



Parent Handbook 2020



WELCOME

Holy Cross School is an integral part of the Sugarloaf Parish as our place of worship. As such, we welcome you to our community of faith. We are confident that you will find your association with our combined community both happy and rewarding.

MISSION STATEMENT

The Holy Cross Catholic School Community at Glendale:
Dares to strive for success for all.
Shares our faith in God and one another.
Grows together in resilience, respect and love.

VISION

Dare to walk with Jesus
A people of Action
A place of Peace
A future of inspired Learners

OUR HISTORY

Holy Cross Catholic Primary School was opened 60 years ago by the Sisters of Mercy. The spirit of the Sisters of Mercy is still evident in the school's commitment to justice for all people.

STAFF TEAM

Parish Priests

Fr Christian, Fr Collins and Fr Christogonus.

Executive

School Principal
Assistant Principal
Religious Education Coordinator

Debra Hawthorne
Therese Nolan
Katie Castles

Administration

Cathy Crockett

Teaching

Class Teachers

Therese Nolan
Katie Castles
Sallyanne Selmes
Paige Farrow
Erin Newton
Beth Sullivan
Taira Burke
Chantelle Lirion
Catherine Wells
Alison Smith
Barbara Gibson
Dianne Binkin
Sarah Wood
TBA
Sharon Sawyer
Paige Farrow

Leading Teacher – Literacy / Numeracy
Learning Support Teacher
Teacher Librarian
English as a Second Language Teacher
Aboriginal Education Teacher
Pedagogical Mentor (Years 3 – 6)
Gifted Education Mentor

Support

Psychologist
Pastoral Care Worker
Family Ministry Co-ordinator
Learning Support Assistants

Thibaut Huens
TBA
Jennie Nolan
Deborah Micallef
Leanne Mattila
Will McMaster
Sharon Davis
Luke Tedesco
Jennefer Zimmerman

Library Assistant

Jennifer Ancliff
Zoe Nean
Therese Stevens
Jennefer Zimmerman

Cleaner

Roslyn Harrison



CONTACT DETAILS:

Phone: 49548471

Administration email: admin@glendale.catholic.edu.au

Principal only email: debra.hawthorne@mn.catholic.edu.au

Website: <http://www.glendale.catholic.edu.au>

WEBSITE

The Holy Cross website provides details about the school, our mission and vision and other important information. The COMPASS APP is also available for parents and guardians.

SOCIAL MEDIA

Holy Cross maintains a Facebook page used to publish and celebrate special happenings in our school and community.

TERM DATES FOR 2020



TERM 1	Tuesday Wednesday Friday Thursday	28 th January 29 th January 7 th February 9 th April	Teachers commence Years 1 to 6 commence Kindergarten commence Term 1 concludes
TERM 2	Monday Friday	27 th April 3 rd July	Term 2 commences for staff & children Term 2 concludes
TERM 3	Monday Friday	20 th July to 25 th September	Term 3 commences for staff and children Term 3 concludes
TERM 4	Monday, Wednesday	12 th October to 17 th December	Term 4 commences for staff and children Term 4 concludes

SCHOOL HOURS

Teacher on duty

8.20am

First Bell

8.48am

Learning Time / Attendance Marked

8.50am

Morning Tea

10.50am

Learning Time

11.15am

Lunch

1.15pm

Learning Time

2.05pm

School concludes

2.50pm



No supervision is provided prior to 8.20am. The Church Car Park gate is unlocked at 8.20am followed by the double gates outside Administration. It is integral that parents and carers collect children on time each afternoon. The bottom pedestrian gate is locked at 3pm, enabling staff to attend professional meetings.

OFFICE / ADMINISTRATION TIMES

Our school Office Manager, Mrs Cathy Crockett works from Monday to Friday from 8:30am to 3:30pm.



CATHOLIC IDENTITY AND FORMATION

Inspired by the message and example of Jesus Christ, Holy Cross Primary School carries out a distinctive educational vision. As a vital part of the Sugarloaf Parish, students and their families are welcomed into a faith-filled educational experience.

Holy Cross encourages and supports parents in their responsibility for the faith formation of their children. This formation is supported by prayer and opportunities to participate in the life, mission and liturgy of the broader Catholic community.

Holy Cross aims to:

1. nurture every individual's growth in faith
2. offer outstanding educational experiences founded on Catholic values
3. foster partnership between parents and staff in the education of their children
4. create a community of respect for each other, the wider community and the earth
5. encourage active engagement in social justice issues, the service of others and the promotion of peace.

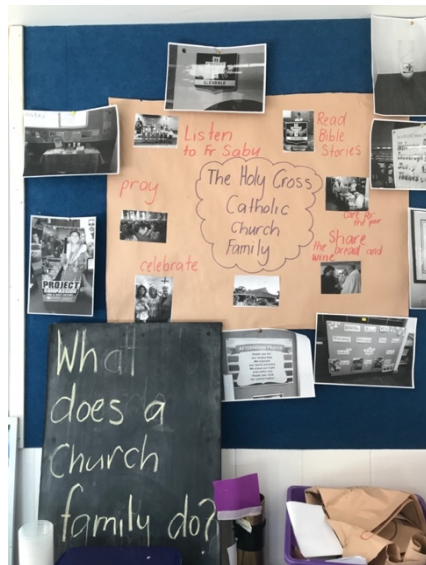
RELIGIOUS EDUCATION

All students from Kindergarten to Year 6 participate in religious education classes, prayer, liturgies and retreat or reflection day experiences as an integral part of their learning.

Religious Education refers to the twofold purpose of education in Faith and Education in Religious Knowledge. The classroom teaching and learning environment upholds the principles of other key learning areas where quality teaching and learning is the focus, and knowledge about the Catholic faith is supported by current methods and quality resources. The Religious environment of the school provides a suitable climate to support the faith formation of the students through regular prayer and liturgies marking key seasons in the Church calendar, along with special feasts and saints' days.

The religious education program links with faith formation programs and opportunities allowing students to engage in their local parish through exposure to the sacramental life of the Church. Throughout the year children are given the opportunity to receive both the Sacraments of Reconciliation and the Eucharist. As school masses, class masses and liturgies form an important part of school life you are invited and encouraged to join with us for these celebrations.

