



# SCHOOL PROSPECTUS

2024/25

## [Our School](#)

Welcome to Kurwongbah State School. This document includes important information regarding our wonderful school.

Dear Parents/Caregivers,

At Kurwongbah State School we aspire to provide the highest quality educational experience for every child in Prep to Year 6 entrusted in our care. Our school offers enriching educational opportunities in the areas of academia, sport, the Arts and citizenship. Children's personalised learning pathways are designed to empower each individual to strive to their maximum potential. Our school is proud of our strong traditions, high expectations and values reflected daily through a positive school culture framed by our school values: Caring, Honesty, Respect, Resilience and Excellence.

Our dedicated team, partners with parents to facilitate optimal student learning in Literacy, Numeracy, Science, Technology, The Arts, learning skills and social development. These are the foundations of a lifetime of successful learning and future opportunities. All staff are committed to developing and implementing ways of learning which assist all children to achieve their academic success. We focus on personal learning goals, explicit feedback and high expectations for sustained improvement. We value working hand in hand with parents, carers and the wider community to ensure our students achieve success across their diverse areas of learning, strengths and interests. We believe children are most successful when there is a strong partnership between school and home.

The school motto 'Individuals Together' reflects our unerring focus on fostering an inclusive school culture which celebrates diversity. We value each child while developing a vibrant learning community in which individual contributions are celebrated. Our commitment towards continual improvement drives our focus through 2023 and 2024. The current school improvement focuses on the link between reading and writing skill development, embedding inclusive practices that identify and remove barriers to learning and strategies to promote student and staff wellbeing.

This prospectus provides a reference for parents and carers of information about the various aspects of our school with school staff keen to provide any additional information not addressed in the following pages.

Parents and carers enrol their child/ren at Kurwongbah State School on the understanding adherence to all policies and procedures by students and parents is a condition of enrolment.

Kurwongbah State School is proud of our unique school culture shaped by:

### **School Vision**

A culture that values everyone and empowers individuals to excel through active engagement in a community of learners.

#### **We believe:**

A culture that values everyone begins with an open mind and a willingness to acknowledge and understand the strengths of individuals.

A culture that values everyone becomes an inclusive community, encouraging connection and success.

A culture that values everyone is evidenced by harnessing the collective strengths of individuals to achieve common goals.

Empowering individuals to excel through active engagement in a community of learners begins with tailored differentiated opportunities, driving a desire to learn and succeed.

Empowering individuals to excel through active engagement in a community of learners becomes the ability to thrive and embrace the learning journey.

Empowering individuals to excel through active engagement in a community of learners is evidenced by confident, resilient and adaptable life-long learners.

#### **We value:**

**Caring, Honesty, Respect, Resilience and Excellence** lived daily through our school culture.

**We strive to:**

Foster within our students a love of learning and equip them with the necessary skills and thinking tools to achieve their maximum potential;

Encourage our students to respect the rights, property, beliefs and opinions of themselves and others;

Provide opportunities for our students to become active and informed citizens;

Create an inclusive environment for our students, staff and community based on respect;

Personalise learning programs to enrich student and teacher strengths, learning styles, social and cultural backgrounds;

Foster innovative partnerships to enrich learning across our community

**Our school at a glance:**

- Approximately 640 children from Prep to Year 6
- Established in 1986, in a unique bushland setting in the heart of the Kurwongbah community
- Caring, experienced, dedicated staff maximising the learning potential for all children
- Inclusive school community embracing our motto 'Individuals Together'
- Comprehensive technology, sporting, cultural, citizenship and leadership experiences
- Dynamic instrumental music and award-winning choral programs
- Focus on sustainable practices through a range of environmental initiatives and partnerships
- Parent partnerships are valued and fostered across all facets of school life
- Charlie, our school mascot, reminds us of our school values: Caring, Honesty, Respect, Resilience and Excellence which underpin each day at Kurwongbah State School.

**SCHOOL SONG**

*Beneath the Southern Cross we stand  
In bushland setting hand in hand  
The gum trees tall, the water clear  
With nature all around us here  
Each one of us unique we know  
But here together so we'll grow*

*In friendship, love and knowledge too  
Individuals together  
Kurwongbah Kurwongbah  
We boast this is our school  
We're proud we're at Kurwongbah  
We'll gladly keep its rule.*

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## School Information

Principal Mr Peter Davey

Deputy Principal Mr Craig Waldron

Deputy Principal Mr Steve Wood

Business Manager Mrs Belinda Jolly

Administrative Officers Mrs Tina Suta

Mrs Lynn Thomson

Mrs Leigh Taylor

Mrs Lucy Kilby

Office Hours 8am – 3.30pm

### Contact Numbers

School Office 3481 4333

Office Fax 3481 4300

Library 3481 4354

Tuckshop 3481 4337

Uniform Shop 3481 4323

Student Absence 3481 4366

Student Absence 0429 919 560 (SMS only)

School Address Eacham Street, Petrie, QLD, 4502

Email [info@kurwongbahss.eq.edu.au](mailto:info@kurwongbahss.eq.edu.au)

Webpage [www.kurwongbahss.eq.edu.au](http://www.kurwongbahss.eq.edu.au)

Enrolment applications [enrolments@kurwongbah.eq.edu.au](mailto:enrolments@kurwongbah.eq.edu.au)

Facebook Kurwongbah State School

Kurwongbah State School is part of the Metropolitan North Region.

Education QLD Website <http://education.qld.gov>

## 1.0 School Policies and Procedures

### Application for Student Enrolment

#### Age of Enrolment


A child may start Prep if they turn five (5) years of age in the twelve months prior to 30 June in the year of attendance.

#### Eligibility for enrolment

To enrol at a Queensland state school:

- check to see if the school has a [School Enrolment Management Plan](#)—eligibility to enrol could depend on the school catchment area
- contact the school and check the school website for any specific enrolment information and procedures
- complete the school's application for student enrolment form from the school website documents required for submission to the Principal
- successful enrolment applicants will be contacted to organise an enrolment interview
- unsuccessful applicants will be advised in writing.

Information schools require includes:

- sight child's [birth certificate](#)  or passport
- information about child's medical conditions, medication (if applicable) and doctor
- details of child's previous education and care providers
- proof of residence documentation (e.g. driver's licence, utilities invoice, rates notice)

All students who live within our catchment area are eligible for enrolment at Kurwongbah State School. Proof of residency is required.

Parents of children from outside the school catchment area can submit an application to enrol to the school Principal. Students from outside the catchment areas will be advised in a timely manner if placements are available within the requested year level/s. If there are limited available placements in year levels once the school year has commenced students may be placed on a waiting list in order of the date from when the enrolment application was received.

Details of the Kurwongbah State School catchment area and criteria for enrolment can be accessed through the [Education Queensland site](#).

#### Prep

Prep is recognised in Qld as the first formal year of schooling and must be completed prior to children moving into Year 1. Prep is a [full-time program](#) which children attend from Monday to Friday during normal school hours, from 8.50am to 3pm. Regular school attendance in Prep is essential for children to access the critical foundational skills for learning as they progress through the Early Years of schooling.

Children must be aged 5 years by 30 June in the year they start Prep.

Prep is the start of the early stage of learning which continues until Year 2. Prep is part of the whole school. Classrooms and other facilities are located in the school grounds.

Prep provides the foundation for your child's success at school by developing:

- the knowledge, understanding and skills detailed in the Australian Curriculum Foundation Year
- a positive approach to learning
- independence and confidence
- creativity and problem-solving skills
- physical abilities, including gross and fine motor skills.

In Prep, teachers support children's learning by making connections between school and their experiences at home, kindergarten or childcare.



To commence your child's Prep enrolment:

1. Contact our school the year prior to your child's enrolment in Prep year (if you wish to enrol a student into another year level at our school please contact the school office at that time).
2. Leave your details at the school office.
3. During Term 2, enrolment forms and invitations for interviews will be distributed by email or preferred mode of communication.
4. Once you have received your invitation, the school will contact you to arrange an interview.
5. Interviews are held during Term 3 in the year prior to Prep year.
6. An Open morning will be held for parents and children to find out about our school and access a school tour.
7. Children enrolled for Prep are invited to participate in the Step into Prep Program during Term 4 providing opportunities for children to meet staff, access spaces in our school and familiarise themselves with our school site.
8. Additional transition to school opportunities may be offered for children requiring additional support to assist in their successful transition to school. This opportunity will be organised between parents and school staff.
9. Parents may also provide consent for school staff to visit their child in their current day care/Kindergarten setting to discuss how they are progressing in person with the early childhood educator. This can only be done where parental/carer consent is provided.
10. If children are attending a government approved Kindergarten Program parents will also be provided a Transition Statement. This is highly valued information which can further assist the school to support your child's successful transition to formal schooling. We encourage all parents to provide their approval to the Kindergarten service to share this information with school staff.

