PROCEDURE FOR MANAGING PARENTAL COMPLAINTS

Fish Creek & District School

At times parents may have concerns they wish to take up with the school. Fish Creek & District Primary School welcomes this feedback and encourages parents to raise issues so they can be dealt with speedily and resolved to the satisfaction of all concerned.

The following procedures should assist parents in handling such concerns:

1. Raise the matter with the school via telephone, written communication, or personally, remembering that you have one side of an issue and others will have another side.
2. Arrange to speak with the Class Teacher or Principal where appropriate. The school will advise you on who it is best to speak to first. You can always follow up your concern with other people in the school later.
3. If the issue is not resolved, make an appointment to see the Principal. Inform the Principal of the nature of the issue.

After the meeting you may need to:
- Be prepared to monitor the situation with follow up phone calls or meetings
- Be available for further discussions with appropriate people at school
- Consider involving the support of outside agencies such as Guidance Officers or Social Workers. This can also be arranged through the school.

If the matter is still unresolved you may seek advice from the Gippsland Regional Office (Phone 5127 0400). The role of the Region is to provide additional advice, support and feedback to the school in seeking a positive solution.

All issues and complaints must ultimately be resolved at the school level and the principal is the key person seeking a satisfactory outcome. We are committed to seeking a resolution to all concerns, sensitively and with a commitment to listening and responding positively to all your concerns.
Guidelines for Personal Hygiene and Food Safety in Schools.

Birthday Party Cakes and Class Parties

Personal Hygiene is essential. Hands and other parts of the body can transfer food poisoning bacteria to food. Hair, jewellery and clothing can also contain and spread bacteria, as can ill food handlers or those with wounds or infections. Hands should be thoroughly washed including back of hands, wrists, between fingers and under fingernails. Use soap and warm water for thorough hand washing. Dry hands with a paper towel.

- Ill food handlers should not touch any food at all,
- Tie long hair back,
- Wear limited jewellery - plain banded rings and plain sleepers,
- Do not smoke, chew gum, change nappies or undertake any other unhygienic practice in food handling areas.

Preparation and Handling of Food:

- Use separate utensils, chopping boards and other equipment, for raw and ready-to-eat foods to avoid cross contamination. If this is not possible, thoroughly wash equipment between uses.
- Thoroughly wash all fruit and vegetables before use.
- Look out for damaged food packaging. Do not use dented cans, leaking packages, cracked eggs, etc.
- Raw food, which is to be cooked, can be safely handled with bare hands.
- Cooked or ready-to-eat foods should be handled with utensils such as tongs, spoons, spatulas or disposable gloves.
- If gloves are worn, they must be changed at least hourly, or sooner if they become torn or if there is a change in task. Always wash hands before putting on gloves.
- Always put on new gloves when changing from raw food to ready-to-eat food.
- Never touch food with gloves that have been used for cleaning.

Method of Transporting Food:

- Food prepared at home should preferably be transported in an insulated cooler such as an esky with ice or cooler blocks, especially during hotter months.
- Food needs to be kept in an appropriate container or wrapped to protect it from contamination.

Storage:

- Food which is to be served hot should be supplied cold (from the household refrigerator), and once at school, stored in refrigerators until it is to be cooked to regulation. This food should be brought to the boil then simmered for five minutes.
- Cold food must be kept below 5 degrees Celsius.
- Hot food must be above 60 degrees Celsius.
- Foods that are to be served cold should not be of the high-risk type eg. foods which contain meat, dairy products and seafood.
- Foods must not be stored near chemicals, cleaning equipment or personal belongings.
- Once a can is opened, the remaining contents should be placed in a suitable container and covered with a lid or plastic film, not left in the can.

Celebrating special events like Birthdays, adds to the experience of School, but parents or others who provide perishable food should provide it in an approved manner. This ensures that all who participate in these activities have a wonderful time and memory of the occasion.
### Guidelines for Personal Hygiene and Food Safety in Schools.

#### SCHOOL CAMPS

When the school is providing food for students on camping or hiking excursions, certain foods should be avoided if adequate storage (such as refrigeration) cannot be provided.

**Do provide:**
- Dehydrated and dried foods, such as dried fruit and nuts,
- Long-life foods, such as dried soup and dried noodles,
- Canned foods, such as baked beans and canned fruit,
- Foods that do not require refrigeration.