Your role as the primary educator is recognised at Holy Cross in all areas, but particularly in the areas of faith development. Children are prepared for these sacraments by participating in the Parish Based Program, which is supported by the school. We look forward to meeting with you on these occasions.



Holy Cross participate in the *Making Jesus Real* initiative. This philosophy helps children and staff recognise the 'God moments in our daily interactions, activities and living.

PRAYER

We especially ask that parents and carers join in special prayers and give thanks to God for the many wonders that he provides throughout our school day. When parents pray with staff and students, they emphasise and model sound Gospel values that we adhere to in an authentic Catholic community. We pray as a school community during our Monday Assembly and on other occasions. All classes begin and end the day with the School Prayers.

Holy Cross School Morning Prayer

Good morning Lord,
May all we do this day,
from now until home time,
begin with your spirit as our guide.
Be with us as we work together,
showing our love for you and each other.
Amen.

Holy Cross School Afternoon Prayer

Loving Jesus,
thank you today,
for the friends, I have made
and the games I have played.
Bring me back safely tomorrow.

Grace A Prayer Before Meals

Dear God,
Thank you for the food we are about to receive,
and bless the people who made it for me.
Amen

SCHOOL SONG

Composed by Patrick Hamilton (RIP), former principal, the Holy Cross School Song encompasses everything that we value as a Catholic school. As the lyrics state, we ask that all members of our school community 'sing it loud, sign it clear'.

Dare, Share and Grow

Let's sing our song,
Sing it loud Sing it clear
Let's sing our story
Let all people hear
Our school is a place
full of love, full of care
A place where we learn,
A place where we share

For in sharing our gifts,
we'll know that we strive
To be signs of God's Love,
keep His message alive
Be the best that I can
And together we'll know
That at Holy Cross School,
We Dare, Share and Grow

Let's celebrate
The journey we take
Together we'll grow
And a difference we'll make
Our loving kindness
Gives witness to all
That God's Love is with us
We'll answer his call.

For in sharing our gifts,
we'll know that we strive
To be signs of God's Love,
keep his message alive
Be the best that I can
And together we'll know
That at Holy Cross School,
We Dare, Share and Grow

TEACHING & LEARNING

Teaching and learning programs are determined by the NSW Education Standards Authority (NESA). The staff at Holy Cross are appropriately qualified to teach and undertake regular professional development to ensure currency with contemporary practice. Teaching and learning programs are based on the NSW Education Standards Authority (NESA) syllabuses for Key Learning Areas, with Religious Education at the core of their curriculum.

The Curriculum is structured around the outcomes and content for each learning area and general capabilities for learning across the curriculum including literacy, numeracy, information and communication technology, critical and creative thinking, ethical behaviour, personal and social competence and intercultural understanding.

The Key Learning Areas are:

- Religious Education
- English
- Mathematics
- Creative Arts including Music, Dance, Drama & Visual Arts
- Science & Technology
- Human Society and its Environment (HSIE) - History & Geography
- Personal Development, Health & Physical Education (PDHPE)

SCHOOL PROCEDURES

The following pages are arranged alphabetically to assist with the location of required information.

ACCIDENTS

If an accident occurs at school simple first aid is rendered. Two full time staff members have First Aid qualifications whilst all staff complete emergency care training. However if more expert support is required, an ambulance may be called along with parents, carers or emergency contacts. In some cases, written documentation must be forwarded to the Catholic Schools Office. It is imperative that contact details are kept up to date so that parents / carers/ nominated contact persons may be reached in an emergency.

Should the need arise, parents have access to insurance cover for injuries sustained during school activities. This is provided through Catholic Church Insurance and assists with non-Medicare expenses. Brochures and claim forms are available online. (<http://www.ccinsurance.org.au/insurance/school.htm>)

ANTI-BULLYING PROCEDURES

Holy Cross Glendale closely adheres to the Diocesan Anti-bullying Policy and Support Documents (2019). The following procedures are adopted from these documents and apply to all members of the school community at Holy Cross Primary School. Glendale.

1. Reporting, Investigations & Record Keeping - Procedural steps in the instance of a disclosure – See Support Documents as per Diocesan Policy
 - a. Interview all students involved in the incident – teacher
 - b. Refer to Bullying Assessment & Action Flowchart to determine if bullying has occurred.
 - c. In the case of suspected bullying, have teacher complete Initial Action Tool. Inform Principal or Assistant Principal. A case manager will be appointed to manage this alleged bullying matter.
 - d. Case Manager notifies parents of victim & perpetrator, that an incident has been alleged and that an investigation is ongoing.
 - e. Case Manager collects information from all involved – either separate interviews or written statements.
 - f. Case manager consults with Principal or Assistant Principal who determines recommendations for actions. eg counselling, social skills raining etc. This will form the basis of an Anti-Bullying Plan.
 - g. Case manager records meeting notes, anti-bullying plan and copies to Principal. Files remain secured with principal (hard copy and cloud-based).
 - h. Case manager monitors, reviews situation with staff (during class reports at Staff Meeting), parents and students until resolved.
 - The victim – it is important that appropriate support measures are documented and put into place for an alleged victim especially where heightened fear and concern is evident
 - The perpetrator – it is important an alleged perpetrator has a complete understanding regarding what behaviours and communications must not occur
2. Possible Disciplinary measures:
 - Disciplinary measures are outlined in the Pastoral Care & Discipline Procedures.
 - It is essential the child understand why the behaviour is undesirable and every effort should be made to help the child overcome the problem.
 - Repeated or extreme incidences of bullying may involve the following steps (as per Pastoral Care & Discipline Policy & Procedures).
 - CSO Notification, consultation and accessing relevant services
 - In school suspension
 - Out of school suspension
 - Partial enrolment
 - Alternative enrolment

3. Police intervention
 - Police Intervention will be sought in any situation deemed necessary by the principal that has a confirmed incidence of possession of a weapon, extreme assault, sexually explicit Cyberbullying. Parents will be informed immediately when such action is necessary in order to ensure their presence in the process from that point on.
 - School-based processes are to be used in relation to police interviews at school
 - Contact information for the School Liaison Police Officer and other support services available
4. Post investigation support services:
 - Programs, counselling services/external agency to be used to support any student affected
 - Access of the school's complaints resolution procedures that apply to bullying matters
 - Outline any follow-up /monitoring process of students
 - The Learning Support Teacher may also work with a child or a group of children in programs that target social skills and resilience.