### Early Entry to Prep

Parents/carers seeking early entry to Prep for their child must submit a formal application to the Principal. Ask the school office staff for documentation for this formal application.

### Inclusion

At Kurwongbah the philosophy of inclusion is embodied in our school motto of "Individuals Together" which does not mean all children are the same. "Together" reflects our supportive inclusive, school culture and "Individuals" is representative of the unique value and strength each child brings to our school.

We value difference and maximise each person's strengths and talents. Our culture of inclusion fosters acceptance and respect and is a celebration of the unique diversity within our school community as stated in the [Kurwongbah State School Inclusive Practices Principal Mission Statement](#).

### School Policies and Procedures

The following key Kurwongbah State School Policies and Procedures are located on the school's website <https://www.kurwongbahss.eq.edu.au>.

1. Student Code of Conduct
2. Attendance Policy
3. Compulsory Attendance

All children of compulsory school age should be enrolled at school and should attend every school day.

It is a parent's responsibility to ensure that their child attends school on every school day for the educational program in which the child is enrolled. [Regular school attendance](#) supports positive learning routines and ensure children have the best chance to foster positive connections with their class and school community.

Any time a student is not attending or participating in their educational program it is considered an absence and must be explained.

[Every day counts](#) is a statewide initiative addressing the problem of student absences. The school will commence a formal compulsory school attendance process where parents are not following compulsory attendance guidelines.

#### 4. Student Dress Code

We have the support of our Parents and Citizens Association to promote consistent adherence to the school uniform. Our School Dress Code consists of an agreed standard and items of clothing, which includes a school uniform that Kurwongbah students wear when:

- Attending or representing their school each day;
- Travelling to and from school; and
- Engaging in school activities out of school hours.

The Kurwongbah State School Parents and Citizens Association supports a student dress code policy because it believes a student dress code provides clothing that aims to contribute to a positive school culture through:

- Providing a safe environment for learning and enabling ready identification of students and non-students in the school;
- Promoting an effective teaching and learning environment by eliminating the distraction of competition in dress and fashion at the school;
- Promoting a supportive environment at the school by fostering a sense of belonging;
- Fostering a mutual respect among individuals at the school by minimising visible evidence of economic, class or social difference.
- Promoting an inclusive learning environment.

#### 5. Sun Safe Procedure

#### 6. Homework Policy

#### 7. Religious Instruction Policy Statement

#### 8. Internet and Technology Agreement

#### 9. Chaplaincy Policy Statement

#### 10. Parent and Community Code of Conduct

#### 11. Complaints Framework

## 2.0 Quick Reference Guide to General School Information

### School Arrival/Departure

Students should arrive on the school grounds at 8.30am and **must** leave by 3.15pm, except when participating in activities under the supervision of teachers or other authorised personnel. Children late for school will be required to report to the office to collect a late slip prior to attending the classroom. It is the **responsibility of all parents** to ensure their children are at school ready to start work by 8.50am. Learning commences at 8.50am and students who arrive late are consistently missing out on core learning time and start of the day routines.

### Morning Procedures

Upon arrival at school students are to assemble in key areas. Prep students are to wait with their parents outside the classrooms. Years 1 and 2 in the Junior covered area, Years 3 and 4 in the Tuckshop covered area and Years 5 and 6 in the Senior covered area. Students will be supervised by staff until classrooms are open for the commencement of learning at 8.50am. Parents are to adhere to current school and Qld Health guidelines when accessing the school site. Regular updates are provided if emergent changes are required. Prep parents are welcome to wait with their child and assist their child set up for the day in their classroom prior to a prompt departure. This helps children settle quickly and start the day.

### School Hours

Student Arrival Time:	8.30am
School Commences:	8.50am
First Break:	10.50am – 11.30am
Second Break:	1.30pm – 2.10pm
Classes Conclude:	3.00pm

### Booklist/Resource List

Students from Prep to Year 6 are issued a resource list for their class needs prior to the end of the school year. Families are asked to assist the resourcing of the curriculum by ensuring their children have all the necessary resources as per the year level booklist for classwork. Booklists are ratified by the P&C prior to publication to parents with the goal of minimising costs for parents while sustaining high quality learning programs for all students.

### Sun Safety Procedures

All students are required to wear the school hat (to shade face, ears and neck) when participating in outdoor activities (PE Lessons, Daily Fitness and Play). Children without a correct hat will remain in shaded areas of the school.



Every classroom is provided with a supply of SPF30+ sunscreen for student use. This can be used by students who play or participate in outdoor activities. Children participating in PE lessons etc are required to wear a school hat and also have access to SPF30+ sunscreen prior to this activity. On special activity days including sporting events and outdoor activity days students are provided with shaded areas for their sun protection.

These guidelines are supported by the P & C Association.

### Lunch Time Supervision

In an effort to ensure the safety and well-being of children whilst they are at lunch and play, teachers and administrators are rostered to perform playground supervision duties. Play areas are designed to provide children with diverse options with adult supervision during play times. Across the year different lunch time activities are offered for students reflecting their interests or current events occurring in the school.

All playgrounds are out of bounds before and after school.

### Emergency Procedures

In the event of a fire or emergency, staff responsibility is to follow the Kurwongbah State School Emergency Response Plan. If the emergency requires parents to be contacted, this will be done through official school communication channels only after the safety of all students has been attended to. Parents and visitors will not be permitted to enter the school site during an emergency. Lockdown and evacuation practices routinely occur through the year so students and staff are familiar with these processes.

### Lost Property

All lost property is placed in a box outside the Health Room. Please clearly mark your child's clothing and belongings, and check this box if items go missing.

### Valuables, Jewellery and Toys

Any valuables including toys or unnecessary jewellery must **not** be brought to school. Our Uniform Policy states minimal jewellery is to be worn. Toys are to be kept at home to avoid disappointment if they become lost or broken. Jewellery poses a workplace health and safety risk.

### Mobile phones

Mobile phones should not be brought to school. In the event parents perceive there may be an emergent situation requiring the use of a mobile phone after school, then the mobile phone must be presented at the office **immediately upon arrival** at school and collected at 3pm. Students are not to use mobile phones in the school grounds. Watches with mobile phone and camera capability are also covered under this procedure as they pose the same risk to students as a mobile phone. Please refer to our policy on Appropriate Use of Mobile Telephones and other Electronic Equipment by Students (See Appendix 1).

### Updating of Student Records

In case of an emergency, we may need to contact parents urgently. It is important the school has comprehensive and current information about your child. Should circumstances, i.e. family situations, legal documentation, address, telephone number, emergency contacts etc change, please inform the school as soon as possible so the correct information can be entered on our records. Parents registered through **QParents** can independently update these details and access student report cards directly.

### Legal Documentation and Custody Orders

In cases where there are legal directions in regard to custody of children, it is important parents advise the school as to these directions and provide copies of relevant signed and dated legal documentation.

### Transfers

Should you be moving and your child will be attending another Queensland State School you must notify the office. Should your child's destination be a non-government or interstate school, no transfer is needed however we do need to know your child's new school so our records can be completed and we can furnish the new school with a record of your child's completed work.

### Payments for School Excursions / Activities

Kurwongbah State School is a cashless school. There are a range of preferred cashless payment methods which promote a safe school environment for all.

Throughout the year there will be occasions when payment is required for excursions / activities. These include such things as excursions, camps, music fees etc. Invoices for these excursions / activities will be emailed to parents prior to the event. **Please ensure your email address recorded at school is current.** Parents will also receive a parent note, via the classroom, with details of the excursion / activity along with a permission slip.

***In order to attend an excursion/activity payment must be received by the payment due date. This date is advised to you on the excursion/activity invoice and the parent note.***

Preferred methods of payment include:

- BPOINT
- QParents
- EFTPOS
- Cheque / Money Order

### Bpoint Payments

BPOINT is Education Queensland's preferred method of payment. BPOINT is a secure card payment collection portal provided by the Commonwealth Bank. BPOINT provides parents with a method of paying for school invoices securely from any Computer or Smart Phone using a MasterCard / VISA Credit Card. and is Education Queensland's preferred method of payment.

In order to pay an invoice via BPOINT you will require the following information:

- Customer Reference Number (CRN)
- Invoice Number
- Student Name
- Amount of Payment

This information must be entered correctly to ensure the payment is credited to the correct student. Any payments made with incorrect details may result in your child not being able to attend the activity.

This information will come to you on the invoice via your email.

Payments made via BPOINT can take **up to 2 days** to appear in the school's accounting system. Please keep this and final payment dates in mind when paying invoices.

