

# Barooga Public School Newsletter



Term 1, Week 8

Tuesday 14<sup>th</sup> March 2023

## KITCHEN WEEK

### Important Dates

Wed 15 <sup>th</sup> March-Mon 27 <sup>th</sup> March	Naplan
Thursday 16 <sup>th</sup> March	Yr 6 Forensics Day at Finley High School
Monday 20 <sup>th</sup> March	P&C AGM and General Meeting in the School Library 6pm
Wednesday 22 <sup>nd</sup> March	Harmony Day
Wednesday 5 <sup>th</sup> April	Easter Parade and Raffle Drawn
Thursday 6 <sup>th</sup> April	Last day Term 1
Monday 24 <sup>th</sup> April	Staff Development Day
Tuesday 25 <sup>th</sup> April	Anzac Day Public Holiday
Wednesday 26 <sup>th</sup> April	Students Return Term 2



## YEAR 1/2 CREATING ST PATRICK'S DAY ARTWORK

# Principal's Report

## Parents, Carers and Supporters of BPS

Welcome to Week 8! I trust many of you who work in Victoria enjoyed the public holiday as a way to reset and recharge.

## Restrictive Practices Policy

Last week I led staff to engage in an important professional development session on the use of **Restrictive Practices** in schools. I have included an excerpt from the **Parent Information Fact Sheet** which sums up this important policy reform in schools - *Every child or young person has different individual needs around behaviour, learning, health, safety and wellbeing. They may need different types of support at school to help meet these needs. The safety of students and staff is the most important thing. Our staff must always take reasonable steps to protect our students from risks of injury or harm. This is called duty of care and applies to all department staff in NSW public schools and government preschools.* The factsheet in full will be sent home today with the Newsletter. We will be working diligently to identify, plan, implement and monitor the use of restrictive practices at our school in partnership with families. Please direct any questions directly to myself.

## NAPLAN 2023

NAPLAN begins tomorrow with students in Year 3 and Year 5 sitting the Writing Assessment. Today I met with students in both grades to discuss the importance of applying themselves to the best of their abilities. We have multiple sources of information we use to assess students at school. NAPLAN is another valuable source.

NAPLAN assessments can be made up if a child is absent. We would appreciate students arriving to school on time for assessments as it can be quite disruptive admitting students into active assessments.

Organisation for NAPLAN was communicated to families last week. As a reminder I have included below:

## Barooga Public School – NAPLAN Schedule 2023

MARCH	Week 8			Week 9					Week 10
	DAY 1	DAY 2	DAY 3	DAY 4	DAY 5	DAY 6	DAY 7	DAY 8	DAY 9
	WED 15th	THURS 16th	FRI 17th	MON 20th	TUES 21st	WED 22nd	THURS 23rd	FRI 24th	MON 27th
<b>Year 3</b>	Writing 9:00am 10:00am (Year 3 Room)	Reading 9:00am 10:00am (Library)		Language Conventions 9:00am 10:00am		Numeracy 9:00am 10:00am	Rest Day	Catch-Up Tests	Catch-Up Tests
<b>Year 5</b>	Writing 9:00am 10:00am (Library)	Writing Catch-Up (Tech issues only)	Reading 9:00am 10:00am (Library)	Language Conventions 11:50am 12:50pm	Numeracy 11:50am 12:50pm				

## ANZAC Day 2023

Our school will remain involved in the Cobram Barooga RSL Sub-Branch commemorations this year. ANZAC day falls on the first Tuesday back of Term 2. I extend an invite to all students to represent our school during the ANZAC service. Further details will be forwarded before the end of the term. Ms Schols and her Year 6 students will be leading education sessions with all classes as part of our commitment to the ANZAC tradition.

## Premiers Reading Challenge

We have had a pleasing response so far with several students beginning to log the books which they have read. Mrs Jones is supporting classroom teachers to locate texts and give credit to students once read. PRC information is repeated in this Newsletter for your benefit.