APPOINTMENTS

Holy Cross has an open door policy and we welcome the opportunity to speak with parents and carers.

Principal – Please contact Cathy or myself if you wish to make a personal appointment to discuss any issues, concerns or ideas that have. If you have any concerns regarding your child's development, it is important that parents first discuss these with the class teacher. Of course, there can be times when it is more appropriate to speak with me or another member of the Executive Team. It is not appropriate to raise concerns or issues through the P&F Executive. This does not form part of their support role within the school.

Teacher - If at any time you wish to speak to your child's class teacher, he/she is usually available before and after school, but it is best if you arrange a mutually suitable time by contacting the teacher either via phone or email. **Unfortunately, as teachers are fully engaged in your child's learning, they are not free to talk with parents during class time.** It is **not appropriate** to discuss your child's progress with parents who assist in the school learning support assistants, other teachers or members of staff.

ARRIVALS AND DEPARTURES

Car Travel

Parking is available in the church car park. Parents are advised of the following conditions when using car parks:

- Cars must be parked in marked spaces only. Double parking and overtaking are strictly prohibited.
- Children should ALWAYS exit the car via the safety door, even if this is inconvenient due to car/baby seats.
- Cars should be switched off and locked when left unattended. It is dangerous and unlawful to leave children unattended in parked cars, even for brief periods of time.

Pedestrian Travel

Pedestrian gates and pathways should be used to enter and leave the school grounds. These are located adjacent to the main entry on Lake Rd and in the church car park (near the COLA).

Bus Travel

Children are supervised every afternoon when crossing roads to the buses. All infants children (Kindergarten, Year 1 and Year 2) are eligible for free bus travel. Primary children must live 1.6km from the school to be eligible for free travel. To apply for an Opal Card visit www.transportnsw.info/school-students

For bus timetables, routes and maps, please visit the Hunter Valley Bus website
<https://www.cdcbus.com.au/timetables/hunter-valley-buses-timetables-maps>

Please note that the Lake Rd carpark is strictly for **staff parking only**. Parents and carers may use this car park between **9.30am and 2pm** for arrivals and departures for appointments or sick children etc. This is a safety issue and must be complied with by all parents and carers. A brochure detailing entry, exits, arrivals and departures is available from the Office. With over 30 staff members entering and leaving the car park, this request must be followed.

Pedestrian gates on Lake Rd and Oakdale St are open at 8.20am when a teacher begins playground duty. Children cannot be supervised until this time. It is important that children use the path alongside the staff car park and not walk through the car park. We seek parental support and supervision of this request. Parents who drop off children in the morning must park in the church car park or in side streets. It poses a danger to everyone when parents and carers enter and leave the staff car park in the morning and afternoon rush.

ASSEMBLIES

Assemblies occur every second Monday, promptly at 2.10pm. This provides an opportunity for the school community to pray together, to celebrate birthdays and to make any announcements pertaining to events and procedures. Assemblies also provide an opportunity to celebrate and acknowledge the achievements and joys of the week. Parents, grandparents, carers and visitors are asked to join this weekly event, but in doing so, are requested to:

- Participate in reciting the School Prayer, recognition of birthdays with students and staff
- Maintain respectful silence (as is an expectation for staff and students).
- Turn off (or silence) all mobile devices.

ASSESSMENT AND REPORTING

Reports are sent home twice a year at the end of Semester 1 and Semester 2 through COMPASS. Reports are digital and are not printed off. Should parents and carers wish to keep a hard copy, they should print a copy once received. Students in Years 1-6 have their results in each Key Learning Area reported on an A-E scale. The Diocesan Kindergarten report is a different scale report and does not use an A-E reporting scale. An opportunity for a parent/teacher interview is offered at each reporting time. However, you are most welcome to discuss your child's progress with the teacher any time throughout the year. It is necessary to make an appointment if you wish to arrange such a meeting. Please do not make speak to teachers when their attention is required to care for pupils in the classroom or on the playground. Whilst most teachers are happy to 'touch base' before school, please be mindful, unless otherwise organised, that teachers use this time to prepare lessons and activities for the day ahead and to meet with colleagues concerning teaching, learning and welfare.



ATTENDANCE

The educational focus for Holy Cross is to improve the learning outcomes for every child. Therefore, it is essential that children arrive for school ready to begin a rich day of learning. Parents can assist in this process by ensuring:

- Children arrive before the first bell. This provides time for children to socialise on the playground with peers and can often prevent unsettled behaviour in class as children have already had an opportunity to 'catch up' with their friends and peers.
- Appointments are made outside of school hours. If necessary, appointments should be made after 1pm. This will avoid interruptions to essential learning timetabled for English and Maths across the school.
- Avoid holidays, wherever possible, during school terms.

Parents are reminded that the playground cannot be accessed before 8.20am. OOSH facilities are available for parents who require short term or extended before and after school care. Teaching staff are not able to supervise children before 8.20am or after 2.50pm. Children should not be left unattended at boundary gates prior to the commencement supervision.

Once children have arrived at school, they must not leave the grounds during school hours unattended. If you wish to take your child from school during the school day, you are asked to sign them out at the office using the online kiosk. A reason for the partial absence is required and this will automatically be sent to your child's teacher and mark the roll at that time. Similarly, if returning your child to school following an appointment, they must similarly be signed in. Should a child leave the school grounds, police and parents will be notified.

The most effective means of communicating an absence is via COMPASS. This should be submitted by 8.30am prior to the commencement of the school day. Where notification of absence is not received, a nominated parent will receive an automated text message, requiring an explanation for the absence. This will occur by 9am each morning. Any child who arrives after 8.50am needs to be signed in by a parent or legal guardian at the front office, otherwise the absence will be recorded as unexplained. If there are persistent unexplained absences, parents will be contacted by the principal to discuss the ongoing attendance concerns, sometimes involving the Catholic Schools Office, who will send out a Senior Education Leader to assist with resolving the issue.

Children who arrive after 8.50am must be signed in electronically at the Administration Office. This will automatically record the partial absence (and reason) on the class roll. If this procedure is not followed, the absence remains unexplained. Repeated unexplained absences require investigation by the principal and may involve Catholic Schools Office staff.

