roll

Vegetarian – Eggplant, sun-dried tomatoes, roasted capsicum, olives & feta chee Mediterranean - Ham, artichokes, roasted capsicum, olives & feta cheese Chicken - Grilled Chicken breast, roasted capsicum, pesto & tasty cheese

### **CELEBRATE YOUR BIRTHDAY AT** SCHOOL!

\$1.00 \$1.00

> Boiled Egg (G) Hummus (G)

Avocado (G)

Ham (0)

\$0.60

Cucumber, tomato or lettuce (G)

Extras

\$0.20 \$0.30

Spoon or Fork (without a lunch order)

Lunch Bag

Sauce Portions

Bucket on our MTB website or ask one of our friendly staff at our Order your Quelch Ice block MTB Canteens!

MTB are NSW Healthy School Canteen

**Approved Operators** 

www.melstastybites.com

Everyday / O Occasionally

Gluten Free

п 9

FOOD CODING

	Look out for our Weekly Specials!			
\$1.00	W	4	\$2.20	\$2.20
Fruit available daily from Fresh Fruit Salad Cup (E) (GF)		~SWEET TREATS ~	Warm Banana & Custard (E) Pikelets w/ Jam (3) (E)	Custard & Fresh Fruit (E) Homemade Muffins (O) 80gr (Banana or Blueberries)
			sse	

# CRUNCH & SIP before 9am . \$2.00





Bottle of Water 600ml plus a choice of a Apple, Banana or Orange

## SCHOOL GANTEEN

# OUR LADY OF LOURDES PRIMARY SCHOOL





₹ MORE ~	Sml \$4.00 lge \$6.00 Sml \$4.00 lge \$6.00 Sml \$4.00 lge \$6.00 (O) Sml \$4.00 lge \$6.00 Sml \$4.00 lge \$6.00 (;	PLEASE USE FLE ONLINE FOR LUN www.flexischo	MTB are NSW Healthy Approved Ope FOOD CODI	
~PASTA, RICE & MORE ~	Butter Chicken & Rice {E} Sml \$4.00   ge \$6.00 Curry Chicken & Rice {E} Sml \$4.00   ge \$6.00 Beef Ravioli Napolitano {E} Sml \$4.00   ge \$6.00 Chicken Snit, Mash & Gravy {O} Sml \$4.00   ge \$6.00 Macaroni Cheese {O} Sml \$4.00   ge \$6.00 Spaghetti & Sauce Nachos {O} Sml \$4.00   ge \$6.00	\$1.00 \$1.50 \$0.50 \$1.50	\$1.50 \$3.50 \$3.50 \$2.50 \$1.00	
	o, sour cream & avocado mato, sour cream & avocado ur cream & avocado :se, sour cream & avocado	~ FROZEN TREATS~ Quelch 99% Fruit Stick 70ml (E) \$1.00 Frozen Fruit Sticks (E) \$1.50 Frozen Orange Qtr (E) \$0.50 Mony (E) \$1.50	"SNACKS" Sliced Watermelon (E) Yoghurt & Fruit (E) Fruit Salad (E) Cheese & Rice Crackers (E) Fruit (Seasonal) (E) Red Rock 28gr (Sea Salt) (O)	Grain Waves 22gr (Sr Crm) (O)
2	\$5.50 tuce, cheese, tomat \$5.50 5, lettuce, cheese, tt \$5.50 cheese, tomato, so \$5.50 \$5.50	\$4.50 \$4.50 \$4.50	\$0.70 \$4.00 \$3.80 \$4.50 \$3.00 \$3.00	
~ MEXICAN BAR ~	Beef Nachos (O)  Corn Chips, seasoned beef, lettuce, cheese, tomato, sour cream & avocado Naked Vegetarian Nachos (E) \$5.50  Steamed Rice, seasoned beans, lettuce, cheese, tomato, sour cream & avocado Naked Nachos (E) \$5.50  Rice, beef or Chicken, lettuce, cheese, tomato, sour cream & avocado Fully Loaded Wedges (O) \$5.50  Baked wedges covered with beef or Chicken, cheese, sour cream & avocado	HOME MADE PIZZA – (E) Cheese Vegetarian Bbq Chicken	Baked Chicken Nuggets (0) \$0.70 Hot Dog w/Sauce (0) \$4.00 Beef Sausage Roll (0) 120gr \$3.80 Oven Baked Wedges (0) \$4.50 Served with sour cream & sweet chilli Mamee Cup Noodles (0) \$3.00 {Beef or Chicken} Hot Cheese Roll (E) \$3.00	
ž	\$5.00 \$ Aioli mayo \$5.00 \$5.00 \$5.00 beetroot,	\$0.60	\$2.60 \$2.00 \$2.60 \$2.60 ange Passio, Watermelon	\$2.60
~ BURGERS & ROLLS ~	Grilled Chicken Burger (E)  Marinated chicken breast, lettuce & Aioli mayo  Veggie Burger (E)  Veggie pattie, lettuce and tomato  Chicken Pattie, lettuce & mayo  Breast Fillet Pattie, lettuce & mayo  Big Beef (E)  Homemade beef patty, fried onion, beetroot,  tomato & lettuce (Choice of sauce)	EXTRAS Tomato, cheese, onion Shredded Cheese Sauce Portions (Tomato or Bba)	"COLD DRINKS ~ Harvey Juice 250ml (E) \$2.60 Orange, apple, orange & mango Water Spring Water 600ml (E) \$2.00 Chill J (E) \$2.60 Blackcurrant, Raspberry, Grape, Orange Passio, Watermelon ~MILK ~	Oak Lite - 250ml (E) Chocolate or Strawberry