**Do not provide:**
- Fresh produce requiring refrigeration, such as hams and cooked meats,
- Short life foods, such as milk and soft cheeses,
- Hot foods, such as roast chicken and casseroles.

If safe drinking water or bottled water is not available: water should be boiled before drinking (a rolling boil for at least one minute).

**Refrigeration and Transportation of Food:**
- If refrigeration is provided, food should be transported in an insulated cooler such as an esky with ice or cooler blocks, especially during the hotter months.
- Food must be transported completely separately from chemicals such as detergents.
- Food that requires refrigeration must be transported so that food is kept below 5 degrees Celsius.

**Cooking and Heating:**
- Thoroughly cook all foods, especially those of animal origin. When cooking meat, ensure juices run clear.
- If reheating food, ensure that it is brought to the boil and simmered for at least five minutes.
- Thaw frozen food before cooking. If the food is to be cooked from a frozen state, take extra care to make sure that the food is cooked right through.
- When thawing food, do so in the bottom part of the refrigerator. Microwave ovens can be used to thaw food provided that the food is cooked immediately afterwards.
- Never refreeze food that has been thawed.

**Good Hygiene Practices and Personal Hygiene:**
- Good hygiene practices should be adopted in all circumstances.
  (Refer to accompanying Good Hygiene Practices and Personal Hygiene Practice).

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### STAFF - 2012

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
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</thead>
<tbody>
<tr>
<td>Principal</td>
<td>Mrs Michelle Turner</td>
</tr>
<tr>
<td>Teacher</td>
<td>Mrs Kerri Smith</td>
</tr>
<tr>
<td>Teacher</td>
<td>Miss Ashleigh Jordan</td>
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<tr>
<td>Teacher</td>
<td>Mr Cameron LePage</td>
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<tr>
<td>Teacher</td>
<td>Miss Eleanor Fox</td>
</tr>
<tr>
<td>Teacher</td>
<td>Mrs Gay Higgins</td>
</tr>
<tr>
<td>Teacher</td>
<td>Mrs Peta Hamlett</td>
</tr>
<tr>
<td>Literacy Assistance Teacher</td>
<td>Anda Banikos—Art</td>
</tr>
<tr>
<td>Teacher</td>
<td>Peta Hamlett—Music/Drama</td>
</tr>
<tr>
<td>Teacher</td>
<td>Carmel Quirk</td>
</tr>
<tr>
<td>Teacher aide</td>
<td>Caroline Sinclair</td>
</tr>
<tr>
<td>Teacher aide</td>
<td>Sandy Danckert</td>
</tr>
<tr>
<td>Administration</td>
<td>Pam Seuren</td>
</tr>
<tr>
<td>Administration</td>
<td>Irene Gale</td>
</tr>
</tbody>
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### 2013 SCHOOL CALENDAR

**TERM DATES 2013**

<table>
<thead>
<tr>
<th>Term</th>
<th>Start Date</th>
<th>End Date</th>
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<tbody>
<tr>
<td>Term 1</td>
<td>31st January</td>
<td>28th March -</td>
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<tr>
<td></td>
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<td>teachers return on the 29th</td>
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<tr>
<td>Term 2</td>
<td>15th April</td>
<td>28th June</td>
</tr>
<tr>
<td>Term 3</td>
<td>15th July</td>
<td>20th September</td>
</tr>
<tr>
<td>Term 4</td>
<td>7th October</td>
<td>20th December</td>
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### SCHOOL HOURS

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
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<tbody>
<tr>
<td>9:00 - 11:00</td>
<td>First Session</td>
</tr>
<tr>
<td>11:00—11:30</td>
<td>RECESS</td>
</tr>
<tr>
<td>11:30 - 1:00</td>
<td>Second Session</td>
</tr>
<tr>
<td>1:00 - 1:50</td>
<td>LUNCH</td>
</tr>
<tr>
<td>1:50 - 3:20</td>
<td>Third Session</td>
</tr>
</tbody>
</table>
GOOD HYGIENE PRACTICES

Food Preparation Practices:
Food naturally contains bacteria and some food may contain food poisoning bacteria. Foods need to be handled correctly to ensure that they do not become contaminated, and that the bacteria already in the food does not have an opportunity to grow.