## Harmony Week

In Week 9 we will acknowledge Harmony Week at our school. Harmony Week is the celebration that recognises our diversity and brings together Australians from all different backgrounds. It's about inclusiveness, respect and a sense of belonging for everyone. The headline of our involvement will take place on Wednesday 22<sup>nd</sup> March. Students will experience a variety of cultures through their involvement in rotations including cooking, craft and games.



## Communication with school

There are many ways you can contact the staff at our school.

- Phone:** Call our office (5873 4242)- changes of routine, general enquiries or to book appointment with a teacher or Mr Collins
- Email:** Send an email to our school address [barooga-p.school@det.nsw.edu.au](mailto:barooga-p.school@det.nsw.edu.au) clearly stating who you wish to bring attention to.
- Facebook:** Inbox the school Facebook page.

Please feel you can contact me if you have questions/concerns or need support. I look forward to forming a partnership with you to advance the outcomes and provide the environment for each and every student to be the best they can be.

*Mr Matt Collins - Principal (Relieving)*

# PLEASE DON'T BRING NUTS OR NUT PRODUCTS TO SCHOOL

A number of students at our school have severe nut allergies which may trigger anaphylactic shock.

We ask all families not to send nuts or nut products, including Nutella or peanut butter sandwiches, to school.

If nuts are consumed with breakfast, students are encouraged to wash hands thoroughly before coming to school. Thank you for your cooperation.



# History - Kinder

This week in History the Kinder students shared an item from home that is from their past. The students each spoke with their strong, confident voices about the item they brought in or a moment in their life that they felt was significant. We heard about special dolls, teddies, dress ups and even handmade items that were given to them when they were born, from the 'olden days!'.



SCHOLASTIC

Book Club

Issue 2  
orders

Due: 9am  
Friday 17<sup>th</sup>  
March



Many thanks to Lyn Mountney for running a stall at the Makers Market on Sunday. Thank you also to Marcia, Tracy, Matt and Alana for donating home baked goods. Over \$300 was raised for the day. A great effort!



**Congratulations  
Ollie!!**

Congratulations to Ollie who has been selected to attend the final round of trials after a strong performance at the Western Riverina AFL trials. The final round of trials will be held in Lavington in Week 10. We are super proud of your achievements so far Ollie!



GOOD TIMES  
FESTIVAL



SATURDAY 25 MARCH 2023

WE LOVE OUR LOCALS  
HALF PRICED TICKETS  
FOR BERRIGAN & MOIRA  
SHIRE RESIDENTS!



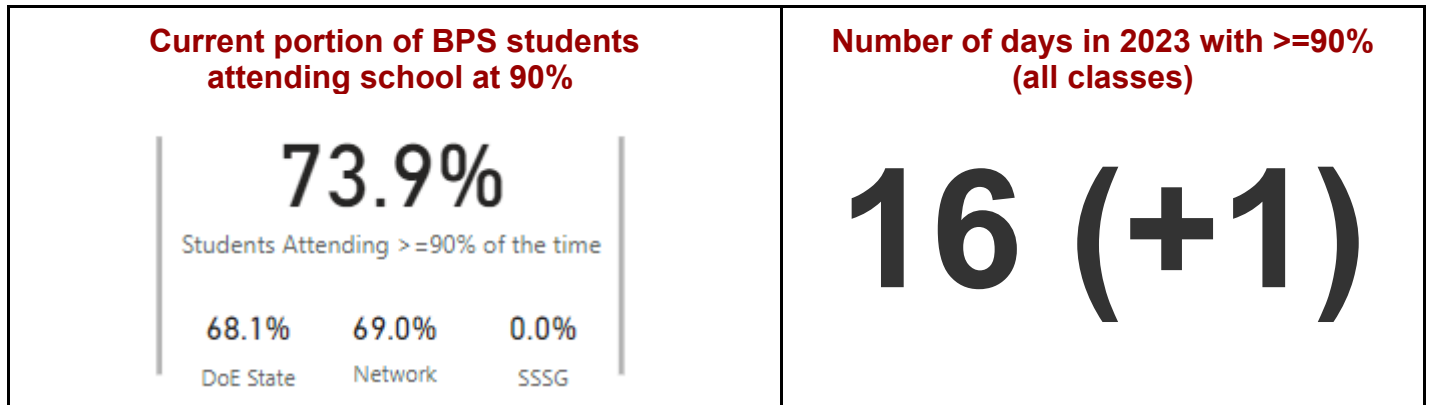
TOCUMWAL, NSW  
WWW.GOOD-TIMES.COM.AU




# Encouraging Positive School Attendance

Regular attendance at school is essential to assist students to maximise their potential. Schools, in partnership with parents, are responsible for promoting the regular attendance of students. In the coming weeks, I will be sharing our school based plan to support and encourage positive school attendance.