If you plan on going on a holiday **for more than 10 consecutive school days**, you must seek approval from the principal by filling in an *Application for Extended Leave Form*. This is a requirement under the Education Act 1990. Forms are available from the Office.

It is integral that children arrive at school to begin lessons promptly at 8.50am. All classes begin their day with an English block. Consistently arriving at school impacts on a child's learning, especially in the English block each morning. Likewise, children who arrive on or after the bell have little opportunity to socialise with peers and ready themselves for the day ahead. The pedestrian gate through to the church carpark is locked at 9am every day to ensure the safety and security of all members of the school community. As such, parents are asked to exit the school after the morning bell as quickly as possible.

BANKING

The Catholic Development Fund provides the opportunity for students to bank at school on a regular basis. Application forms are available from the office.

BEFORE and AFTER SCHOOL CARE

OOSH is run daily in our Parish hall.

Before School from 7am to 8.30 am

After School from 2.50pm to 6pm



St Nicholas OOSH provides high quality, seriously fun out of school care for primary school aged children. Programs are designed with an emphasis on actively engaging your children through a variety of structured and unstructured activities. Children are encouraged to interact and learn within the bounds of a safe environment.

Fun packed programs include choice and variety to ensure all ages of children are begging to attend. A healthy breakfast and afternoon tea are provided at each session.

BOOKCLUB

The children are able to purchase books of their choice from the Scholastic Book Club. Approximately twice per term your child will bring home a Book Club brochure which outlines the cost of the book and gives a description of its content. If you wish to subscribe, the order form on the back of the brochure is completed with your child's name and the books selected. Please return the order form to the school on the due date together with the payment for the books, in a sealed envelope. Cheque payments are made out to Scholastic Australia. Alternatively, you can order books online and they will be delivered to the school for distribution. Orders are done online on the due date therefore no early or late orders can be accepted. Book Club orders are taken to the library before school on the day they are due.



BYOD Children from Years 3-6 are encouraged to participate in 'Bring Your Own Device (BYOD)'. This means that they have access to and use their own IT device during school across different areas of learning. The school provides recommended specifications for the purchase of devices. These are the same requirements that the feeder high school recommends, ensuring devices can be used in primary and secondary contexts. Laptop computers and PCs are available for use by students and staff at school.



CANTEEN

This is a service operated by the parents who volunteer to help. You are encouraged to assist, if time permits and we welcome your support. We try to ensure that the children are able to buy healthy and nutritious food. A menu and price list is sent home periodically. Lunch orders are placed in the class lunch basket. The canteen is open according to the availability of volunteers. The roster and canteen days are published via a COMPASS notification. Should a child order a lunch on a day when the canteen is not open, parents will be contacted to drop off morning tea and/or lunch. Unfortunately, staff are not available to make sandwiches or organise other food items.

It is important to note, due to health and safety regulations, that younger children, toddlers and babies are not permitted to be in the canteen. As many parents work or have younger children to care for, grandparents are especially invited to assist in our canteen.

CHILD PROTECTION

The Catholic Schools Office promotes an absolute commitment to the safety, welfare and well-being of all children, particularly those attending the Catholic schools of the Diocese of Maitland-Newcastle. "Protecting children is one of our most sacred trusts." (Bishop Bill Wright, 2012)

Diocesan schools comply with a range of state legislation designed to protect children, including:

- The Children and Young Persons (Care and Protection) Act 1998
- The Ombudsman Act 1974 (Part 3A)
- The Child Protection (Working with Children) Act 2012

There are also key Church guidelines that promote the protection of children, including:

- Towards Healing: Principles and procedures in responding to complaints of abuse against personnel of the Catholic Church in Australia (2010)
- Integrity in the Service of the Church: A Resource Document of Principles and Standards for Lay Workers in the Catholic Church in Australia (2011)
- The Catholic Schools Office has specific policies and standards to heighten the protection of children, including:
 - Reporting Concerns for Children or People with a Disability Policy No. 2.0,
 - The Diocese of Maitland-Newcastle Investigations Policy No. 1.3,
 - Child Protection Code of Professional Standards for Catholic School Employees

In 2005 the Diocese established a centralised, expert child protection team, now known as Zimmerman Services, which oversees child protection practices across the whole Diocese, including the Catholic Schools Office and all our Catholic schools. The Diocese's child protection practices include a range of preventative services as well as responding to allegations of abuse.

You can find out more about Zimmerman Services and its roles and functions on line at: <http://www.mn.catholic.org.au/agencies-services/child-protection>

Catholic schools in the Diocese of Maitland-Newcastle are committed to providing safe environments for students. Whilst we have a legal obligation to protect children, this commitment is central to our Catholic beliefs. At Holy Cross, we believe that all children have a right to a safe environment which is free from any form of abuse or harm.

Schools in NSW are required to meet the statutory obligations of legislation relating to child protection. Schools in this diocese are required to uphold the policies and guidelines set out by the Catholic Schools Office.

This legislation includes:

- The Ombudsman Amendment (Child Protection and Community Services) Act, 1998
- The Children and Young Persons (Care and Protection) Act, 1998

PREVENTING CHILD ABUSE IN CATHOLIC SCHOOLS

Screening

The Catholic Schools Office is working with the Office of the Children's Guardian to implement the new Working with Children Check Clearance ('Clearance'). Before anybody is engaged in 'child-related work' (as a paid employee, self employed contractor or volunteer) they must provide the Diocese with a valid Clearance number. Catholic Schools Office verifies the person's status through an online service provided by the Children's Guardian before they are allowed to commence work.

The Office of the Children's Guardian determines whether a potential or current employee poses a risk to children. Anybody who is considered to pose a 'real and appreciable risk' to children will be the subject of an interim or final bar from the Office of the Children's Guardian. People who are the subject of an interim or final bar are not be allowed to work in a Catholic school or other child-related work in the Diocese of Maitland-Newcastle. All existing employees gained a Clearance by 31 December 2017.

Training

The Catholic Schools Office requires that all employed staff complete a full day of child protection training presented by Zimmerman Services. Further, principals and assistant principals provide regular child protection updates and reminders as part of the schools in-service training and professional development. By 2016 the Catholic Schools Office and the Diocesan Child Protection Unit will be introducing on line training for all school personnel to be refreshed annually. Face to-face training will also continue.