BPOINT is NOT an option for late payments. Payment using BPOINT can only be accepted up until the date listed as the final payment date on your invoice & parent note. Any payment received after the final payment date will be refunded or placed as a credit on your child's account.

Access to BPOINT is available via: [www.bpoint.com.au/payments/dete](http://www.bpoint.com.au/payments/dete) or you can access the link on the schools website: [www.kurwongbahss.eq.edu.au](http://www.kurwongbahss.eq.edu.au) or by using the link at the bottom left hand corner of your invoice.

### KURWONGBAH STATE SCHOOL - CREDIT CARD PAYMENT SLIP

Please charge my:

☐ Visa

☐ Master Card

**Credit Card  
Number:**

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Expiry Date: \_\_\_\_/\_\_\_\_


Amount: \$\_\_\_\_.\_\_\_\_



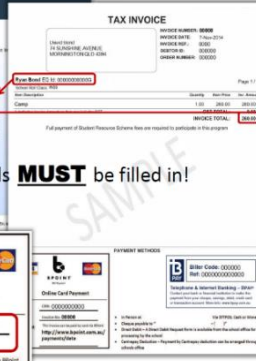
## PARENTS

- Online System | Pay School Invoices**
  - Pay School Invoices (SRS; Text Book Fees; Camps; etc.)
  - Access via ANY Computer or Smart Phone
- Payments Accepted:**  
MasterCard | VISA
- Secure Payment Method**  
**Easy to Use Interface**  
[www.bpoint.com.au/payments/dete](http://www.bpoint.com.au/payments/dete)





**ALL 4 fields MUST be filled in!**



CRN: Customer Reference Number

QParents is a secure, online portal that is free for all Queensland State Schools to use, and provides parents with quick, easy access to their student's information including making online payments for school invoices.

#### Eftpos Payments

EFTPOS/CREDIT facilities are available at the school office for payment of invoices and non-invoiced activities. A receipt will be issued.

Parent notes for excursions/activities will include a CREDIT CARD PAYMENT SLIP. Credit Card Payment Slips can be completed and forwarded to the school office in a secure envelope for processing. Credit Card details are destroyed immediately after processing.

#### Unpaid Invoices

Please be aware that any unpaid invoices will require an Adjustment Note (credit) to be processed to remove the invoice from your child's account. This Adjustment Note will also be emailed to you. **No action is required by you in relation to an Adjustment Note.** It is purely to remove the unpaid invoice. Please do not confuse this with an invoice.

#### Finalising an Activity

If a profit of more than \$10.00 per child is made on any excursion / activity the amount will be credited back to the student's account to offset any future paid school activities.

#### P&C Activity Payments

Payment for P&C activities such as raffles, fun runs, chocolate drives etc can be made at the P&C Office during operating hours (located in the Uniform Shop). All fundraising activities hosted by the P&C channel funds back to the school for key school improvement projects for the maximum benefit of all children.

#### Visitors/Volunteers

We value and appreciate the generous time of all volunteers and welcome them into our classrooms to support and enrich students' learning experiences. All visitors/volunteers are required to register at the office before going to classrooms. A visitor's identification must be worn while on the school grounds during school hours. This ensures we are aware of who is in the school at any time and particularly during Emergency situations. All volunteers must have read and signed that they have read the Student Protection Fact Sheet which is available at the office and the School's Emergency Procedures available at the Sign-In Register. All visitors/volunteers are required to follow the [Parent and Community Code of Conduct](#) while on the school site.

#### Weather Conditions (severe)

There may be occasions during the year when the weather conditions deteriorate rapidly. In particular, electrical storms and hail storms. These can occur before or close to student dismissal time. Our first responsibility is to ensure the safety of the children. The following procedures will be implemented.

If a severe storm warning is received on or just prior to dismissal

- All children will remain with their class teacher. Children will only be released into their parents' care if the parent/carer personally collects the child. No child will be permitted to go to a sibling's room.
- Children will be released when the school has identified the risk to children has passed.

#### School Buses



Thompson Bus Services operates a service for Kurwongbah State School from the Bray Park, Lawnton and Strathpine areas.

For details phone Thompson's on 3882 1200.

### Outside School Hours Care

YMCA provides an outside-school-hours care program at Kurwongbah State School. While the service is hosted on the school site this is an external service and parents seeking further information regarding the service can contact YMCA directly. Further details are available via the school website and the YMCA website.

Other service providers deliver students to the school and have regular drop off and collection processes developed with the school. Parents are encouraged to seek services that best meet the needs of their family.

### School Calendar 2024

Term dates	Term 1	Term 2	Term 3	Term 4
	Monday 22 January	Tuesday 15 April	Monday 8 July	Monday 30 September
	Thursday 28 March	Friday 21 June	Friday 13 September	Friday 13 December
	10 weeks	10 weeks	10 weeks	11 weeks

The Department of Education school calendar can also be found on the Department of Education website.

### Public Holidays

Friday 26 January	Australia Day
Friday 29 March	Good Friday
Monday 1 April	Easter Monday
Thursday 25 April	ANZAC Day
Monday 6 May	Labour Day
Monday 12 August	Ekka Show Holiday
Monday 7 October	King's Birthday

### Staff Professional Development Days

Tuesday 16 January  
Wednesday 17 January  
Thursday 18 January  
Friday 19 January

*The **2024 School Calendar** is available via the Department of Education website.*

## 3.0 Curriculum


### Academic


Kurwongbah State School offers the full range of Australian Curriculum subject areas from Prep to Year 6. The whole school curriculum summary below outlines when the school will teach, assess and report on the whole curriculum across the eight Australian Curriculum learning areas and/or subjects in each year and/or band. Languages other than English (LOTE) program, Japanese, is offered to students in years 5 and 6. Specialist Science, Human and Social Sciences (HASS), PE and Music teachers enrich curriculum experiences for our students.

#### Provision of whole school curriculum

This long-term curriculum plan determines when the school will teach, assess and report on the whole curriculum across the eight Australian Curriculum learning areas and/or subjects in each year and/or band.

Year level	Reporting period	English	Mathematics	Science	Humanities and social sciences	History	Geography	Economics and Business	Civics and Citizenship	Health and Physical Education	Technologies	Digital Technologies	Design and Technologies	The Arts	Music	Drama	Visual Arts	Dance	Media	Languages	Japanese
Prep	Sem 1																				
	Sem 2																				
1	Sem 1																				
	Sem 2																				
2	Sem 1																				
	Sem 2																				
3	Sem 1																				
	Sem 2																				
4	Sem 1																				
	Sem 2																				
5	Sem 1																				
	Sem 2																				
6	Sem 1																				
	Sem 2																				

 No achievement standard or content available at this year or band

 indicates whether the achievement standard is written for a year and/or a band of years

This summary is taken from the Whole School Curriculum Plan which provides a comprehensive outline of the curriculum implementation across all year levels and is to be viewed in conjunction with other key curriculum documentation including:


- Whole School Curriculum Plan
- Subject Overviews
- Whole School Assessment and Reporting Plan
- Kurwongbah State School Pedagogical Framework
- Whole School Approach to Differentiated Teaching and Learning including: enrichment and extension, Individual Curriculum Plans and Highly Individualised Curriculum Plans

All curriculum plans can be viewed on the school website <https://www.kurwongbahss.eq.edu.au>.

### Transition Statements

A transition statement is a summary of each child's learning and development during the kindergarten year. Transition statements are created towards the end of the kindergarten year by teachers in collaboration with the children, their parents/carers, and support personnel. A transition statement belongs to the family and child.

Parents and carers can choose to share the transition statement with their child's new prep teacher and/or other relevant staff at their new school, or they can consent to it being passed to the school by the kindergarten teacher by signing the transition statement consent form.

For more information about transition statements, visit the [Queensland Curriculum and Assessment Authority website](https://www.qcaa.qld.edu.au/curriculum-and-assessment) .

Parents use information in the transition statement to support their child as they move into early schooling. If parents share information recorded on the transition statement with their child's school, it can be used to help:



- identify different pathways and approaches to transitions that best suit children and their families
- plan ways to help children and their families feel welcome and comfortable in the new setting
- identify starting points for learning that build on children's identified strengths, talents, motivations, interests and learning needs.

## Homework

Homework provides students with important opportunities to consolidate their classroom learning, develop essential organisational skills and involve family members in their learning.

Kurwongbah State School's homework policy is aligned to the Department of Education homework guidelines and is developed in consultation with the school community.

The setting of homework takes into account the need for students and families to have a balanced lifestyle. This includes promoting time for family, and recreation activities. The time allocated for children to complete homework should be manageable within family routines. Parents are encouraged to establish a routine for homework – i.e. where homework will be completed and when, which best meets family routines and commitments.