As a general rule, we strive for **90% of our students attending school 90% of the time**. This key statistic is able to be monitored easily using data platforms available to the school. Here is how we are tracking so far in 2023 ↓






## EVERY DAY COUNTS...

A day here or there doesn't seem like much, but...

When your child misses just...	that equals...	which is...	and therefore, from Kindy to Year 12, that is...	This means that the best your child can achieve is...
1 day each fortnight	20 days per year	4 weeks per year	Nearly 1 ½ a years of school	Equal to finishing Year 11
1 day a week	40 days per year	8 weeks per year	Over 2 ½ years of school	Equal to finishing Year 10
2 days a week	80 days per year	16 weeks per year	Over 5 years of learning	Equal to finishing Year 7
3 days a week	120 days per year	24 weeks per year	Nearly 8 years of learning	Equal to finishing Year 4

Give your child every chance to succeed...

Every day counts!





# SRC EASTER RAFFLE

**DRAWN WEDNESDAY 5TH APRIL**

THE SRC ARE HOLDING AN  
EASTER RAFFLE AGAIN THIS YEAR  
WE ARE ASKING EACH FAMILY TO  
PLEASE DONATE EASTER ITEMS  
FOR THE RAFFLE

PLEASE BRING ITEMS TO  
THE SCHOOL OFFICE



## Nutrition Snippet

### HEALTHY GRAB-AND-GO SNACKS

Making homemade snacks can be cheaper, healthier and better for the environment, but sometimes you just need a **grab-and-go snack** that is not packed with sugar, salt and saturated fat.



Read our blog to find out our top [8 grab-and-go snacks](#) to pack when time is low

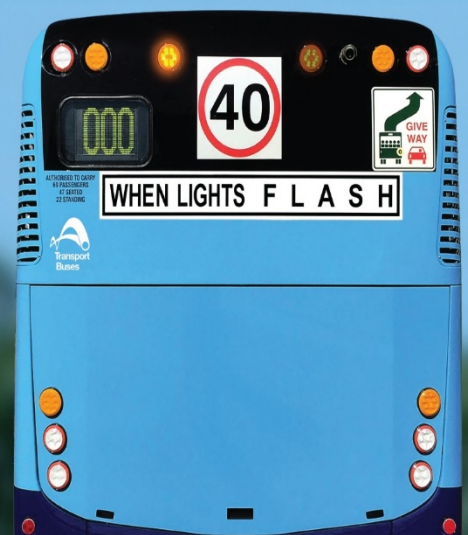
[healthylunchbox.com.au](http://healthylunchbox.com.au)



*Year 4/5 in the garden,  
discovering what is in the  
compost. They even found  
some bones!!*



Help keep our kids safe



**Slow down to 40km/h  
when bus lights flash**

[roadsafety.transport.nsw.gov.au](http://roadsafety.transport.nsw.gov.au)



The information in this poster is intended as a guide only and is subject to change at any time without notice.  
© 2016 NSW Police - Road Safety Division. #TALKDOWN20



Barooga Public School is excited to be participating in the 2023 NSW Premier’s Reading Challenge (PRC).

**2023 Challenge dates**

Students can include any books read from the end of the 2022 challenge on their 2023 reading record.

**Key dates:**

**27 February 2023:** challenge opens for student entries

**Friday 28 August 2023:** challenge closes for student entries

**Key rules**

Students must read a certain number of books to complete the Challenge. Booklists are available from the website.