RESPONDING TO ALLEGATIONS OF CHILD ABUSE IN DIOCESAN SCHOOLS

Reporting

Staff in Diocesan schools are mandatory reporters. This means they are lawfully required to report to the Community Services Helpline if they have reasonable grounds to suspect a child is at risk of significant harm from abuse or neglect and those grounds are identified in the course of, or from the person's work. Also, the Reporting Concerns for Children or People with a Disability Policy obliges all members of the Diocese to report any child protection concerns to their supervisor or Principal to be assessed as possible risk of significant harm reports to the Helpline.

Zimmerman Services or School Principals will contact NSW Police if they believe a criminal act has occurred. As parents of children attending a Diocesan school you are encouraged to discuss any child protection concerns you have with your school's principal, assistant principal, year advisor or the Parent Liaison Officer. If you believe your concerns are not being addressed appropriately, you have the right to contact Zimmerman Services directly (Ph. 4979 1390 during office hours).

As parents you also have the right to report your concerns to the Community Services Helpline or NSW Police at any time you believe it appropriate

Investigating

All allegations of child abuse or neglect are taken seriously by the Diocese. Where the alleged conduct involves a person working for the Catholic Schools Office or a diocesan school (including employees and volunteers) the allegations are investigated at a level commensurate with the seriousness of the allegations.

When an allegation is made, a thorough risk assessment is conducted and appropriate interim safety measures may be put in place.

The Diocese will provide all cooperation to Police or Community Services if the allegation is investigated by statutory authorities. The Diocese will not commence an investigation till statutory investigations are completed.

Where the alleged misconduct is deemed minor, the Principal of the school, oversighted by Zimmerman Services, may undertake a local investigation. Where the alleged conduct is more serious, a specialist investigator from Zimmerman Services will conduct the investigation. This investigation may be oversighted by the NSW Ombudsman.

If your child is a witness or otherwise involved in such an investigation, Zimmerman Services will contact you as the parent, explain what is happening and request your permission to interview your child. Zimmerman Services prefers to interview your child at home with you present.

Child protection investigations are confidential. As parents you will only be advised of an investigation or the outcome of an investigation if there is a legitimate need to know. As a parent, you will also be expected to respect that confidentiality.



COMMUNICATION

Holy Cross staff always welcome the opportunity to talk face to face with our school community. Modern technology, however, also allows us to stay in touch and keep our families and friends up to date:

Holy Cross uses the COMPASS App to communicate newsletters, school notices and alerts directly to your smartphone. The App communicates directly with iPhone, iPad, Android and Windows phone devices. Apart from being more environmentally friendly, the App allows relevant information to be shared immediately.

Newsletters will be sent out twice per term via the COMPASS APP. Additional notifications are sent out via COMPASS. The School Website is also an important form of communication. To access the school website the internet address is www.glendale.catholic.edu.au For privacy reasons, the newsletter and P&F Minutes are not published on the school website.

A Parent Information Booklet, for each class, is sent home early in Term 1.

COMPLAINTS RESOLUTION PROCEDURES

Holy Cross Glendale closely adheres to the Diocesan Complaints Resolution Policy and Procedures for Parents & Carers. The following procedures are adopted from these policy and procedures and apply to staff, parents and carers at Holy Cross Primary School, Glendale. There is a 5-step process to help you and the Holy Cross, Glendale to reach an outcome that is in the best interests of a child. Parents/carers must go through each step before progressing to the next. See Appendix A: Parent/Carer Complaint Flowchart. This process is also detailed in the Complaint Resolution Brochure available through the school (Appendix B)

The five steps are:

1. Discuss the complaint with the class teacher*
2. Discuss the complaint with the principal or their delegate
3. Contact the CSO Parent Liaison Team
4. Contact the Director of Schools
5. Request an independent review

*Parents/carers should speak directly to the principal if your complaint relates to general school matters or school policy. Parents/carers should speak to the Parent Liaison Team if a complaint is about the school principal.

1. Discuss your complaint with the class teacher

Contact the school to make an appointment with your child's teacher. This may be done via email, personal request, in writing or phone call. The class teacher will organise a meeting or phone call within 3 days and will make a record of your complaint and discuss options for resolution. Your meeting and any outcomes will be reported to the school principal. It may be that the class teacher may wish to consult with the principal before a resolution is reached. As such, a further meeting may be organised where necessary. The class teacher will also assess the complaint to identify any immediate health, safety or security risks and action/escalate to the principal if there are risks. *It is also helpful, if at the time of making an appointment, a brief summary of the issue is provided to enable the teacher to make some preparations and consider positive outcomes that may be raised during the meeting.*

2. Discuss your complaint with the principal or their delegate

If you can't resolve your concerns after speaking to your child's teacher, you can raise your complaint with the school principal. The principal, or their delegate, may also be able to help you and the teacher resolve the problem if you were not able to after your initial discussion. Complaints to the principal can be submitted in person, by telephone, in writing or via email. The principal will respond to your complaint within 3 days, via phone call, personal meeting, email or in writing. Generally, this will involve requesting a meeting to discuss a positive resolution to issues raised.

3. Contact the CSO Parent Liaison Team

If you have not reached a resolution through steps 1 and 2, you should contact the Parent Liaison Team. You can lodge your complaint in person, by telephone, in writing, or online. Your complaint should outline the steps you have taken to resolve the issue and include your full name and address. You should also sign and date it, and it's a good idea to keep a copy of any correspondence for your own records.

Your name and the nature of your complaint will be sent to the principal of your school. A representative from the Parent Liaison Team will then work with you and your school to seek a resolution. Anonymous complaints will only be acted on if enough information has been provided to allow for follow-up with the relevant school principal. Further details about the role of the Parent Liaison Team can be found in the Diocesan Complaints Resolution Procedures for Parents & Carers

4. Contact the Director of Schools

If your issue has not been resolved through the above process, or if you would like a review of the complaint outcome because you have information that the complaint outcome was inaccurate and/or the complaint handling process was unfair, you can lodge your request with the Director of Schools. Your request must be in writing addressed to the Director of Schools and must be made within 10 working days from the initial complaint decision. Your request should outline the steps you have taken to resolve the issue, the reasons for the request for review, and include your full name and address. You should also sign and date it, and it's a good idea keep a copy of any correspondence for your own records. If your complaint relates to the Director of Schools, you may submit a request for review of the complaint outcome to the Bishop.