As reading, spelling and number facts are essential skills underpinning long-term learning success; these are priority focus areas within our homework policy. Homework tasks are personalised to reflect the differing needs of our students. Homework is monitored through regular classroom routines.

Further year level homework guidelines are available on the school website

[www.kurwongbahss.eq.edu.au](http://www.kurwongbahss.eq.edu.au).

## Assessments, Reports and Reporting to Parents

Assessment of student performance is an important part of teaching. The type of assessment undertaken, the nature of tests, the way results are used and recorded are all important considerations when we think about assessment. When we talk of assessment, parents often think of testing. However, we need to appreciate there is a difference. Assessment of student performance or achievement can take place at any time. We assess when we listen to a child read, when we read their stories and even when we watch them playing in the playground. We do not rely only on pencil and paper tests to gather valuable information about children. Not all assessment is recorded. Not all assessment is represented by an achievement rating.

The purpose of assessment is to identify the learning needs of children, and to develop ways in which their needs can be met. Making notes, recording marks and gathering work samples can be useful ways of maintaining a record of student achievement and progress. This information will be used to assess the needs of students and as a basis for discussions with parents who will have a great interest in the progress of their child/ren. Formal reporting to a standard of achievement occurs through Semester Report Cards which are sent to parents at the end of Semesters One and Two.

Far more effective is regular, personal contact between teachers and parents where there is an opportunity for two-way communication, shared information and open discussion sharing the next steps for improvement for your child.

## Sport in School

The school recognises the importance of a balanced sports program designed to foster health, fitness, physical, social and skill development, sportsmanship and recreational enjoyment. There is a strong focus on participation in sport and other physical activity promoting active health and wellbeing. A multi-purpose court, indoor sports hall, cricket practice nets, cricket pitch, adventure playgrounds and school oval enable students to participate in sporting/physical activities within the school grounds.

Senior students may have the opportunity to participate in various team interschool sporting activities through Interschool Sport days in Terms 2 and 3. These may include modified cricket, hockey, netball, soccer, softball, tennis, Australian Rules Football, newcombe, touch and rugby league.

Children involved in these teams are required to attend practice on one or two days per week under the guidance of their coach. In interschool sport, the emphasis is on participation, enjoyment and social

development rather than the "winning at all costs" attitude. Children are required to wear their sports uniform and hat when involved in interschool sporting activities. Students with specific sporting strengths may also choose to participate in Regional trials in their preferred sports throughout the year.

### Sports Houses

To foster team spirit, promote healthy competition and create opportunities for children to participate in sport, the school cohort has been divided into four House Teams.

House names and colours are:

- **Kooringa - Gold**
- **Mundi - Blue**
- **Wyalla - Red**
- **Aroona – Purple**

These house names are aboriginal words for water or watering holes and were selected because of their direct connection to Kurwongbah which is a composite aboriginal word for water and trees.

Children compete under the banner of these houses in cross country, athletics and swimming carnivals, which are conducted through the year. These carnivals also serve as selection trials for school representative teams. Our students take great pride in their representative houses. Parents are invited to attend these days and enjoy the fun and excitement with their children.

### Instrumental Music

Kurwongbah State School enjoys a dynamic music program with more than a third of the whole school involved in the broad variety of opportunities on offer for musical enrichment. Instrumental music teachers instruct students in this program for one half hour per week as well as there being a set time for the band or ensemble practice lesson. All students involved in instrumental music must commit to future participation in ensemble or band as part of the performance requirements of the program. Five or six children participate in each group lesson. Kurwongbah State School participates in the departmental instrumental music program in which parents are responsible for the purchase or hire of their child's instrument. A set of annual charges for uniform hire and administration/maintenance costs is available on request. Mid and End of Year Nights of Music are performance opportunities and celebrations for the progress of our students participating in the IM Program. These evenings are supported by the P&C with funds raised reinvested into the IM Program.

- ◆ Strings program: Years 3, 4, 5, 6
- ◆ Brass, Woodwind, Years 4, 5, 6
- ◆ Percussion program: Years 4, 5, 6



### Choirs

Kurwongbah State School boasts multiple award-winning choirs involving at least one third of the whole school. Students commit to a regular practice regime with multiple performance opportunities across the year at school, local and state levels. Our students are able to participate in a Prep/Year 1 Choir (from Term 3), Junior Choir (Years 2-3), Senior Choir (Years 4-6) and Performance Choir trained by our Music Specialists and a classroom teacher. Students in our multiple choirs have a uniform to wear on special occasions such as performances and competitions. This is hired from the school for an annual fee plus an administration fee. Please review the Schedule of Fees on the school website <https://www.kurwongbahss.eq.edu.au>. We are extremely proud of our choral program and delight in the performances of our students.

### Excursions, Sporting events and School Camps

Additional activities integral to our curriculum and sporting programs feature regularly in our school life. Excursions are aligned to students' current curriculum and are selected to enrich and deepen the learning concepts. Sporting activities, excursions and even school camps will involve children leaving the school. These activities play a valuable part in providing a balanced and exciting program for children. On each occasion, when such an activity is organised, parents will be advised by school letter/newsletter.

Children are only permitted to participate in such activities when written parental consent is received. When there is a cost to parents, please be assured every effort is made to minimise costs. All excursions are ratified by the P&C at the end of the previous year

Students participating in our STEM enrichment program access a range of local competitions throughout the year both virtual and in person. We appreciate the support of parents transporting their child to events where there are smaller numbers of children attending due to the limitations of bus costs.

Student leaders regularly attend the Halogen Young Leaders Conference in Brisbane at the commencement of the school year and we have recently joined the Eco Marines Program as a leadership opportunity for students' in Year 5 who are interested in leading sustainable practices in the school environment. This small group of four leaders participate in a leadership day at Tangalooma Island Resort and a culmination day at the end of the school year to celebrate and share their sustainable initiatives with leadership teams from schools across the Moreton Bay area.

Years 5 & 6 students participate in three-day camps.

Please note that the Department of Education does not have Personal Accident Insurance cover for students. Refer to the school website for further information. <https://www.kurwongbahss.eq.edu.au>.

#### Religious Instruction

Queensland state schools embrace a multitude of cultural, religious and non-religious beliefs. Under the Education (General Provisions) Act 2006, schools are to provide Religious Instruction (RI) if approached by a faith group seeking to provide RI and students of that faith attend the school. RI informs students about the beliefs and values of a particular religion. Volunteers of a faith group using instructional materials approved by that faith group deliver instruction. RI is required to be consistent with legislation and Department of Education policies and procedures.

For further information refer to the Religious Instruction Policy Statement on the school website <https://www.kurwongbahss.eq.edu.au>.

#### Library

All children are encouraged to borrow books and materials from the library. The teacher-librarian plans co-operatively with classroom teachers and assists teachers with resource borrowing and lesson plans. Children may visit the library weekly with their classroom teacher and have opportunities to utilise library resources during the lunch break. Parents wishing to use the resources from the library can do so by contacting the teacher librarian. The library also hosts our Maker Space where students engage in a range of technology experiences including robotics and STEM. These resources are also used by class teachers to enrich daily learning programs and for lunch opportunities for students.

#### Student Code of Conduct

The Kurwongbah State Student Code of Conduct considers the management of students at our school. This is a comprehensive document which all parents are encouraged to read in detail and is unpacked with parents at enrolment. The plan includes sections related to:-

- (a) Purpose
- (b) Data Overview
- (c) Learning and Behaviour Statement
- (d) Whole School Approach to Discipline
- (e) Legislative Delegations
- (f) Disciplinary Consequences
- (g) School Policies
- (h) Related Procedures and Guidelines

The *Student Code of Conduct* can be viewed at the Kurwongbah State School

<http://www.kurwongbahss.eq.edu.au/> A hard copy of the plan is also available for perusal at the school office.

### Student Absences/Exclusions

1. Disciplinary absences include suspension and exclusion and may be applied on the following grounds (refer to the School Responsible Behaviour Plan for Students):
  - a. Disobedience
  - b. Misconduct
  - c. Other conduct of the student that is prejudicial to the good order and management of the school.
2. A student will be temporarily excluded when suffering from an infectious or contagious disease according to the table listed under School Health, infectious diseases (Appendix 1).

### School Captains and Student Leaders' Council

Year 6 students at Kurwongbah have the opportunity to be elected into a range of school, sporting and musical leadership positions. Within their roles, students access leadership experiences focused on the development of personal and collective leadership skills and plan leadership contributions back to the school community. Students take great pride in their school with their nominations ratified by all members of the school community.

### EcoMarine Ambassadors

Recently Year 5 students have taken on board the role of environmental ambassadors leading key sustainable, environmentally friendly school initiatives. The ambassadors are part of a network of schools focused on the students leading key improvement school-based projects. Kurwongbah SS EcoMarine Ambassadors are leading waste reduction and recycling projects including separated bins for organic waste, recycling and general waste and 'Waste Free Wednesday' encouraging students to pack their lunches in a way that reduces the volume of waste that enters the school site.