Challenge Level	Total number of books to be read	Minimum number of PRC books	Maximum number of Personal Choice books	Booklists included as PRC book choices.
K – 2	30	20	10	K-2, 3-4, 5-6
3-4	20	10	10	3-4, 5-6, 7-9
5-6	20	10	10	5-6, 7-9, 9plus
3-9*	20	10	10	All booklists

*\*Students who would experience difficulty completing the challenge at their grade-appropriate level due to learning difficulties can take part in the 3-9 Challenge. Please contact Mrs Jones if you feel this would be suitable for your child.*

K-2 and 3-9 challenges: you can read books on your own, read them with someone else, or someone can read them to you.

3-4 and 5-6 challenges: you must read books on your own, but someone can help you choose them.

In an approved series on the PRC booklist, you can read any five books as PRC books. You can read up to ten other books from the same series as Personal Choice books.

**Premier’s Reading Challenge Student Site:** <https://online.det.nsw.edu.au/prc/studentExperience.html#/>

**Login details:**

Student logon details will be the same one as they use to access computers and the internet at school.

Please see Mrs Jones if you need any assistance in getting started.



## Premier's Reading Challenge

### Tips for parents and carers for participating in the Challenge

- D Find out the name(s) of your school's Premier's Reading Challenge (PRC) coordinator(s) and how they plan to administer the Challenge.
- D Familiarise yourself with the new [PRC student website](#). There is a video on the [PRC Support site that you can watch that demonstrates how login, search for books and add them to a Student Reading Record \(SRR\)](#).
- D Visit the [Premier's Reading Challenge Support website](#). It allows you to search for information about the PRC and how to use the PRC website and also how to [contact the PRC team](#).
- D Set reminders for Challenge [opening and closing dates](#) in your and your child's calendar.
- D Find out your [child's logon details](#). For public schools, students' logon will be the same one they use to access computers and the internet at school. Non-government students will need to contact the PRC Coordinator at their school if they cannot remember their login details.
- D Assist your child to borrow books from the school or local library. Listen to your child read and talk about the story/ characters/ information. Read to or with your child if they are participating in the K-2 Challenge.
- D Help your child to add books to their Student Reading Record **regularly**.
- D Follow The Arts Unit on Facebook and the NSW PRC on Instagram to keep up to date about information about the Challenge throughout the year. We regularly run contests and Author events your child may be interested in taking part in.
- D Contact your child's **PRC coordinator** if:
  - Your child has any difficulty using her/his logon details to access the PRC website.
  - You are concerned that your child's name is spelt incorrectly in the PRC website.
  - If you need to check your child's Challenge history, please contact your child's PRC coordinator.
- D Your child's online Student Reading Record must have the required number of books recorded to complete the Challenge by **the [student closing date](#)**. School PRC coordinators have an extra two weeks to validate the SRR. **Only students with a validated SRR are eligible for a certificate.**
- D **In the final weeks of the Challenge, log on regularly to the website to check the status of your child's SRR.** Contact your child's PRC coordinator if you are concerned your child's SRR has not been validated.



# WIN THIS BOAT!



**First Prize** – \$20,000 Fishing boat inc \$1,000 of accessories!

-20hp engine, 'Maddog' 3.8m hull, fish finder, built by Murray Valley Marine, Cobram  
-2 x Rods and Reels, Tackle box, assorted tackle, 22lt Esky, Net, Hat, 2 x stubby holders

**Second Prize** – \$5,000 CASH!

**Third Prize** –\$3,000 CASH!

**\$25 Per entry**      **SCAN TO ENTER!**

- Raffle drawn June 2023.
- Limited entries.



## BODY CONFIDENT CHILDREN & TEENS WEBINAR

SUPPORTING BODY CONFIDENCE AND  
HEALTHY RELATIONSHIPS WITH FOOD AND  
EXERCISE IN YOUNG PEOPLE

**TUESDAY 21<sup>ST</sup> MARCH 2023**

**7.00PM – 8.15PM**

**VIA ZOOM – Time-limited recording  
available**

**AUDIENCE**  
Parents &  
Community

**SESSION LENGTH**  
1hr 15mins

**COST**  
\$15

**BOOK NOW**



This relaxed and informative seminar for carers of primary and secondary age children gives practical tips to help you better understand and/or promote positive body image in the home. Delivered by the Butterfly Foundation, Australia's largest not-for-profit for eating disorders and body image concerns.