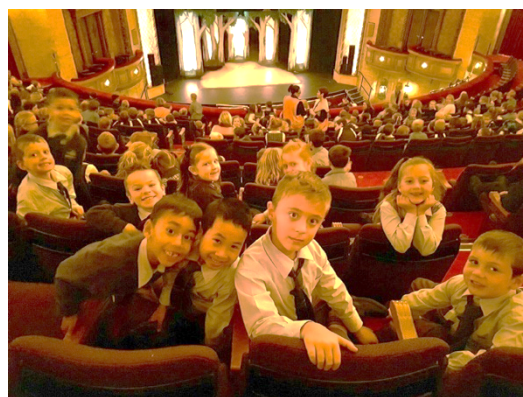
5. Independent review

You may seek advice from an external agency where relevant. The Office of the Advocate for Children and Young People provides a useful guide: <https://www.acyp.nsw.gov.au/info/making-a-complaint>. The CSO may cease dealing with the complaint while an external process is under way.

CREATIVE ARTS



Holy Cross students are provided with ongoing opportunities to engage with the creative arts. A designated visual arts area is set up to allow the process of creating artworks to be completed. This room provides different work spaces, designed to enhance an understanding of art as an ongoing process, requiring planning and organisation. Children are exposed to a variety of visual arts activities including, but not limited to painting, drawing, sculpture, printmaking, photography.



All children participate in the biannual School Musical. Expertise is sought from Anna Kerrigan to assist in the development of scripts, costumes and direction of the musical. Anna is the Artistic Director of ASPIRE, an audition-based drama, dance, music and creative and performing arts program produced by the Catholic Schools Office of Maitland-Newcastle. All classes from K-6 attend a professional production each year as part of their Drama, Dance & Music programme.

The Music Room program is taught throughout the school to develop an understanding of basic music notation, rhythm & beat incorporating composition and appreciation.

EXCURSIONS

Students attend excursions, incursions, camps and retreats throughout their school years. Each of these planned learning experiences endeavour to enhance learning and develop students' personal, community and spiritual values within Key Learning Areas. A general permission note covers walking excursions in the immediate area of the school. Excursions requiring bus or other transport will have a specific permission note.. Excursions may extend beyond normal school hours by both early departure and/or later return and parents are kept updated via COMPASS notifications. Genuine financial difficulty should not prevent a student's attendance. Please contact the principal if necessary.

HOLIDAYS

It is not advisable to take holidays during the school term. There are, however, occasions when parents / grandparents like to book a trip during school time. If you plan on going on a holiday **for more than 10 consecutive school days**, you must seek approval from the principal by filling in an **Application for Extended Leave Form**. This is a requirement under the Education Act 1990. Forms are available from the Office or can be emailed home upon request to the principal.

HOMEWORK

At the beginning of each year teachers will provide an outline of class procedures in regard to homework. Should you not wish your child to complete home-based activities, please advise your child's teacher.

HOUSE TEAMS

For the purpose of competition on carnival days and for other school activities, as of 2020, children are placed in one of three House Teams. All the children from one family are placed in the same team and as far as practicable, will remain in this team for the whole of their schooling at Holy Cross.

ILLNESS

If your child becomes ill at school, a staff member will contact you to arrange collection of your child. Unfortunately, staff are unable to supervise sick children for more than short periods whilst collection arrangements are organised. Please do not send your child to school if they are unwell. If your child is absent from school due to illness, **please notify the school prior to 8.30am via COMPASS.**



INTERNET SAFE USAGE

Holy Cross has an internet, email and network usage service agreement that all students and their parents are asked to sign on enrolment. Students are not given access to any form of IT until such agreements are signed.

KINDERGARTEN TRANSITION

Students in Year 5 are trained to be “buddies” to the incoming Kindergarten class. The older students help their special friend to settle in to school life at Holy Cross.

Holy Cross believe that successful transitions are the key to a positive start to primary school and make sound use of evidence-based practice, along with support and assistance through the CSO Early Learning Education Officer. The staff adhere to Policy and Procedures as detailed in the CSO Early Learning Policy, emphasising the value of play as pedagogy, along with the importance of data, play, environments and transitions.



LEADERSHIP

As emerging leaders, all children in Year 6 are provided with the opportunity to serve the school community under different portfolios. Leadership is shared amongst the group and is rotated each term. All children in Year 6 wear are presented with a leadership badge at the commencement of the school year.

LEARNING HUB

The Library forms part of our Holy Cross Learning Hub and is used by all classes for research, reading and a variety of other activities. Video conferencing is available to link students, classes and teachers with others beyond our school. Laptop computers and BYOD ensure research and online class tasks include sophisticated skills and ongoing access to building IT skills. The Library is well stocked with rich texts and other resources. The children routinely visit twice weekly, once for book borrowing and once for a lesson but is available for use by all classes and their teachers when library lessons are not being undertaken. The library is open during some lunch breaks for borrowing and for reading and computer use. Library bags are compulsory when borrowing books from the library. They can be purchased from the Uniform Shop.

LOST PROPERTY

All items of clothing, bags, drink bottles and lunch boxes etc must be clearly labelled. All unclaimed property is held for a time in baskets near the indoor play space. Parents are most welcome to enquire about lost articles. We make every effort to return articles to the children however no responsibility is taken by the school for lost articles or their recovery. Unmarked items that are not claimed are washed and donated to the Uniform Shop to be sold as second-hand items. Lunch boxes and containers are disposed of due to health risks.

MEDICATIONS

Parents must complete a **Consent Form to Dispense Medicine** for any medications that must be taken at school. These forms are available from the school office. This is legally required for all medications, long or short term.

Medication, with the exception of Asthma Relievers (Puffers) is kept in the office and administered by a staff member. Asthma relievers may be kept in bags by older students for self-administering, but this should be discussed with the class teacher, administration officer and/or principal.

Short Term Medication: Parents are to fill out the consent form available from the school office eg for antibiotics etc.

Long Term Medication: The administering of medicines long term requires a letter of advice to the school from the student's Dr or Specialist eg ADHD medication, Epipens. Forms are available from the School Office.