### Student and School Health

#### Injuries to students and accident insurance

Physical activities, including sports, have inherent risks. Parents should be aware that the school does not have 'accident insurance' to cover medical or other costs in the event of accidental injury. The school recommends that parents should consider private insurance to ease concerns in this regard.

Parents wishing to make a claim for expenses resulting from injuries at school should make a written request to the Director, Legal and Administrative Law Branch (PO Box 15033, City East, QLD, 4022). The request must outline the circumstances of the injury, the amount claimed and the reasons the parent believes the school caused the injury. Any such claims will be considered on their merits. Parents wishing to explore the options available to them should seek independent legal advice. Acceptance of claims is based on demonstrated negligence on the part of the school, and is not automatic.

#### Illness/ Serious Injury

If a child is injured at lunchtime he/she should go to the teacher on playground duty. A card will be issued which is then to be taken to the First Aid Room where trained school personnel will administer First Aid.

First Aid personnel at this school are not permitted to use antiseptic creams, powders or lotions. Minor wounds/abrasions are washed with water only and a dressing applied if necessary.

An ambulance will be called if the school staff are concerned an injury could be serious. Parents will also be contacted after the ambulance.

It is extremely important for current parent/caregiver and emergency contact details.

#### Head Lice

Head lice are a recurring problem in most schools. The eradication of head lice requires the co-operation and concerted efforts of all parents to ensure the early detection and prompt treatment of any infestation.

Parents of children who are found to have head lice or nits (eggs) will be telephoned so prompt treatment can occur. Weekly checks are encouraged.

### Infectious Diseases

Children suffering from an infectious disease must be kept at home until the risk of infection to other children is passed. Parents are asked to advise the school at the earliest opportunity when a child has been diagnosed as suffering from an infectious disease such as chicken pox, diphtheria, mumps, whooping cough, measles, german measles, hepatitis etc. [Infectious Disease Register](http://conditions.health.qld.gov.au/HealthCondition/Home) is available at <http://conditions.health.qld.gov.au/HealthCondition/Home>.

The current Queensland Health Directive states any child who is unwell is not to attend school. Parents will be contacted for children who present as unwell during the school day with the expectation children are promptly collected. Children testing positive to COVID 19 are required to isolate for a period of 7 full days and return to school if there are no lingering symptoms.

### Medication for students

If your child has a chronic medical condition requiring regular medication at school, it is important the school be notified of such a condition.

Should your child be prescribed by their medical practitioner to take medication while at school, the Department of Education Departmental Regulations require that the following steps are completed before medication can be administered:

1. A caregiver must make a written request to the Principal by completing an 'Consent to Administer Medication' form. These forms are available from the First Aid Room.
2. The student's medication, with the doctor's written instructions, including student's name, dosage, time of administration and prescribing practitioner on the container must be lodged with the First Aid Room for security purposes.
3. Administration of that medication will be carried out by an adult staff member designated by the Principal.
4. It is the responsibility of the student to come to the First Aid Room when the medication is needed. Staff cannot be responsible for chasing up students.
5. Over the Counter Medications (e.g. aspirin, panadol, cough medicine etc) **will not** be administered **UNLESS** prescribed by a medical practitioner and dispensed with a valid pharmacy label and the doctor has completed a 'Consent to Administer Medication' form and this has been received by the school.
6. Students who are asthmatic must have an Asthma Action Plan completed by a medical practitioner. This plan is reviewed annually by a medical practitioner.
7. Students with anaphylaxis must have a completed Anaphylaxis Action Plan completed by a medical practitioner. This plan is reviewed annually by a medical practitioner.

## 4.0 Parent, School Community Partnerships

### Parents as Partners

Parents are vital partners in their children's learning. Teachers will often extend the invitation to parents to assist in a variety of ways in the classroom.

We believe -

- adults in the wider community have skills and talents which can contribute to and enhance the nature of the learning experiences of children.
- children benefit when there is an increase in the number of adults with whom they can interact.
- the school should actively seek a positive relationship with each child's family group.
- children's learning is facilitated when the influences of the home and school are in harmony.
- parents have a right to know what happens to their children at school. Schools have a responsibility to provide opportunities for parents to be informed of school happenings.

Please talk to your child's teacher and establish how you may be involved in the school. Most teachers work on the open-door policy and some teachers prefer rostered times for parent involvement. If you wish to be involved please discuss this matter with your child's teacher. If you have special skills or talents please share these with your child's class teacher as they may further enrich experiences for our students at school.

### Communication

We believe good communication between students, teachers, parents and the community is integral to meeting the needs of our children. To ensure we achieve the best educational and social outcomes we strive for our students, teachers and parents to work in partnership. Open communication is essential for the well-being of your child and all members of our school community. Communication requires a proactive approach from all parties with parents having a responsibility to access the range of communication modes offered by the school when first seeking information. Communication modes include:

- \* The Kurwongbah State School website [www.kurwongbahss.eq.edu.au](http://www.kurwongbahss.eq.edu.au)
- \* The school newsletter, published fortnightly on a Wednesday and emailed to parents via Schoolzine
- \* Facebook for informal sharing and celebrations
- \* Weekly school parade, Fridays 9-9.30am in the school hall
- \* P&C Meetings (6.30pm on the 2<sup>nd</sup> Wednesday of the month in the staffroom)
- \* School Council (4.30pm Monday of the 4<sup>th</sup> week of each school term or more frequently if required)
- \* Parent information evening hosted by class teachers early in the year to advise parents of an overview of the year ahead and class-based routines and expectations
- \* End of Semester reporting twice per year outlining students' academic achievement ratings for the year to date
- \* Social events, where parents have the opportunity to meet all staff in an informal situation.
- \* Parent, student, teacher conferencing formally offered twice per semester to discuss student's progress and next steps on learning. These conferences are offered at the end of Term 1 (Prep), beginning of Term 2 (Years 1-6) and beginning of Term 3 following the End of Semester 1 reporting cycle.
- \* In addition, parents and teachers are encouraged to maintain frequent contact throughout the year for celebrations and to raise any concerns which may need to be addressed.

### Qparents

QParents has been created by the Department of Education to provide parents of Queensland state school students with secure online access to their child's information. The portal allows you to securely access information about your child and to communicate directly with your child's school.

QParents provides secure, online access to student information such as:

- Attendance details
- Report cards and assessment
- Invoices
- Payment history
- Upcoming events
- Student photo

Parents are also able to update their child's details including address and medical conditions, submit reasons for unexplained absences, notify the school of future absences, and make online payments against school invoices.

In order to use QParents, parents need to register via the QParents website <https://qparents.qld.edu.au/#/login>. Parents will require each student's EQ ID number along with 100 points of identification documentation (ID). If

parents experience any issue when registering for QParents they should contact the school office for assistance.

You can register only by using a PC with the web version of QParents, not through the QParents App. Once successfully registered, you may then use the QParents App to login and manage your account. You will need to supply an email address (that you check regularly) in order to create a QParents account.

You can access QParents through a:

- smartphone (mobile browser, or users can download the QParents app from the [iTunes App Store](#) or [Google Play Store](#))
- tablet
- personal computer

If parents experience any issue with QParents they should contact the school office for assistance.

### School Council

As an Independent Public School since 2017, the P&C President and the Principal preside on the School Council with 3 parent representatives and 3 staff representatives. The School Council led by a Council Chair provides advice and support to the school on strategic matters. Parents and staff representatives serve a two-year tenure on the School Council with new nominations sought prior to the P&C AGM or as required during the year. The goal of the School Council is to support the Principal's strategic planning responsive to the specific vision of the Kurwongbah School Community. The School Council developed the [Kurwongbah State School-How We Work](#) framework to outline the roles of each partner within our school. The School Council shares key information back to the P&C at monthly meetings to ensure a cohesive approach to school improvement priorities.

### Parent and Citizens Association

The Parents and Citizens Association plays an important part in the life of the school. It provides a supportive forum for parents to plan and discuss how they can value add to the vision of the school. As a forum for discussion, it enables parents to have a collective voice and ensures a range of perspectives are considered when decision making occurs. The financial assistance offered by the P&C is vital to ensure that the school is achieving its vision of a high-quality educational program for all students.

In all, the Parents and Citizens Association contributes significantly to the quality of education which the school is able to provide. For this reason, it needs and deserves your support. The association meets each SECOND WEDNESDAY OF THE MONTH currently at 6.30pm (during the term) in the Staffroom. The P&C have also recently trialled online meetings to provide easier access to meetings for parents not able to access face to face meetings. The team will continue to explore creative solutions to supporting parent access to these forums. Please check the school newsletter to confirm meeting dates and times. You are cordially invited to attend.

