



12 January 2018

Dear Parents

EDSCO Update re: Delay in the delivery of some Stationery/Book Packs

Following our communication this morning, parents have advised that EDSCO has indicated a further delay to some 2018 Stationery pack orders.

In talking with EDSCO directly, they are currently working to solve two issues: firstly, a supplier who has gone into receivership resulting in supply issues; and secondly, a new distribution partner who is not delivering on their expectations and timeframes.

While some families already have their packs, or some of their family packs, the result is less than satisfactory and extremely frustrating.

We are also aware that this is a major inconvenience, knowing families plan to cover and name their books for dropping off the Junior School packs into classrooms next Wednesday at Back to School Day.

As a result, we are now working to ensure that, despite these delays, any student who does not have their pack when school begins will be supported and not disadvantaged as their academic studies commence.

As **any further updates** come to hand they will be forwarded via Facebook, email, College website and College App (2018 new App login details: Login: Northside2018 / Password: Northside2018!).

We also understand an EDSCO option has been to cancel orders and receive a full refund. We anticipate that some parents may already have chosen this option. If so, you will find some books and stationery items will not necessarily be available for purchase elsewhere. We will work with EDSCO over the coming weeks to have such items available for purchase.

Again, we will be agile with our teaching and learning programs as school begins, ensuring no student is disadvantaged. In the circumstance where a pack does not arrive for the start of school, it would be appreciated if you could provide some basic items such as ruler/eraser/pencils etc. and a couple of exercise books.

It appears that the best option for parents is not to cancel your order but wait for a complete order to arrive.

Although this matter is out of our control currently, **we sincerely apologise for the inconvenience**. A review of the current arrangements will be conducted for future stationery orders.

Regards

A handwritten signature in black ink, appearing to read 'L. Kuss'.

Mr Leighton Kuss
PRINCIPAL