### R LUNCH ORDERS! lealthy School Canteen cischools.com.au / O Occasionally ved Operators DNIGOD GC ee.

E FLEXI SCHOOLS

(Thursday Only) (Tuesday Only)



### COMBO DEAL -WHEN YOU SPEND **\$4.00 OR MORE**

### MANAGING COMPLAINTS

**Document No:** 015 of 2019

**Document Type:** Policy

Publication Date: 28 May 2019

(Updated 8 July 2019)

Replaces Document & No: Complaint Handling Policy

Complaint Handling Policy Complaint Handling Procedures

and Guidelines

Author Service Area: People and Culture

Review Date: July 2022



### CATHOLIC EDUCATION, DIOCESE OF PARRAMATTA MANAGING COMPLAINTS

### 1. INTRODUCTION AND PURPOSE

This document outlines the principles CEDP will follow when dealing with complaints.

The objectives of this document are to promote and maintain positive relationships and harmonious working environments and to prevent, where possible, minor complaints escalating to become more serious matters. To achieve this, complaints should be managed promptly, confidentially and impartially.

### 2. SCOPE

This document applies to staff members, parents/guardians, students, visitors, volunteers, and community members of CEDP. Staff members includes paid employees, religious, volunteers, contractors, sub-contractors, consultants and students on work placements

This document will be used to manage complaints other than those managed in accordance with:

- · Suspension, Transfer, Expulsion and Exclusion Procedures
- Child Protection Procedures (risk of significant harm or allegations against staff members)
- Student Anti-Bullying Procedures
- Complaints of corrupt conduct, maladministration or substantial waste (often termed "whistleblowing"). Complaints of this nature are managed in accordance with the Reporting Corrupt Conduct, Maladministration or Substantial Waste Policy.

Student complaints are generally managed via school based procedures relating to pastoral care or student management. This document may be used for matters assessed as more serious e.g. a complaint by a parent and/or student against a teacher.

This document is not intended to be a set of rigid procedures that must be followed when a complaint is raised, as the process for dealing with a particular concern will vary depending on the nature, circumstances and seriousness of the complaint. Consequently, the document provides for several avenues that can be used in attempting to resolve complaints.

### 3. WHAT IS A COMPLAINT?

A complaint is a statement raising a concern related to CEDP.

Complaints may be raised by parents/guardians, students, visitors, volunteers, community members and contractors expressing dissatisfaction with a service provided by CEDP, the behaviour and decisions of staff members or about CEDP practices, policies and procedures.

Complaints may be raised by staff members about issues arising in the workplace (workplace complaints), including interpersonal conflict, perceived breach of policy, the allocation of work or developmental opportunities or a perceived unfairness in the workplace.

Managing a workplace complaint should not be confused with performance management. Workplace complaints are matters identified by individual staff members while performance management is underperformance being managed by the employer. A workplace complaint may result in performance management or disciplinary action being undertaken by CEDP if underperformance or misconduct is identified as a result of the complaint.