If raw food is cooked thoroughly, most of these bacteria will be killed. However, if raw food comes into contact with other food that has already been cooked, or is ready-to-eat, the bacteria can transfer to this food - this is called cross contamination. For this reason, it is important to keep raw food totally separate from cooked or ready-to-eat foods.

Receiving Food - Parents must label cooked foods:
- Be confident that the food being provided is safe. Is it coming from a registered business?
- Where perishable foods are supplied, ensure that they are being transported appropriately.
- Deliveries of dry goods (such as bread and cans) should also be checked for packaging integrity. Look for blown or heavily dented cans, ripped packets, spillage from containers and inadequately wrapped bread.

Preparing Food:
- Use separate utensils, chopping boards and other equipment for raw and ready-to-eat foods to avoid cross contamination. If this is not possible, thoroughly wash and sanitise equipment between uses.
- Thoroughly wash all fruit and vegetables before use.
- Look out for damaged food packaging. Do not use dented cans, leaking packages, cracked eggs etc.

Handling Food:
- Raw food that is to be cooked can be safely handled with bare hands.
- Cooked or ready-to-eat foods should be handled with utensils such as tongs, spoons, spatulas or disposable gloves.
- If gloves are worn, they must be changed at least hourly, or sooner, if they become torn or if there is a change in task. Always wash hands before putting on gloves. Always put on new gloves when changing from raw food to ready-to-eat food.
- Never touch food with gloves that have been used for other purposes.

Cooking and Heating:
- Thoroughly cook all foods, especially those of animal origin. When cooking meat, ensure juices run clear.
- If reheating food, ensure that it is brought to the boil and simmered for at least five minutes.
- Thaw frozen food before cooking. If the food is to be cooked from a frozen state, take extra care to make sure that the food is cooked right through.
- When thawing food, do so in the bottom part of the refrigerator. Microwave ovens can be used to thaw food provided that the food is cooked immediately afterwards.
- Never refreeze food that has been thawed.

CURRICULUM

Fish Creek & District provides a comprehensive curriculum using the Victorian Essentials Learning Standards (VELS).

There are three strands:
- Physical, Social and Personal Learning
- Discipline Based Learning
- Interdisciplinary Learning

These three core but interrelated strands provide the essential knowledge, skills and behaviour students need to prepare for further education, work and life.

RELIGIOUS EDUCATION (CRE)

Weekly lessons are available for all children beginning in March. The lessons build on social education and personal development areas and encourage the growth of positive values and ethics.

ABSENCE NOTES

The health and welfare of your child will affect his/her ability to learn. A child who is unwell should be kept at home. When your child returns to school, please advise us in writing about each absence.

ASSEMBLIES

During the week whole school assemblies are conducted each morning. Grade 5 & 6 students are given the opportunity to lead assemblies to enrich their public speaking and leadership skills.

* MONDAY - Patriotic Assembly consisting of the raising of our flag and singing "Advance Australia Fair".

* A 'Student of the Week' award is given to specific children from each grade. They are publicly recognized for positive behaviours of all types. Students are rewarded for appropriate academic and social behaviour, both in the class room and the schoolyard.

Parents are encouraged to attend all assemblies, particularly on Monday to add their voice.
**BICYCLES**

Some children ride their bicycles to school. Parents are reminded that approved safety helmets must be worn, and children need to be aware of how to ride safely on roads. Students under eight years of age are not usually developmentally ready to ride to school unsupervised.

**BUS DUTY**

A teacher will be at school from 8:30 am to supervise those students who arrive by BUS. Other students are requested not to arrive before 8:45, when yard supervision begins.

**BUS TRAVEL**

Legally, students can only travel on a bus with the bus coordinator’s permission. Students must have a note if they wish to travel on any bus or to a bus stop not approved.

This is particularly important for the Fall’s Road Secondary College bus. If travel is for more than one day, we need to apply to the South Gippsland Secondary College for permission.

To avoid any possibly dangerous confusion, no child will be permitted to deviate from their normal routine without a note from his or her parent or carer.

**CAMPS 2013**

Grades 3 & 4 and Grades 5 & 6 usually go on camp each year. Camp venues and types are rotated to give each student broad experiences. School Council will decide on camps early in 2013.