In this session you will cover:

- Overview of body image and the importance of prevention
- The spectrum of body and eating issues
- Key influence on body image, including social media
- The impact of diet culture and weight stigma
- Busting common myths around eating disorders
- Reducing appearance talk and how to respond when a child expresses negativity towards themselves/others
- The power of role modelling positive body image and behaviours
- Understanding warning signs and the importance of early intervention

### TESTIMONIALS

"So glad I came. There is so much pressure on kids these days, it's hard to know what to do. This has given me lots of practical ideas." Parent WA

Contact:  
E: [education@butterfly.org.au](mailto:education@butterfly.org.au)  
T: 02 8456 3978  
[www.butterfly.org.au](http://www.butterfly.org.au)



BAROOGA FOOTBALL NETBALL CLUB PRESENTS

# NET SET GO 2023

**CALLING ALL HAWKETTES**



BFNC NETBALL COURTS @ Barooga Rec Reserve

**28 APR – 23 JUN**  
**Fridays @ 4:30pm**  
**TERM 2**

To register:

<https://netballconnect.worldsportaction.com/login>

👉 Calling all Hawkettes! 👈

Barooga Net Set Go is back for 2023!

🔴 Commencing Term 2 on Fridays 4:30pm for 45 minutes of awesome netball fun! First session Friday 28th April 4:30-5:15pm

🟡 All kids aged 5-10 years to come along, have some fun, make new friends and learn about this great game.

🔴 Cost : \$100 This includes your VNA Membership and Net Set Go sign up pack. NSW Active Kids vouchers can be applied at checkout.

🟡 To register click the link below:  
<https://netballconnect.worldsportaction.com/login>

🔴 If you have any queries please message Lauren McKeown or the Barooga Football Netball Club Facebook page. 🐦

Visit our website: [www.barooga-p.schools.nsw.edu.au](http://www.barooga-p.schools.nsw.edu.au)  
Facebook: [www.Facebook.comBaroogaps](http://www.Facebook.comBaroogaps)

17-21 Hughes Street Barooga, NSW 3644  
Phone: 03 5873 4242  
E-mail: [barooga-p.school@det.nsw.edu.au](mailto:barooga-p.school@det.nsw.edu.au)



# Barooga PS Offsite Canteen Menu



**Orders Accepted on the following days**

Tuesday	Wednesday	Thursday	Friday
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## DRINKS

Water \$2

Pop Tops \$2 (various flavors)



**All orders must be submitted prior to 9:30am. No later orders accepted.**

## LUNCH ONLY

**HOT FOOD – Delivered hot and to be eaten at Lunch 1. Cannot be reheated!**

Mini pie \$1.80

Mini Sausage roll \$1.80

Plain Pie \$4.70

Sausage roll \$4.00

Vegetarian Pastie \$3.80

Sauce \$.30

## SALAD BOWLS

From \$4.50 with your choice of 1 or 2 Chicken tenders.

Vegan option for \$4.40

## EXTRAS

Cinnamon donut \$1.80 (limit of 1 per order)

Iced cake donut \$2.00 (limit of 1 per order)

Fruit Muffin \$3.50 (various flavours)

Giant Choc Chip cookie \$3.00

Fruit salad \$4.00

Mantos Seasonal fruit \$1.00

Plain roll \$1.00 (with butter \$1.20)

## SANDWICHES (Fresh or Toasted) – Toasted Sandwiches delivered hot and to be eaten at Lunch 1

From \$2.50 to \$4.20

Vegemite

Vegemite & Cheese

Cheese

Cheese & Tomato

Ham, Cheese & Tomato

Ham & Cheese

Egg & Lettuce

Chicken, Cheese & Mayo

### HOW TO ORDER!

Go to <https://the-lefty-baker.square.site/>

then to

**Order now**

Then to

Barooga Public School Lunch Orders - \*\*School Lunch Orders ONLY\*\* All orders will be delivered to the Primary School at 11am.