Anaphylaxis: A significant number of pupils may suffer grave consequences from contact with particular substances. Any nut products and raw egg products may create a life-threatening situation. Even the residue of peanut butter on a person's breath may send some children into shock. Since multiple students may be affected at the same time the possibility of a medical crisis has to be considered. Staff are trained in medical procedures but to ensure the safety of pupils please:

DO NOT SEND food to be shared to school. This includes birthday cakes and similar products. If a celebration involves food, a teacher may request, by note, specific products. Alternately, staff only may purchase and provide shared food, maintaining note of health concerns and ingredients. Any cakes or food sent to school will not be distributed.

Students with Anaphylaxis must provide an Action Plan for the school.

Food Allergy: If your child has or develops a food allergy, it is important to inform the school **in writing**. Please include relevant treatments, reactions that the child may have, etc. In some instances, staff may need to be trained to administer first aid or medication.

Immunisation: Good health is vital to school progress. **NSW Health Department states that it is compulsory for all children enrolling into primary school to have an Immunisation Certificate.** This certificate indicates immunisation against Diphtheria, Tetanus, Pertussis (Whooping Cough), Polio, Measles, Mumps and Rubella. **This certificate is required at the time of enrolment.** Exclusions relating to Swine Flu and other non-predictable outbreaks of disease will be communicated to parents.

Infectious Diseases: Parents are encouraged to have relevant health checks for their child's sight, hearing, growth and development by their family doctor. Certain infectious diseases require exclusion periods where the child must stay away from school. These include:

Chicken pox		
Conjunctivitis	Impetigo	Rubella
Diarrhoea	Measles	Scabies
German measles	Meningitis	Whooping Cough
Head lice	Mumps	
Hepatitis A	Ringworm	

Asthma: Parents of children who suffer from asthma are required to provide their child's Asthma Action Plan and update this annually or more frequently as required (these forms are available from the school office). It is extremely important asthmatics carry their medication with them at all times, especially if the asthma is exercise induced. Younger students with asthma will have their relievers available from the school office.

Students with Asthma must provide an Asthma Action Plan for the school.

Analgesics: The school does not provide nor administer analgesics, except with the written consent of the parent on the appropriate **short-term medication form**. **These medications must be provided by the parent / carer and are not otherwise available. A child who requires analgesics should generally remain at home.**

MOBILE PHONES

Mobile phones often contain cameras and/or internet access. Even as instruments for texting they may present cyber safety or child safety issues especially on overnight excursions. Mobile phones are not to be taken on excursions nor used by students within the school grounds without specific permission from the principal or school executive team. Should your child bring a mobile phone to school, it will be stored in the Administration Office for the duration of the school day.

MONEY COLLECTIONS

All money brought to the school should be in a sealed envelope with your child's name and class, and should state what it is for and the amount. Students hand these notes and envelopes to their teachers at the start of class. Notes and money for the office are placed in the note bags in the child's classroom and sent to the office after any processing by teachers. Monies collected this way include school fees, book fees, and school banking. Early establishment of this routine not only assists in the smooth receipting of monies and permission notes but also installs an early sense of responsibility in your child.

PARENTS, CARERS & VOLUNTEERS

Parents & Friends Association

Holy Cross Glendale has an active and engaged Parents & Friends Association (P&F). The P&F Association is a group of parents and school staff who volunteer their time to discuss important issues that affect the school and to raise much needed funds. The P&F encourages a great community spirit and ensures that everyone feels a welcome part of the Holy Cross School Community.

Meetings are held twice per term for approximately one hour. The dates are advertised in advance via COMPASS. All members of the school community are encouraged to attend.



The P&F are responsible for running the school canteen and organising fun, extra-curricular activities for the children who attend this school. Some examples are school discos, colour runs, Bunnings BBQs, Easter and Christmas raffles, Mothers' Day and Fathers' Day stalls amongst other initiatives. Fund raising efforts assist the school in the purchase of resources and equipment directly linked to supporting children.



Volunteers

A volunteer in a school is an important task. Holy Cross would not be able to function as well as we do without the contribution made by the myriad of volunteers who so generously give of their time and expertise. Volunteers support our school with:

- Canteen
- Classroom activities
- Excursions
- Sport
- Creative Arts
- Uniform shop
- Playgroup
- Fundraising



A **Working with Children Check** is a prerequisite for anyone working with children in child-related work (including volunteering in a school for school-based activities). This involves a national criminal history check and review of findings of workplace misconduct. A clearance from these findings allows people to work with children for five years. Every volunteer needs to complete a volunteer induction prior to assisting in schools.

To register to volunteer at Holy Cross:

1. Fill out an online application form at the [Office of the Children's Guardian](#). When you have completed the application form, you will receive an Application number (APP) .
2. Take this Application number and proof of your identity to a NSW motor registry or Service NSW Office. Once your application has been processed and you are cleared, you will receive your Working with Children Check number (WWCC).
3. Bring your Working with Children Check number to the school and fill in the Declaration Form. You will need to bring proof of identity documents with you for a 100 point check. Your WWCC number and form will then be sent to our Diocesan Child Protection Unit (Zimmerman Services) to be put on the new Register of Volunteers.



Once cleared, a volunteer is required to participate in an induction process. This is conducted by a staff member and noted on the Volunteer Induction Register. Copies of the Volunteer Handbook are available from the school to borrow or may be downloaded from the school website.

PASTORAL CARE / DISCIPLINE / ANTI BULLYING

At Holy Cross Primary School, we aim to provide a loving and secure environment which values each child and his/her opportunity to develop – spiritually, intellectually, physically, emotionally and socially.

Effective pastoral care relies on the development of authentic and respectful relationships. When positive relationships are maintained between staff, students and all members of the school community, an environment is cultivated that ensures kindness, tolerance, reconciliation and growth. This is supported by respectful and supportive means of resolving conflict, raising concerns and developing mechanisms to understand and develop each and every person's individuality. Should you have any concerns about your child's well-being or relationships, please contact your child's class teacher.

Under no circumstances are any forms of bullying (verbal, physical or psychological) tolerated at Holy Cross. It is imperative, though, that a clear understanding of what entails bullying is understood. For accurate information about bullying, please visit the Bullying No Way website (<https://bullyingnoway.gov.au/>) . The website is managed by the Safe and Supportive School Communities Working Group which has representatives from all states and territories, including the Catholic and independent schooling sectors.