**PERSONAL HYGIENE PRACTICES:**

Good personal hygiene is essential if food is not to be contaminated with food poisoning bacteria or other matter, such as foreign objects or chemicals. Hands and other parts of the body can transfer food poisoning bacteria to food.

Every food handler must maintain a high standard of personal hygiene and cleanliness. Hair, jewellery and clothing can also contain and spread bacteria, as can ill food handlers or those with wounds or infections.

Some of the main principles are listed below:

**Handwashing:**

- Always wash hands before handling food,
- After visiting the toilet,
- After handling raw food,
- After using a tissue, coughing or sneezing,
- After handling garbage,
- After changing nappies,
- After handling pets,
- After smoking,
- After touching hair or other body parts.

- Thoroughly wash hands, including back of hands, wrists, between fingers and under fingernails. Use soap and warm water for thorough hand washing.
- Dry hands with a paper towel.

**Personal Cleanliness:**

- Tie long hair back or cover it,
- Wear limited jewellery - plain banded rings and plain sleepers,
- Wear clean protective clothing over normal clothing,
- Store personal items and spare clothes away from the food handling area.

**Personal Behaviour:**

- Do not smoke, chew gum, change nappies or undertake any other unhygienic practice in food handling areas.
Guidelines for Personal Hygiene and Food Safety in Schools.

Sausage Sizzles and Barbecues

The Golden Rules for sausage sizzles and barbecues are:

- Keep hot foods very hot (steaming hot), and cold foods, cold (refrigerator cold) - never just warm.
- Remove meat from the fridge just prior to cooking it. Never leave it sitting around.
- Once frozen meat has been thawed, it must never be refrozen - at the end of the day, any remaining thawed meat must be thrown out.
- When transporting the meat, use an insulated cooler (like an esky) with plenty of ice or cool packs around the meat.
- The meat should not be in contact with the ice or cool packs. If you have air-conditioning in the car, it may be cooler to travel with the esky in the car rather than the boot.
- Ingredients like mayonnaise, cheese, butter and other foods that would normally be stored in the refrigerator should be brought out and placed on the table only when they are being used. Do not leave these foods at room temperature for more than four hours.
- Always cook meat products such as hamburger patties, sausages and kebabs thoroughly so that the juices run clear. When cooking chicken, ensure that it is white in the middle and that there is no hint of pink.
- Throw out any marinade that was used on raw meats - do not baste food that is being cooked with this marinade.
- Cook eggs until both the yolk and white are firm.
- Always use a clean plate for the cooked meat - never the same plate that held the raw meat.
- Keep other foods, such as bread and onions, protected from insects and dust by keeping them wrapped or in sealed containers.
- At the end of the event, don't forget to clean the barbecue and utensils before storing them away.
- Any leftovers at the end of the day should be thrown out.
PARENT CONTRIBUTIONS

Fish Creek & District Primary School provides a comprehensive educational program for all students, covering all Learning Areas. Parent contributions cover the costs of all materials and books used by your child and some bussing costs.

DETAILS

Contributions for 2013 will be reviewed at a school council meeting at the start of 2013. The amount will cover the cost of all of the students classroom and art needs.

All parents are responsible for the payment of school fees. Current Health Care card holders who qualify for the Education Maintenance Allowance will receive this payment directly from the Victorian Government.

An invoice will be sent home when the amount of the fees are finalised.

Please remember that payment by instalments are welcome.

Individual Student Supplies

Students will be provided with all materials that they require for the classroom. These books, pencils etc. are paid for using your school contributions.

HOME-TIME ROUTINES

Please ensure that your child knows exactly what his/her “going home” routine is each day. If there is any change in the normal routine please ensure your child knows what he/she is expected to do. It is also advisable to notify the school so as to avoid confusion.

INFORMATION EVENINGS

Occasionally during the year parents are invited to attend an Information Evening. These can be very general, or related to a specific area eg., Student Welfare. Parent input is greatly appreciated on these evenings.

LEARNING TECHNOLOGIES

Our students have access and use of world class technology facilities. Whilst students may not spend a lot of time using computers, well planned use of computers as tools makes learning faster and more diverse.
WORKING BEES

In common with many other large community facilities Fish Creek & District PS depends, to a large extent, on voluntary labour to keep the school buildings and grounds in a well-maintained and safe condition.