Place order. **In the comments section put the student's name and their class (eg 4/5)** and use your credit card details to pay.

## FACT SHEET

# Information for parents and carers – restrictive practices

## What are restrictive practices?

Sometimes, to help keep a child or young person healthy and safe at school, we need to limit or restrict some of their actions. These limits are called restrictive practices. In our schools, restrictive practices include anything we do to keep someone safe that also restricts a child or young person's rights or freedom of movement.

There are 5 main types of restrictive practices:

- **Physical restraint** which is physically limiting or stopping a child or young person's movements, such as by holding their hand to keep them safe when crossing a busy road.
- **Mechanical restraint** which is using a device that limits movement, such as a wheelchair safety belt that supports a student to use a wheelchair safely.
- **Chemical restraint** which is using medication prescribed by a doctor to help a student remain regulated, minimise behaviours of concern, and improve their ability to engage in learning.

- **Environmental restraint** which is a barrier that limits access to an object or area, such as locking a gate to prevent a child from running onto a busy road.
- **Seclusion** refers to leaving a student alone in a room or area from which they are prevented from leaving, or reasonably believe that they cannot leave, by a barrier or another person, for any length of time. This includes situations where a door is locked as well as where the door is blocked by other objects or held closed by another person. This is never allowed in schools unless there is an immediate risk of harm to a child or someone else.

When used in the right way, restrictive practices can support students to access and engage in their learning and make school safer for the student and others. We have rules about how restrictive practices can be used in schools that protect the rights of students so that restrictive practices are not used in the wrong way.

## Restrictive practices in our schools

The Department of Education uses definitions of "restrictive practices" that are different to those in other settings. This helps our school staff to understand how to plan and use restrictive practices safely in a school environment, in the way they are recommended or prescribed. This protects students and staff so that these restrictive practices are only used when needed and for the shortest time possible.

[education.nsw.gov.au](http://education.nsw.gov.au)



## How restrictive practices are used in NSW public schools and government preschools

Every child or young person has different individual needs around behaviour, learning, health, safety and wellbeing. They may need different types of support at school to help meet these needs.

The safety of students and staff is the most important thing. Our staff must always take reasonable steps to protect our students from risks of injury or harm. This is called duty of care and applies to all department staff in NSW public schools and government preschools.

### Restrictive practices must only be used:

- as recommended or prescribed by an external medical practitioner, allied health professional or external behaviour support practitioner to meet the student's health, safety and wellbeing needs
- as a last resort after other evidence-based, student-centred strategies have been tried
- as planned by the classroom teacher and/or school Learning and Support Team in consultation with parents/carers and the student
- with the consent of the parents/carers, and in consultation with the student, where possible
- in an emergency or crisis, if it is necessary and safe to do so.

In emergency or crisis, recommendations or prescriptions from external medical practitioners, allied health professionals, external behaviour support practitioners and/or consent from parents/carers may not be accessible. If restrictive practices are used without being planned with the consent of the parents/carers, then staff must immediately report it to the principal or delegate.

The planned use of restrictive practices must follow these principles:

1. Student-centred and relevant to the needs and circumstances of the student
2. The least restrictive option
3. For the shortest time
4. Reduced or eliminated, wherever possible
5. Monitored when in use
6. Reviewed regularly to ensure they are necessary, effective and are still in line with these 6 principles.

## Who can prescribe or recommend restrictive practices?

Restrictive practices may be recommended or prescribed by doctors or specialist allied health professionals, including General Practitioners (GPs), psychologists, occupational therapists, speech pathologists, physiotherapists, exercise physiologists or external behaviour support practitioners. [The prescribing/recommending restrictive practices fact sheet](#) can be used by doctors or specialist allied health professionals to record advice around when your child needs to use the restrictive practice and how to use it safely.

If your child does not have a treating doctor or specialist allied health professional, and you think that a restrictive practice may be necessary, you can discuss this with your child's school. If you would like further information, you can also [contact your local education office](#) and ask for the student support services learning and wellbeing team.