### Tuckshop

Our school tuckshop provides lunches and snacks for children each Wednesday, Thursday and Friday. Orders can be made via our online ordering system with cash purchases also available over the counter. The tuckshop provides a valuable service to our children and is well supported by parents. We welcome volunteers who help maintain this delicious service for our school community.



At key points during the school year, parents will be advised of updates to the tuckshop menu and pricing. A tuckshop price list will be distributed to parents along with instructions to use the on-line ordering system. Eftpos is available in the tuckshop.



## Uniform Shop

Refer to the uniform price list for details regarding uniform purchasing.

### Uniform Shop Hours:

Monday	8:30 am to 10.00 am
Wednesday	2:00 pm to 3:30 pm
Thursday	8:30 am to 10.00 am



## Chaplaincy

Our Chaplain works with the school's Guidance Officer, Positive Behaviour for Learning Team and the Administration Team as a further support for children, along with attending school camps and organising lunchtime activities.

When issues have arisen at home or at school which have caused some distress, parents can request for the children to speak with Chappy. Consequently, there are a number of children Chappy 'touches base' with on a weekly basis. This request is made through the sector Deputy Principal and a Chappy access permission form must be completed by parent/s.

The School Chaplain can be contacted through the school office. The School Chaplain operates under clear departmental guidelines with a focus on supporting wellbeing within the school community. The role of Chaplaincy in our school is reviewed annually with the P&C, as representatives of the parent community. The needs of all students are considered in this decision-making process.

## Community use of Facilities

Community use of school facilities is encouraged where such use will not disrupt school programs or organisation. There are many facilities which the school enjoys which could also benefit the community.

Individuals or groups wishing to use school facilities should direct their enquiries to the Principal who will consider each request. Please note that use of school facilities is a privilege, which carries with it the responsibility of ensuring that school property is protected, and the good name of the school preserved.

Users entering into a Hire Agreement with the school are required to provide evidence of their own Public Liability Insurance, current Blue Card, COVID Safe Industry Plan and Risk Assessment evaluation.

## Parent Concerns

Should you have a concern or a query, please bring it to our attention as soon as possible. It is important we know about a problem so that:

1. Action can be taken
2. Further information can be provided to you regarding the situation.

If you have a concern related to your child's learning, please make an appointment with the class teacher so that the teacher can provide you with their undivided attention. Concerns may also be raised with the relevant Deputy Principal or Principal, particularly if not related to the classroom. Sometimes, if left unaddressed, these concerns can grow into bigger issues. We are committed to ensuring all parents have their concerns addressed in a fair and equitable manner and there are processes and support structures in place to enable parents to work through any issues they may have.

If parents are unsatisfied with the school's response to a concern parents can follow the [Complaints Management Information Guide](#) and [Customer Complaints Management Framework](#).



## Appendixes

### Kurwongbah State School Inclusive Practices Principal Mission Statement



#### Kurwongbah State School Inclusive Practices Principal Mission Statement

*"Inclusion is based on a philosophy that schools should, without question, provide for the needs of all children in their communities, whatever their level of ability or disability" (Giorcelli, 1995).*



#### School Vision

At Kurwongbah SS all students are encouraged to become responsible, confident, self-motivated and co-operative individuals who aspire to achieve their maximum potential within a safe and supportive environment.

#### Community

My vision is for all students to be welcomed members of our school community with their individual strengths acknowledged and celebrated. Our community understands partnerships are essential to our students' success.

#### Parents

My aim is to partner respectfully and collaboratively with parents and carers, acknowledging their role as first educators of their child. I recognise the partnership with parents and carers focuses on nurturing the development of each child.

#### Staff

My work is to ensure that all staff enact the understanding that 'equality is not equity'. They continuously identify barriers, apply reasonable adjustments and through partnerships, maximise students' potential to achieve increasing personal success.

#### Students

My purpose is for students to transition from Kurwongbah State School with knowledge and skills for learning and an understanding of their unique skills and talents as they mature as a learner. Our students will be supported and nurtured through:

- access *on-the-same basis* to the rich and vast opportunities our school has to offer;
- explicit and structured teaching to address gaps in learning;
- differentiated learning and targeted intervention programs;
- bespoke learning programs that recognise individual learning needs.

Fullan, M. (2010) *The Moral Imperative Realized*. Hawker Brownlow Education, Victoria, Australia.



## Every day counts Regular school attendance

Did you know? Research shows that in Queensland, higher student attendance at school is associated, on average, with higher student achievement.

### Why is regular attendance at school important?

Regular school attendance will mean that your child gets a better chance at life. Your child will achieve better when they go to school all day, every school day:

- they learn better
- they make friends
- they are happier
- they have a brighter future.

### Why must I send my child to school?

Under Queensland law, you must make sure your child of school age is enrolled and attends school all day, every school day unless they have a reasonable excuse. Illness, doing work experience, competing in a school sporting event or going on a school excursion are reasonable excuses for being absent from school.

Principals decide if the excuse given for your child's absence is reasonable.

Avoid keeping your child away from school for birthdays, shopping, visiting family and friends, if they sleep in, looking after other children, minor check ups or care such as hair cuts.

Routine medical or other health appointments should be made either before or after school or during the school holidays.

While it is a last resort, it is important to understand that you may be prosecuted if your child is not attending school regularly.

### What should I do if our family is going on a holiday in school time?

You are encouraged not to schedule holidays during school time. If your family holiday is during school time, let the school know in advance and talk about what arrangements can be made for your child. Depending on the circumstances the school may be able to provide tasks for your child to complete while they are absent or assist you to organise an exemption from schooling.

### Do I need to let the school know if my child has been away from school?

Yes. You must let the school know the reason why your child is absent from school – either beforehand, on the day of the absence, or as soon as practicable after your child's return to school.

### Having problems getting your child to school for some of these reasons?

- won't get out of bed in the morning
- won't go to bed at night
- can't find their uniform, books, school bag ...

14 000 000

Every day counts – Is your child at school today?

<https://education.qld.gov.au/initiatives-and-strategies/initiatives/every-day-counts>



**Queensland  
Government**

- slow to eat breakfast
- haven't done their homework
- watching TV
- have a test or presentation to do, have an assignment to hand in
- it's their birthday.

### **A set routine can help**

- have a set time to go to bed
- have a set time to get out of bed
- have uniform and school bag ready the night before
- have a set time for starting and finishing breakfast
- set a time for daily homework activities
- speak about school positively
- be firm, send your child to school every school day including their birthday and the last day of term!

### **What should I do if my child won't go to school?**

You should contact the school as soon as possible for advice and support.





# Parent and Community Code of Conduct

## Supporting learning, wellbeing and safety in every Queensland state school

We welcome parents<sup>1</sup> and other members of our diverse community into schools across Queensland.

Working together with their school community<sup>2</sup>, school staff support the learning and wellbeing of every student, and are entitled to a safe work environment.

Parents and other visitors to schools support safety by ensuring their communications and conduct at the school and school activities is respectful.

Elements of engagement	It is expected that parents and visitors to our school communities will:	Parents and visitors to our school communities demonstrate this by:
<b>Communication</b> 	<ul style="list-style-type: none"> <li>be polite to others</li> <li>act as positive role models</li> <li>recognise and respect personal differences</li> <li>use the school's communication process to address concerns</li> </ul>	<ul style="list-style-type: none"> <li>using polite spoken and written language</li> <li>speaking and behaving respectfully at all times</li> <li>being compassionate when interacting with others</li> <li>informing staff if the behaviour of others is negatively impacting them or their family</li> <li>respecting staff time by accepting they will respond to appropriate communication when they are able</li> <li>requesting a meeting to discuss any concerns about their child's education — allowing staff time to prepare and appreciating their time may be limited</li> </ul>
<b>Collaboration</b> 	<ul style="list-style-type: none"> <li>(parents) ensure their child attends school ready to learn</li> <li>support the Student Code of Conduct</li> </ul>	<ul style="list-style-type: none"> <li>taking responsibility for their child arriving and departing school safely on time every day</li> <li>reading and encouraging their child to understand and follow the Student Code of Conduct</li> </ul>
<b>School Culture</b> 	<ul style="list-style-type: none"> <li>recognise every student is important to us</li> <li>contribute to a positive school culture</li> <li>work together with staff to resolve issues or concerns</li> <li>respect people's privacy.</li> </ul>	<ul style="list-style-type: none"> <li>valuing each child's education</li> <li>acknowledging staff are responsible for supporting the whole school community</li> <li>speaking positively about the school and its staff</li> <li>not making negative comments or gossiping about other school community members, including students — in person, in writing or on social media</li> <li>understanding, at times, compromises may be necessary</li> <li>considering the privacy of all school community members at all times, and understanding that the school cannot share confidential information.</li> </ul>

<sup>1</sup>The term 'parent' refers to parents, carers, guardians and people who exercise parental responsibility for a child.