Holy Cross follows the Anti-Bullying Policy and Procedures, developed by the Catholic Schools Office. A copy of these documents can be located on the Catholic Schools Office website. The school also maintains procedures for managing bullying allegations and investigations.

PHOTOGRAPHS

Class, individual and family photographs are taken at the school annually by professional photographers. Other photos from sporting events, school or class activities may be taken from time to time and used on our school website, in our school newsletters, on social media or displayed in our school foyer. If you do not give permission for your child's photo to be taken or displayed, please inform the Principal.

Parents are respectfully reminded to only photograph/video their own child during any event.

OUTDOOR PLAY SPACE

Holy Cross maintains an Outdoor Play Space to engage all children in imaginative play. The Play Space incorporates a variety of hands on activities and is available during class and lunch time. Activities include:

SACRAMENTAL PROGRAMS

In accordance with the Diocesan policy, the Parish of Sugarloaf has a Parish based Sacramental Program and the Sacramental Team is responsible for its implementation. Children are invited to participate in the Sacramental program and make their first Reconciliation, be Confirmed and receive First Eucharist. Children in all classes from Kinder to Year 6 learn about the Sacraments in accordance with the Diocesan Religious Education Policy.



SCHOOL FEES

Each school year the Catholic Diocese of Maitland-Newcastle, through the Catholic Schools Office, reviews the fees for students in our diocesan schools for the coming year. By far the greater part of this funding is obtained through State and Commonwealth government grants, but the commitment and continuing financial contribution of parents and parish communities is still essential to fill the gap between the funds provided by the government and the actual running costs of schools.

The following rates and discounts have been reviewed by the Diocesan Finance Council (DFC) and upon the advice of the DFC and the Diocesan Executive, they have been approved by Bishop Bill Wright. Individual school and resource and service fees are in addition to those set by the diocese and are also outlined below.

School fees at Holy Cross, Glendale comprise three components:

1. Diocesan tuition fees
2. Individual school resource and services fees
3. Diocesan Family School Building Levy (DFSBL)
4. Diocesan Pastoral Contribution (optional)

In 2020, the family discount on full rate diocesan tuition fees is:

1 child family	full rate
2 child family	10% - each child
3 child family	20% - each child
4 child family	40% - each child
5+ child family	50% - each child

Special Fee Reductions

To assist families with limited financial resources, Catholic schools in the Diocese of Maitland Newcastle offer a lower tuition fee to means tested low income families such as Health Care and Pension Card holders. The rate is 50% of the diocesan tuition fee full rate for each child. This discount applies only to the diocesan tuition fee, not to the DFSBL or other resource and service fees charged by the school. It is the policy of the Catholic Schools Office and the Diocese that financial hardships should not prevent any child from attending a Catholic school and no child will be denied a Catholic education because of a family's genuine inability to pay the required school fees. Any family experiencing financial difficulties is entitled to fee assistance. A confidential appointment should be made with the principal in order that such assistance is discussed and organised.

SPORT

The school actively participates in School, Regional, Diocesan and Inter-Diocesan Swimming, Cross Country and Athletic Carnivals. The school carnivals are organised to allow for participation by all students, infants and primary. There are also opportunities for children to participate in Sport at State Level as part of the Primary Schools Sports Association (PSSA).

As far as possible students participate weekly in organised games and skill practices. It is expected that students will wear their sports uniform on sport days. These days are organised according to timetabling each term as the school makes use of external organisations, subsidised through the government's 'Sport in Schools' programs. Notification is given before the end of each term as to what the uniform and sport requirements are for the following term. All students are expected to undertake these and other physical education activities unless we are advised that it is medically or physically inadvisable.



Children in the primary classes will also benefit through participation in regional and diocesan gala days in netball and soccer. Clinics, with visiting expert coaches will be provided throughout the course of the year and advised via the newsletter.



STAFF PROFESSIONAL DEVELOPMENT DAYS (PUPIL FREE DAYS)

Each school is permitted four Pupil Free Days per year for the purpose of teacher professional development. These give staff the opportunity to update their skills and knowledge in different areas of the curriculum. Students do not attend school on these days and parents are given at least one month notice of a professional development day.

SUN PROTECTION

It is school policy that all children wear a school hat while outside the classroom and use sunscreen daily. If your child forgets their school hat, they will be directed to play in the shade. It is advised that children be given sunscreen to apply when attending carnivals, excursions etc. Sunscreen is available for use by all children, staff and carers. It is located near the COLA adjacent to the bottom playground. Should a child not wear their hat for more than a few days, they will miss play until the hat is found/replaced.



UNIFORM

Uniform requirements for Holy Cross are purchased through the Holy Cross Uniform shop. The Uniform Shop is located adjacent to the Play Space in the basement area. It is open every Monday afternoon from 2pm and Thursday morning from 8.30am till 9.30am. Orders and forms may be completed and collected from the Administration Office once payment has been made. Payment may be made via cash, cheque or eftpos.

A second hand clothing pool is also available. Clothing is reasonably priced.

For safety purposes, no jewellery should be worn to school. Studs or sleepers only should be worn in pierced ears. Nail polish (unless clear) is not to be worn. Hair is not to be coloured or dyed. Long hair (boys or girls) should be pulled back at all times.

All students must wear the school uniform correctly. The correct school uniform is as follows: Please note that our Uniform Service at Holy Cross is the only supplier of our correct uniform.

	Girls	Boys
Summer	<ul style="list-style-type: none"> • Summer Tunic • Sky blue socks • Black shoes 	<ul style="list-style-type: none"> • Grey shorts • Sky blue shirt (short sleeves) • Grey socks • Black shoes
Winter	<ul style="list-style-type: none"> • Pinafore with inverted pleat (front and back) OR Grey slacks • Sky blue blouse (long sleeves) OR sky blue skivvy • Tie (worn with blouse) • Sky blue socks or navy blue stockings • Black shoes • Royal blue jumper OR royal blue zip jacket bearing school logo 	<ul style="list-style-type: none"> • Long grey trousers • Sky blue long-sleeved shirt with pleat on the back • Tie • Grey socks • Black shoes • Royal blue jumper OR Royal blue zip jacket bearing school logo
Sport days	<ul style="list-style-type: none"> • Royal blue shorts • School polo shirt bearing school logo • Short white socks visible above the ankle • White joggers • Royal blue tracksuit 	