### 4. PRINCIPLES FOR MANAGING A COMPLAINT

All complaints should be treated seriously, dealt with as soon as practicable and conducted in a fair, impartial and professional manner.

A complaint can sometimes arise because an individual has seen or heard something, come to their own conclusion on what they saw or heard and acted as a consequence. Prior to acting, individuals should retrace their steps to understand why they felt the way they did and respond, rather than react. To assist this, individuals are encouraged to:

- share their views about the incident with the other person including their understanding of the facts and how it made them feel
- · ask the other person/s for their views and what they were feeling
- · attempt to differentiate the facts from feelings; and
- · attempt to see the opposing view.

By working through these steps, the individual may be able to better understand all of the facts and why others behaved the way they did. As a consequence, individuals can often resolve the concern themselves by using these steps, prior to it becoming a complaint.

Individuals raising a complaint should be treated with respect, protected from victimisation, kept informed on the status of the complaint and any recommendations that may result from it and have the option of a support person present at any meetings (students under the age of 18 who make a complaint are to be offered the support of an adult support person). They must also actively participate in the resolution process.

Individuals who have a complaint raised against them should be treated with respect and be provided with sufficient information about the complaint to be able to adequately respond to it. They should be given a reasonable opportunity to respond to the complaint and have the option to have a support person with them in any meetings. They must actively participate in the resolution process and should also be kept informed of the status of the complaint and any recommendations that may result from it. They should be made aware that they must not victimise the person who raised the complaint. Disciplinary action may be taken against employees who victimise complainants.

All parties have a responsibility to maintain confidentiality if they are involved in any capacity in a complaint. This includes not discussing the complaint with anyone else, including others who may also be involved in the complaint such as witnesses or the person who raised the complaint, unless expressly authorised to do so by CEDP. Employees who discuss or release information about a complaint without authorisation could be subject to disciplinary action for misconduct.

In some circumstances the complaint may not be kept confidential by CEDP, as it may be obliged to interview other persons regarding the complaint and/or notify external bodies of the complaint, such as the NSW Police, if it raises a matter that involves alleged illegal activity.

Staff members involved in the complaints process may access support through the CEDP Employee Assistance Program – AccessEAP. AccessEAP can be contacted on 1800 818 728 or through <a href="https://www.accesseap.com.au">www.accesseap.com.au</a>.

### 5. RECEIVING COMPLAINTS

Complaints should be put in writing. The Complaint Form at Appendix A can be used to make and record complaints. If a verbal complaint is received the person receiving the complaint should record the details in writing and confirm them with the complainant.

Direct supervisors should attempt to resolve workplace complaints made by staff members as per section 6.2 below, if appropriate. If the workplace complaint remains unresolved or is complex or serious, the complaint should be referred to the relevant school principal, head, chief or lead.

Other school based complaints should be referred to the school principal. If the complaint relates to the principal, the complaint should be referred to the relevant Director Performance.

Other complaints should be referred to the appropriate head, chief or lead. If the complaint relates to the head, chief or lead, the complaint should be referred to their supervisor. If the complaint relates to the Executive Director of Schools, the complaint should be referred to the Bishop.

### 6. OPTIONS FOR RESOLVING COMPLAINTS

Given complaints can encompass a wide variety of issues, each complaint should be considered on its own merits to determine the most appropriate way to resolve it. Outlined below are a range of options that may be used to resolve a complaint. While it is recommended that a complaint is sought to be resolved in the order set out below, it is also recognised that in some circumstances this may not be appropriate, and it may be necessary to commence with a later option.

### 6.1 Self Resolution

There may be instances where individuals make decisions without realising the impact those decisions have on others around them, or behave in a manner they do not realise may cause offence, disturb or annoy others e.g. playing a radio at their workstation that may be distracting to those around them.

Individuals are therefore encouraged to try to resolve the issue themselves directly with the other party in the first instance.

By having a conversation directly with the other party in a respectful manner, clearly articulating the behaviour and the effect of that behaviour, the complaint can often be resolved at this point. It also gives the other party an opportunity to respond to the concerns raised without the matter having to be referred to a third party.

### 6.2 Assisted Resolution

Where self resolution has been unsuccessful or is not appropriate in the circumstances, or where an individual is unsure how to handle the problem themselves, they should seek the assistance of their direct supervisor (for workplace complaints), the school principal or other workplace manager (the manager).