<sup>2</sup>The term 'school community' refers to staff, students, parents, local business and community organisations and visitors to the school.

# Time Out

Keeping your child and other kids healthy!

This poster provides information on the recommended minimum exclusion periods for infectious conditions and will assist medical practitioners, schools, pre-schools and childcare centres to meet the requirements of the *Public Health Act 2005*<sup>1</sup>

Condition	Person with the infection	Those in contact with the infected person <sup>2</sup>
<b>Chickenpox (varicella)</b>	<b>EXCLUDE</b> until all blisters have dried. For non-immunised children, this is usually 5 days after the rash first appears, and less for immunised children.	<b>EXCLUSION MAY APPLY</b> <b>EXCLUDE</b> non-immune pregnant women and any child with immune deficiency or receiving chemotherapy. Contact your Public Health Unit for specialist advice. Varicella can be reactivated in older children and adults as Shingles. See below.
<b>Cold sores (herpes simplex)</b>	<b>NOT EXCLUDED</b> if the person can maintain hygiene practices to minimise the risk of transmission. Young children unable to comply with good hygiene practices should be excluded while sores are weeping. Sores should be covered with a dressing where possible.	<b>NOT EXCLUDED</b>
<b>Conjunctivitis</b>	<b>EXCLUDE</b> until discharge from eyes has ceased unless a doctor has diagnosed non-infectious conjunctivitis.	<b>NOT EXCLUDED</b>
<b>COVID-19<sup>3</sup></b>	<b>EXCLUDE</b> for at least 10 days after the onset of illness and until they have not had any symptoms for 3 days. Contact your Public Health Unit for specialist advice.	<b>EXCLUSION MAY APPLY</b> Contact your Public Health Unit for specialist advice.
<b>Cytomegalovirus (CMV)</b>	<b>NOT EXCLUDED</b> Pregnant women should consult with their doctor.	<b>NOT EXCLUDED</b> Pregnant women should consult with their doctor.
<b>Diarrhoea<sup>3</sup> and/ or Vomiting</b> <b>including:</b> <ul style="list-style-type: none"> <li>• amoebiasis</li> <li>• campylobacter</li> <li>• cryptosporidium</li> <li>• giardia</li> <li>• rotavirus</li> <li>• salmonella</li> <li>• viral gastroenteritis</li> </ul> <b>but excluding:</b> <ul style="list-style-type: none"> <li>• norovirus</li> <li>• shigellosis</li> <li>• toxin-producing forms of E.coli (STEC)</li> </ul> <b>See specific information below</b>	Exclusion periods may vary depending on the cause. <b>EXCLUDE</b> a single case until 24 hours after the last loose bowel motion and the person is well. <b>EXCLUDE</b> all persons who prepare or serve food until they have not had any diarrhoea or vomiting for 48 hours. If there are more than two cases with diarrhoea and/ or vomiting in the same location, or a single case in a food handler, notify your Public Health Unit. See Information below if norovirus is confirmed or considered likely as the cause of diarrhoea and vomiting.	<b>NOT EXCLUDED</b>
<b>Enterovirus 71 (EV71 neurological disease)</b>	<b>EXCLUDE</b> until written medical clearance is received confirming the virus is no longer present in the person's bowel motions.	<b>NOT EXCLUDED</b>
<b>Fungal infections of the skin and nails (ringworm/tinea)</b>	<b>EXCLUDE</b> until the day after antifungal treatment has commenced. (No exclusion for thrush).	<b>NOT EXCLUDED</b>
<b>Glandular fever (mononucleosis, Epstein-Barr virus)</b>	<b>NOT EXCLUDED</b>	<b>NOT EXCLUDED</b>
<b>German measles (rubella)<sup>4</sup></b>	<b>EXCLUDE</b> for 4 days after the onset of rash or until fully recovered, whichever is longer. Pregnant women should consult with their doctor.	<b>NOT EXCLUDED</b> Pregnant women and female staff of childbearing age should check their immunity with their doctor. Contact your Public Health Unit for specialist advice.
<b>Haemophilus influenzae type b (Hib)</b>	<b>EXCLUDE</b> until the person has completed a course of appropriate antibiotic treatment. <sup>5</sup> Contact your Public Health Unit for specialist advice.	<b>EXCLUSION MAY APPLY</b> Contact your Public Health Unit for specialist advice.
<b>Hand, foot and mouth disease (EV71)</b>	<b>EXCLUDE</b> until all blisters have dried.	<b>NOT EXCLUDED</b>
<b>Head lice</b>	Exclusion is not necessary if effective treatment is commenced before next attendance day (i.e. the child does not need to be sent home immediately if head lice are detected).	<b>NOT EXCLUDED</b>
<b>Hepatitis A<sup>4</sup></b>	<b>EXCLUDE</b> until at least 7 days after the onset of jaundice or dark urine, or for 2 weeks after onset of first symptoms if no jaundice or dark urine.	<b>NOT EXCLUDED</b> Contact your Public Health Unit for specialist advice about vaccination or treatment for children and staff in the same room or group, children transferring to another centre and new enrolments.

1. Observing the exclusion period meets the intent of the *Public Health Act 2005* for a person to be non-infectious.

2. The definition of 'contact' will vary between diseases and is sometimes complex. If unsure, contact your local Public Health Unit.

3. Diarrhoea definition is: 3 or more loose stools or bowel movements in a 24 hour period that are different from normal and/ or escapes a child's nappy.

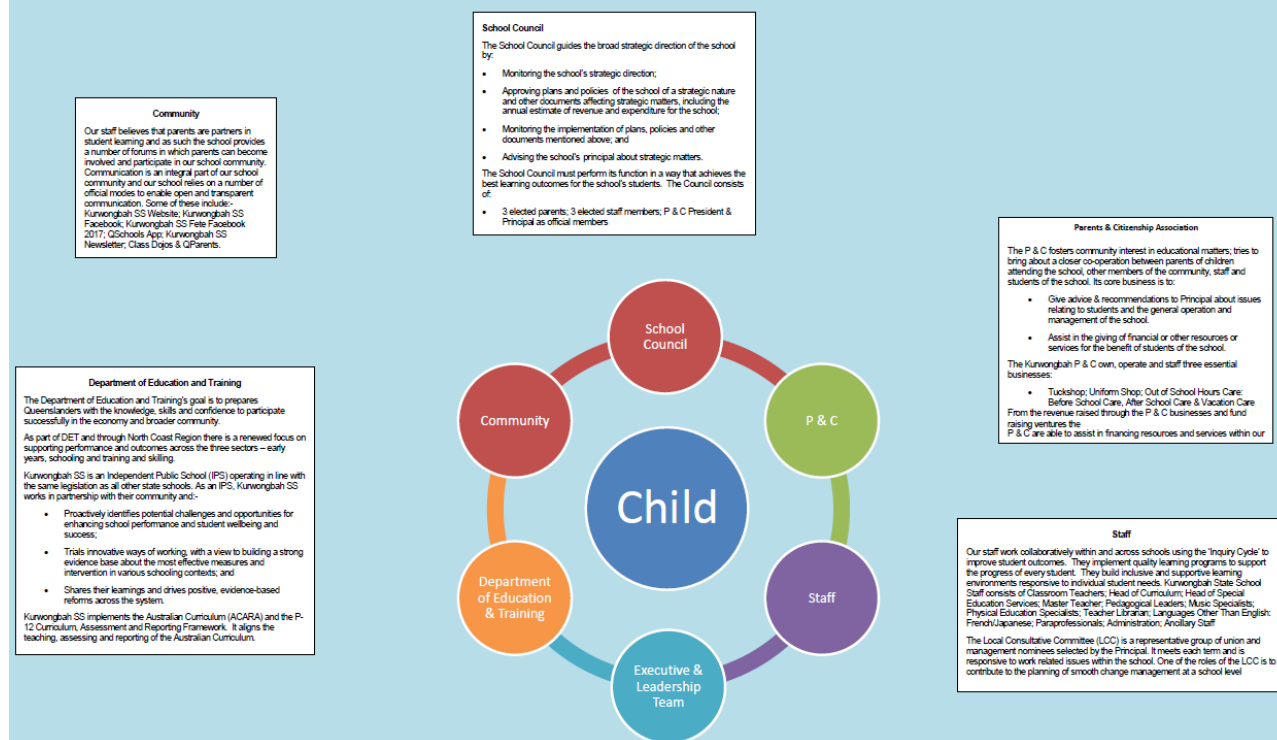
4. Doctors should notify the local Public Health Unit as soon as possible if children or staff are diagnosed with these conditions.