A Working Bees is held when required. Details are discussed at School Council and then published in the school newsletter.

All parents are invited to participate for an hour or two.

FISH CREEK & DISTRICT PRIMARY SCHOOL BUDDIES

We encourage the older children to show a caring and responsible attitude towards each other and the younger students.

Various cross-age activities are organized to build caring relationships within our school family.

This has proved to be a very positive feature of the Welfare Program and will continue in 2013.

YARD DUTY

Yard supervision is provided by staff for all bus travellers, and at the following times; from 8:45am to 9:00am, every recess and lunch time and from 3:20pm until 3:40pm.

MEDICATION

Students who require medication at school should hand that medication to their class teacher with a written explanation. A Ventolin inhaler is available in our First Aid supplies. If your child has Asthma, an Asthma Action Plan should be given to the school.

If a child’s medical details change at any stage, the school must be informed.

NEWSLETTER

The Fish Creek & District Primary School Newsletter comes home every Thursday with the oldest child in each family. This contains important dates and messages, as well as items of general interest, so please remember to ask for it on Thursdays!

PARENTS’ CLUB

An active Parents’ Club meets when required. Meeting times are advertised in the school newsletter. New members are very welcome.

2012 Office Bearers - President - Kim Williams
    - Secretary - Irene Gale
    - Treasurer - Gabby Buckland

PARENT / TEACHER CONTACT

Parents are invited to contact either their child’s teacher and/or the Principal at any time if concerns arise regarding any aspect of schooling.

Teachers may also initiate contact with parents if they feel that this is necessary to assist a child’s progress at school.

Parent/Teacher/Student Conferences are held at the end of term 2 and parents are urged to avail themselves of this opportunity to discuss their children’s academic and social progress.

Written reports are provided in June and December.
REPLY SLIPS / MONEY

Occasionally parents are requested to send completed response slips to school. Prompt return of these is appreciated.

Money should be sent to school in an envelope labeled with name, reason for payment and amount. Please make sure envelopes are secured to avoid coins falling out.

REPORTS

Written reports are sent home twice yearly - usually in June and December. A student led 3-Way conference will take place at the end of Term 2. Parents are also welcome to discuss any issues, including progress, at any time - just contact the teacher to organize a time.

SCHOOL COUNCIL

The School Council currently consists of 15 members; 10 parent-category members and 5 DE&T- category members. It meets every second Tuesday evening of the month at 7:30. Spectators are welcome.

Current Office Bearers - President - Marion Bowron
                        Vice President - Brad Gale
                        Treasurer - Robin Smith

School Council sub-committees:
Our School Council forms several sub-committees - some on-going, and occasionally ‘specific purpose’ groups.

In 2012 there were 4 groups:
* Buildings and Grounds
* Finance
* Risk Management & Occ. Health & Safety
* Correspondence

You are welcome to join one of these sub-committees.

SCHOOL E-MAIL

The school e-mail address is: fish.creek.ps@edumail.vic.gov.au

or have a look at our web site www.fishyps.vic.edu.au

SCHOOL LUNCHES

Children should have sufficient nutritious food during the day to keep their energy levels high. Please make sure that play lunch, lunch and a suitable drink are sent along each day. Children are permitted to eat fruit and have water in the classroom during lessons. Please do not order drinks that come in glass. Glass bottles around the school are just too dangerous. School Council would also ask that no high sugar drinks be bought to school. Private arrangements can be made for lunch orders to be delivered to school from Evans Fish Creek. Please ensure that orders are given well before 12 noon.

SPORTING EVENTS

Fish Creek & District Primary School is involved in several sports and athletic fixtures throughout the year. Again participation is very actively encouraged for all relevant age groups.

SUMMERTIME ‘SLIP-SLAP-SLAP’

During Terms 1 and 4, it is compulsory for all children to wear the hat provided whilst outside. It is also advisable that parents provide their children with sunscreen and perhaps insect repellent. The wearing of thongs and/or singlet tops is not permitted at our school.

UNIFORM

School uniform colours at Fish Creek & District Primary School are NAVY & GOLD. Dresses are blue and white checks. Samples of the Uniform can be seen at the office. It is School Council policy that school uniform be worn. Uniform orders will be placed regularly. First hats are provided to new preps by parents club.