## Emergency or crisis situations

We may need to use a restrictive practice to protect students or staff in an emergency or crisis. We will only do this if there is a real and immediate risk or threat of harm. An example could be where one student is trying to physically attack another student or staff member.

We may also need to use a restrictive practice to protect a student from actions that could put them at immediate risk or threat of harm. An example could be holding a student back if they are unsafe around stairs or on balcony areas.

If there is an emergency or crisis and we need to use a restrictive practice to keep your child or someone else safe, the school will not have time to seek your consent first. However, the school must notify you within 24 hours that a restrictive practice was used and consult with you about strategies to support your child in the future.

You may request a meeting if this happens. During the meeting, you may wish to discuss any individual planning and risk assessments for your child and/or strategies to meet their support needs. Existing plans may need to change, or new plans may need to be developed to better support your child in the future.

The school must also offer appropriate support to all students and staff affected by an emergency or crisis. This may include counselling support, or ongoing monitoring and recovery support, which may require your consent.

## Prohibited practices

There are some restrictive practices that are never allowed in our schools. These are called prohibited practices. Examples could include using medication in an unsafe way, or physically restraining a child in a way that could cause significant harm.

It is also prohibited for schools to use a restrictive practice with your child without engaging in planning with you first and in consultation with an external medical practitioner or specialist allied health practitioner, unless it is in response to an emergency or crisis or to protect a child or young person from immediate risk of harm.

## Planning for the use of restrictive practices

If we need to plan for using restrictive practices with your child, school staff will work together with you and your child to understand their needs and plan how the school will meet those needs. Teachers, support staff and other specialist allied health professionals may also be involved as needed. You can use the [Parents/Carers Toolkit – Using Restrictive Practices at School](#) to support you in having conversations with your child's school about restrictive practices.

We will not use restrictive practices with your child unless they have been recommended by an external medical practitioner, allied health professional or external behaviour support practitioner, except in an emergency or crisis. In most cases, we will need you to provide information about any restrictive practice that has been recommended or prescribed. This could include a letter from a doctor, a report from a relevant professional like an occupational therapist or psychologist, or important information about how to use a restrictive practice safely.

We will not use restrictive practices with your child without your consent, except in an emergency or crisis. You can give your consent by sending an email or a letter to the school or by telling a school staff member that you consent during the planning process. If you give your consent verbally, the school will keep a record of the conversation and will confirm your consent in writing. You can change your mind at any time by telling the school, verbally or in writing, that you do not consent to a restrictive practice being used any more.

The school will keep detailed records of the planning process, the planned restrictive practice, the evidence you provided, and your consent to the use of a restrictive practice.

The approach for supporting your child will be reviewed regularly by the school, in consultation with you. We will work together to adjust plans to continue meeting your child's needs over time.

## Working with your child's school

Students get the best educational outcomes when school staff, parents and students are all working together. We encourage you to contact your child's school if you have concerns about their behaviour, wellbeing or learning. Most concerns can be resolved by talking to the people involved.

Your child's teacher is often the best place to start. In primary school and government preschools, contact your child's teacher. In high school, you can contact the teacher or head teacher of a specific subject, or your child's year advisor.

If you are unsure who to speak to about your child's learning and wellbeing at school, the staff in the administration office and/or support staff may be able to help find the best person. Sometimes this may be the principal or another member of the school executive. The school may also involve the local Learning and Support team to support planning for your child.

In some cases, your child may need to be referred to an external health professional. Speaking with your doctor is a good starting point, as they can make referrals to other professionals with relevant expertise in health, wellbeing and behaviour.

The [Parents/Carers Toolkit – Using Restrictive Practices at School](#), can be used to support you to have conversations with your child's school about your child's needs, including restrictive practices.

## More information

More information on supporting student behaviour and personalised learning support can be found the [NSW Department of Education website](#). Personalised learning support for Aboriginal and Torres Strait Islander students can also be found on the department's website.

If you have specific concerns or believe department guidelines and policies are not being followed, you can raise this in person, by email, over the telephone or by letter to your child's school or you can make a complaint by completing the [complaints form](#) on the NSW Department of Education's website.