5. Appropriate antibiotic treatment: this will vary between diseases. If unsure, contact your Public Health Unit.



## Kurwongbah State School – HOW WE WORK

Kurwongbah State School will establish strong, innovative and strategic partnerships that expand opportunities and contribute directly to greater student success – every student succeeding. We will engage community and work with local business and industry to make informed decisions that ensures our students are prepared for their future as active and engaged citizens.



# Making a customer complaint Information for parents and carers

## What is a customer complaint?

As a parent or carer, you can express dissatisfaction with the service or action of the Department of Education (the department) or its staff, including decisions made or actions taken in a school and/or by the local regional office.

## How does the department manage my customer complaint?

The department is committed to responding to customer complaints in an accountable, transparent, timely and fair way that is compatible with human rights. For information about how the department manages customer complaints you should refer to the [Customer complaints management framework](#), [policy](#) and [procedure](#) and the [Internal review procedure](#) online.

For customer complaints about school matters, you are encouraged to use the following three step approach:

1. **Early resolution:** the best place to raise any concerns is at the point where the problem or issue arose. You can make an appointment at the school to discuss your complaint with your child's teacher or the principal. You are also welcome to lodge your complaint in writing or over the phone. You can also make a complaint through [QGov](#).

Check the school's website to find your school's complaints management process. The [schools directory](#) contains contact information for all schools.

The [regional office](#) may be able to assist you through this process, or provide you with advice.

2. **Internal review:** if, after taking the early resolution step, you are dissatisfied with the outcome of your complaint or how the complaint was handled, you can ask the local [regional office](#) to conduct a review. You need to submit a [Request for internal review form](#) within 28 days of receiving the complaint outcome.
3. **External review:** if you are dissatisfied after the internal review, you may wish to contact a review authority, such as the [Queensland Ombudsman](#) or [Queensland Human Rights Commission](#), and request an independent, external review.

Some matters need to be handled in a different way to school matters and will be referred to other areas in the department. These include:

- issues about harm, or risk of harm, to a student attending a state school, which must be managed in accordance with the [Student protection procedure](#).
- complaints about corrupt conduct, public interest disclosures; or certain decisions made under legislation, which will be dealt with as outlined in the [Excluded complaints factsheet](#).

You can make an anonymous complaint; however, please understand that if you do not identify the school, or if you advise that you do not wish the school to be contacted, it may limit how your complaint can be assessed and resolved. If no contact information is provided, the department cannot reply back to you.

### What are my responsibilities when lodging a customer complaint?

You have a right to make a complaint to the department, however, you also have responsibilities as a complainant to:

- be respectful and understand that unreasonable conduct will not be tolerated by school, regional or departmental staff
- clearly outline what the problem is, what you are unhappy about and your desired outcome
- provide all relevant information when making a customer complaint and inform the department of any changes impacting on your complaint
- understand that if the complaint is complex, it can take time to assess, manage and resolve.

### What happens after I make my complaint?

If your complaint is not resolved during your initial contact, we will aim to resolve your complaint as quickly as possible, taking into consideration the complexity and timing of your complaint. As a general guide, complaints requiring inquiry or some investigation may take longer to resolve. School holidays may also impact the time it will take to resolve a complaint. Refer to the [Customer complaints management framework](#) for response times.

Once your customer complaint has been resolved, you will be contacted and informed of the outcome of your complaint, any recommendations, and any review options available to you.

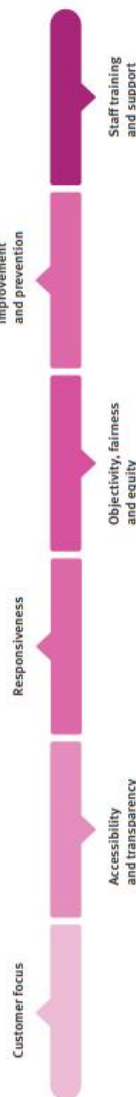
For information privacy reasons, the department is unable to provide you with information about other people involved in your complaint.



# Customer complaints management framework

Strategy and Performance  
Analysis Evidence Insight

## Principles



### What is a customer complaint?

An expression of dissatisfaction about the service or action of the department, or its staff, by a person who is directly affected by the service or action, and includes complaints related to:

- a decision made, or a failure to make a decision, by a public service employee of the department
- an act, or failure to act, by the department
- the formulation of a proposal or intention by the department
- the making of a recommendation by the department
- the customer service provided by a public service employee of the department.

Source: section 219A Public Service Act 2008



### What is not a customer complaint?

Our customers contact us for many reasons and most of the time our customers do not have a complaint. It is not a complaint when our customers:

- request more information
- request a change in services or request a new service
- make a suggestion for improving our services
- express a concern about a situation
- provide feedback on the department's performance
- are not directly affected by the decision or action of the department
- provide information (e.g. reporting an incident).



### Accessibility

Customer complaints can be made by:

- telephone
  - email
  - in person
  - Smart Service Queensland
  - QGov website
  - departmental social media
  - letter.
- When making a customer complaint, complainants:
- can be supported by a friend, an advocate, an interpreter or a community elder
  - can request other reasonable assistance, such as translation services or text telephone services
  - will be provided information about how to make a customer complaint and how complaints will be managed, including any review options available
  - can remain anonymous, although this may limit how we can address your complaint.



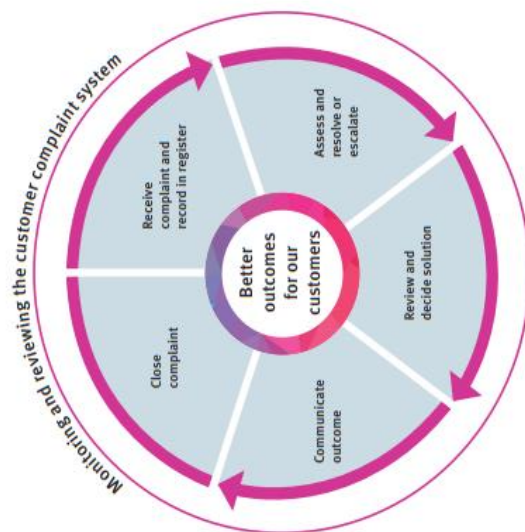
### Complaint type and response times

The time it takes to resolve a customer complaint depends on a number of factors, including when the complaint was made and the complexity of the complaint. As a guide:

- simple customer complaints may take up to 20 working days\*
- customer complaints requiring some inquiry may take up to 45 working days
- customer complaints that require investigation and referral may take up to 90 working days or longer in some cases
- complaints involving human rights issues will take up to 45 business days
- an internal review should take 45 working days, subject to complexity.

\* For school-related complaints, working days refers to school days during the school term.

## Our approach



The Department of Education welcomes feedback from its customers.



We use customer complaints data to inform improvements and to meet our complaints reporting obligations under the *Public Service Act 2008* and *Human Rights Act 2019*.



Queensland  
Government

# Customer complaints management framework

Strategy and Performance  
Analysis. Evidence. Insight.

## How we handle customer complaints

We try to resolve customer complaints as quickly as possible at the point where the complaint is received or after it is re-directed to the appropriate business area. If a complainant is dissatisfied, they may be able to ask for a review.

Our approach to handling complaints is based on the Australian/New Zealand Standard on complaints management (AS/NZS 10002:2014).



## Complaint categories

The department uses set categories to record customer complaints at the organisational level. This helps us analyse customer complaints to identify trends and issues to improve our services. The categories are:

- Health and safety
- Services
- Staff and volunteers
- Policy and procedure
- Third parties
- Assets, infrastructure and information technology
- Procurement, fees and charges
- Privacy
- Other

## Excluded complaints

Some complaints are outside the scope of this framework and will be managed through different processes:

- complaints under the *Education and Care Services Act 2013* and the Education and Care Services National Law
- complaints about certain decisions made under legislation
- complaints about decisions made under a contract
- employee complaints about their employment (*Public Service Act 2008* and Public Service Commission Directives)
- complaints involving corrupt conduct (*Crime and Corruption Act 2001*)
- public interest disclosures (*Public Interest Disclosure Act 2010*)

## Complainant responsibilities

Customers making a complaint are responsible for:

- cooperating respectfully and understanding that unreasonable conduct will not be tolerated, including abusive, aggressive or disrespectful behaviour
- providing a clear idea of the problem and the desired solution
- providing all relevant information when the complaint is made
- understanding that some decisions cannot be overturned or changed under the framework approach
- informing the department of changes affecting the complaint including if help is no longer required.



## Resources

- Customer complaints management policy and procedure
- Internal review procedure
- Information sheets
- Complaints and customer complaints website
- Excluded complaints factsheet
- Information for parents and carers factsheet