The manager may seek to resolve the issue by speaking to the other party on behalf of the person making the complaint or by facilitating a dialogue between the two parties. If no mutually agreeable resolution is reached, the manager may need to make a decision on the complaint and determine an appropriate resolution.

In relation to workplace complaints, sometimes it may not be appropriate, or the staff member may not feel comfortable approaching their direct supervisor to assist with a complaint e.g. if the complaint is about their supervisor. In these instances, the staff member should approach a more senior manager or People and Culture for assistance.

### 6.3 Mediation

Mediation may be initiated by CEDP where the complaint has not been resolved through self resolution or assisted resolution or where the circumstances suggest mediation may assist in resolving the complaint.

Mediation is where an independent person (either internal or external to the organisation) assists parties to resolve their differences or disputes. It is generally a more structured process than self resolution or assisted resolution, however it is still conducted in an informal manner, as all parties are encouraged to speak openly about the issues to assist in obtaining a resolution. Mediation is confidential.

As with the above two approaches, mediation seeks to support the parties resolving their own problems to reach an outcome agreeable to all.

### 6.4 Investigation

If a complaint is unable to be resolved to the satisfaction of all parties, CEDP may decide to commence a formal investigation undertaken by an independent person, either internal or external to the organisation. An immediate investigation may be appropriate where the complaint is complex or serious e.g. allegations of bullying and harassment or serious policy breaches such as theft or fraud.

The investigating officer should interview the person raising the complaint, any respondent/s and any other relevant witnesses. After considering the evidence made available to them, the investigator should provide a report with findings.

CEDP will review the report and make the final decision on what actions, if any, it will take. These may include initiating a new work process or system improvement, an apology, counselling, training or initiating disciplinary action. In the case of workplace complaints, this can also include action against the employee who raised the complaint if the complaint is found to be frivolous, malicious or vexatious.

### 7. REVIEW MECHANISM

If an individual is not satisfied with the outcome of a complaint, they may request an internal review be conducted by CEDP. The request for review must be made within 10 working days from the date the finding is made known to the complainant. Reasons outlining why the review is being requested are to be included in the request. The Executive Director of Schools has responsibility for making the final decision on a complaint, including whether to conduct the review, based on the information provided to them.

If an individual remains dissatisfied with how their complaint was handled by CEDP they may be able to take their complaint to an external agency such as a Court or Industrial Tribunal, the NSW Anti-Discrimination Board or the Australian Human Rights Commission.

### 8. MAINTAINING DOCUMENTATION

Documentation relating to complaints should be maintained and kept confidential. The level of detail required will depend on the type of complaint that is raised. At a minimum, those who are responsible for managing a complaint should retain file notes on any discussions about the complaint. Where the complaint is more complex, it may be necessary to maintain more comprehensive notes and/or create a specific file. Documentation should include sufficient information about the complaint, any steps taken to manage the complaint and any approach taken to resolve it.

CEDP may also request and review reports from school principals and other managers on the frequency, issues, resolutions and locations of complaints within the organisation. This will assist CEDP review the effectiveness of the complaints process and also identify any systemic problems or trends that may warrant further investigation.

Any complaints received must be registered with the Enterprise Service Desk.

### 9. FURTHER INFORMATION

Staff: Further information about the processes outlined in this document can be sought from People and Culture at <a href="mailto:entropy-new-normal-catholic.edu.au">enterpriseservicedesk@parra.catholic.edu.au</a> or on telephone 9840 5620.

Community: For further information about outlined in this document or to make a complaint, please contact CEDP at <a href="mailto:communityliaison@parra.catholic.edu.au">communityliaison@parra.catholic.edu.au</a> or telephone on 9840 5600.

CATHOLIC EDUCATION. DIOCESE OF PARRAMATTA – COMPLAINT FORM
Given name(s):
3. THE COMPLAINT IS ABOUT A PERSON OR EVENTS AT A:
School
CEDP office
Catholic Early Learning Centre
Catholic Out of School Hours Care Service
Specify location and address:
PLEASE PROVIDE DETAILS OF THE COMPLAINT (Provide as much detail as possible and attach additional pages if space is insufficient. You may also attach supporting documentation)

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