FROM THE PRINCIPAL

Dear Parents/Caregivers,

Both the print and electronic media has, in recent times, highlighted some of the disputes that have arisen between parents and schools over a wide range of issues. Often these issues are very emotive and feelings can run high. To address it DECD has instigated a new policy that details a process that all schools and the department will follow when dealing with parent complaints.

There are 3 steps to the Parent Complaint process:

1. **Local Resolution**
   - Raise your concerns with the school. The school should always be the first point of contact. For classroom or NIT Subject concerns, contact the teacher involved. If you are not happy with the outcome or feel uncomfortable about discussing the issue with them, speak to the Principal.

2. **Education Complaint Unit**
   - If you are unable to resolve the issue through the school, contact the Education Complaint Unit. The staff in these units are able to assist you by:
     - Providing advice and support about the issues that have resulted in the complaint.
     - Advocating with local sites to ensure all options for resolution have been explored.
     - Objectively reviewing complaints that have not been resolved at the local level, including via a formal review.

   The majority of complaints are resolved quickly, often within days. The resolution officer will aim to resolve your complaint within four weeks.

   - Phone: 1800 677 435
   - Email DECD.EducationComplaint@sa.gov.au

3. **External Resolution**
   - If your complaint can not be resolved by the Department, you are able to seek independent advice and review by an external agency. This will be determined by the circumstances of the complaint.
   - Complaints about DECD’s education, early childhood and care services may be referred to the:
     - Ombudsman SA: Phone: 1800 182 150 or 8226 8699
     - Email: ombudsman@ombudsman.sa.gov.au

The Department will shortly be releasing a pamphlet which explains these processes in further detail. Once they have arrived we will distribute to all parents/caregivers.

GRAHAM ALDER
Principal

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**ABSENCE HOTLINE**

8532 2155
(leave message after hours) or text mobile:

0427 016460

If your child is going to be absent, please use the school mobile number as above. Thank you!

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**DIARY DATES**

**OCTOBER**

- Mon 26th + 27th
  - Year 7 Aquatics
- Wed 28th
  - Regional Choir
- Fri 30th
  - Year 7 Transition at HS

**NOVEMBER**

- Fri 6th
  - Gala Day
- Fri 13th
  - Just2Deadly Awards
- Fri 20th
  - STUDENT FREE DAY

**DECEMBER**

- Tue 7th
  - Yr 7 Graduation

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**WHOLE SCHOOL ASSEMBLY**

Friday 30th November (Week 3) will be run by C4

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**LEAVING OUR SCHOOL?**

If you are expecting to leave Murray Bridge South Primary School at the end of this year and not returning in 2016, could you please let your class teacher or the front office staff know.

Thank you!!

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**LUCKY BOOK CLUB**

Issue 7

Orders due in by Friday 23rd October.

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**PARENT’S/CARER’S COFFEE ‘N CHAT AND COOKING**

When: Every Monday morning straight after Reading Post until around 10am

Where: Activity Room or Kitchen
**HAPPY BIRTHDAY!**

- Rylee (C10) 12th October
- Zikra (U5) 13th October
- Jasmine (C3) 16th October
- Stanley (C8) 16th October
- Lakesha (C6) 16th October
- Nathaniel (C9) 16th October
- Kerrynne (J1) 18th October
- Naomi (C4) 19th October
- April (C9) 20th October
- Korreesha (U5) 20th October
- Paige (C3) 21st October
- Ameera (C2) 22nd October
- Jordyn (C10) 25th October

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**Canteen Special**

- **DIP SNACK PACK** (celery, carrot, crackers, french onion dip) and **Juice $3.50 save 50c**

- **S1 DAY SPECIALS**
  - Mondays, Tuesdays + Wednesdays

**LISTEN TO MORNING NOTICES FOR WHAT’S ON SPECIAL!!**

I would like to welcome **Sam** to the Canteen! Sam will be working every Friday, so please come and say hello!!

*MRS THOMSON*

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When cancer strikes, your support can make all the difference. Help young people who have lost so much to cancer by showing your support this National Bandanna Day.

Bandannas will be available for sale @ $4.00 each from the front office from next Monday 19th October.

Check out the display in the office!

Please note, these do not replace school hats. Our Sun Safe Policy still applies.

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The total money raised on Casual Day 25/9/15 was $187.00! This money has been donated to Red Cross. Well done to everyone who participated!

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GALA DAY

**FRIDAY 6th NOVEMBER 2015 (WEEK 4)- 12:30 to 2:30pm**

We will again be using the ticket system this year for purchasing on Gala Day. Instead of paying money at each stall, you will need to purchase tickets from a ticket stall to use instead of money. These tickets will be to the value of 50c each and you will be able to purchase as many tickets as you think you will use. You can buy individual tickets or we will have groups of 10 tickets for $5.00. Students will be able to purchase these tickets in class and before school on the morning of Gala Day and anytime during the Gala Day activities. Be careful not to purchase too many more than you need at a time, as the tickets will be available all day, with no refunds.

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COMMUNITY NOTICES

- **Bridge Hoops**: Commencing Wednesday 21st October-25th November. 5-6pm. Player registration forms available at the front office.
- **Credit Union Christmas Pageant**: Adelaide, Saturday 14th November. 9.30am.
- **Murray Bridge Golf Club**: Conducting free golf sessions for children mainly in the 9-14 age bracket on Monday evenings 5pm to 6pm commencing Monday 19th October 2015. A structured programme based on My Golf principles will be presented by our registered Community Golf Coaches (all with police clearances) over 8 weeks to take advantage of daylight saving. Appropriate golf equipment will be provided. Sessions will be dictated by weather conditions on the day. A forecasted maximum temperature of 36 or more will force cancellation. For more information or to enrol contact Murray Bridge Golf Club 85 311 388.
- **Tinyeri Children’s Centre**: Term 4 Programme: Please see Community Noticeboard. Save the Date: Tinyeri End of Year Family Night: Thursday 3rd December.