

KENMORE STATE SCHOOL



International Parent and Student Handbook



Contents

1.	Principal Welcome.....	3
2.	School Details	4
3.	Administration.....	4
4.	School Values	5
5.	International Team	6
6.	Emergency contacts.....	7
7.	School Emergency Procedure	7
8.	School Map and Facilities	9
9.	Orientation.....	10
10.	What To Do When.....	11
11.	Accommodation and Welfare	12
12.	Culture Shock.....	12
13.	Contact Details	14
14.	ISP Standard Terms and Conditions	14
15.	Visa Conditions	15
17.	Additional Study Support Programs and Student Services	18
18.	Academic Policy and Assessment	18
19.	Legal services	19
20.	Emergency and health services	19
21.	Medical matters.....	20
22.	Fees	21
23.	Change of school, year level, course or course duration (variation of enrolment)	22
24.	Transfer to a non-government school or another institution	22
25.	Complaints	23
26.	Appeals	23
27.	Surf and Beach safety.....	24
28.	Sun safe	24
29.	Refund policy.....	25
30.	School policy and procedures	25
31.	Banking	26
32.	Transport	26
33.	Digital Safety and Cyberbullying	26
34.	Road safety	26
35.	School Tuckshop.....	27
36.	Clubs and Extra-curricular Activities	27
37.	After School Care	27
38.	School Newsletters.....	27
39.	Volunteering Opportunities.....	27

1. Principal Welcome

Welcome to the Kenmore State School (KSS) International Student Program.

KSS is a highly regarded Primary School situated in the western suburbs of Brisbane. Founded in 1900 the school is located on extensive and attractive grounds. The local community is very supportive of our School and encourages its young people to pursue education as a priority. Our staff are committed to achieving excellence in teaching to ensure our students achieve the best possible learning outcomes. The school has a strong direction underpinned by our four core priorities:

- Successful learning;
- Quality teaching;
- High expectations; and
- Strong partnerships.

At KSS our educational philosophy is based on continual growth and achievement. Our school vision is *Strive-Create-Achieve*. This vision is enacted in our School on a daily basis as we continually strive to create differentiated learning pathways to help students from all academic levels.

KSS offers exceptional facilities. The school is set on expansive, well-maintained grounds which include a swimming pool, tennis court, oval, playgrounds, and an environmental bushland area. Other facilities include a hall, resource centre, and science and technology laboratories.

Our teachers are dedicated to developing their professional knowledge and skills. This commitment to continual learning is indicative of the school culture that recognises the importance of continually learning for professional growth. All teaching staff are trained in post-graduate level studies through the *Reading to Learn* professional learning program (University of Sydney). A strong feature of our School is the music program. Students can participate in choir, the strings ensemble or band. Other additional educational opportunities include sporting and cultural pursuits. Similarly, the STEM (Science, Technology, Engineering & Mathematics) program provides enrichment opportunities including Coding Club and Robotics.

KSS focuses on the learning of every student, in every classroom, every day. Our curriculum combines quality, inclusivity, relevance and differentiation in order to cater for the needs of all learners. We are committed to the systematic delivery of the Australian Curriculum in the Learning Areas of English, Mathematics, Science, Technology, History, Humanities, The Arts, Health and Physical Education, and German. Teaching and learning is guided through highly effective pedagogies that are articulated within the school's pedagogical framework.

We have an active and supportive Parents and Citizens Association (P&C) who meet regularly and work towards enhancing students' learning and providing high quality resources and facilities. The P&C manage a number of businesses including the tennis courts, tuckshop facilities and uniform shop.

As an Independent Public School, we partner with our school community to create and pursue a shared strategic direction that focuses on student wellbeing and improved student outcomes. KSS was selected as an Independent Public School because of our high performance and ability to clearly demonstrate the 'distance travelled' every year. As an Independent Public School, we are empowered to shape our own strategic direction and make decisions that will directly benefit the students of KSS.

KSS proudly offers our community a dynamic, caring, safe and supportive learning environment.

Ingrid Freeman
Principal



2. School Details

Street address:	2052 Moggill Road, Kenmore Queensland, 4069
Office hours:	Monday – Friday 8:00am – 3:30pm
Telephone:	07 3327 2444
Absence line:	07 3327 2444
Administration email:	office@kenmoress.eq.edu.au
Website:	www.kenmoress.eq.edu.au
Facebook (if applicable)	http://www.facebook.com/kenmorestateschool

3. Administration

Administration	Name	Telephone/Contact
Principal	Mrs Ingrid Freeman	(+61) 7 3327 2444
DeputyPrincipal/ International Line Manager	Mr Mark O’Kearney	(+61) 7 3327 2444
International Line Manager	Mrs Melissa Richardson	(+61) 7 3327 2444
International Coordinator	Mrs Sue Brotherton	(+61) 7 3327 2444 office@kenmoress.eq.edu.au

OUR FOCUS

Curriculum & Literacy

Maintaining and deepening equity and excellence in student learning through our whole school focus on literacy within curriculum studies, and in using data to target improved learning for all students.

Inquiry Learning

Broadening student engagement with higher-order thinking and conceptual knowledge through Inquiry Learning in HASS, STEM, the Arts and HPE.

Creativity & Innovation

Creating a culture of innovation and creativity for teachers and students, by involving teachers and students in the development of locally relevant units of work and a broader range of pedagogies, including digital.



OUR PRIORITIES

1

Learning Equity

ACTIONS:

Build students perception of themselves as learners though increased and targeted teacher-peer-self-evaluation & feedback.

Promote a learning culture of creativity and innovation through a range of pedagogies, including digital, as part of a whole school approach to inquiry learning.

Provide differentiated support leveraging expertise across the school to assist all students to achieve high standards.

OUTCOMES:

Students can articulate how they have improved their work as they make measurable progress. Source: SOS, A-C, A-B achievement data.

Students are curious and creative and engaged in actively shaping their work. Source: SOS, Specialist A-B achievement and effort data.

Students believe they can achieve high standards. Source: A-C, A-B academic data, SOS.

2

Teaching Excellence

ACTIONS:

Embed the inquiry cycle in teaching and learning to produce stronger feedback for students, and greater evidence of impact of feedback/accelerated learning in all marker groups within English.

Deepen and connect teacher knowledge of literacy and language in context to strengthen student learning and mastery.

Apply understandings of the dynamics between curriculum, pedagogy and assessment to develop and refine local programs for HASS, STEM, The Arts and HPE.

OUTCOMES:

Create professional learning and development opportunities to support teacher-leaders to build expertise in teaching, learning and leading others.

OUTCOMES:

Teachers target & reflect on their teaching to ensure there is impact on every learner. Source: R2L marking IR analysis.

Teachers plan effectively using a deep knowledge of curriculum, assessment practices & pedagogical practices. Source: SOS, team planning & moderation.

Teachers are leading teaching & learning. Source: APR and AITSL Middle Leaders Standards.

3

Community Connections

ACTIONS:

Unite the community through the school's vision & values to ensure the school's exceptional culture of inclusion and diversity is maintained as the school grows.

Continue to collaborate with community members and groups to create purposeful learning opportunities for students, linked to the Australian Curriculum.

Reinvigorate partnerships with Education Queensland International (EQI) to enhance intercultural understandings and global connections.

Further enhance transition practices with local ECEC providers and the secondary school to enhance children's preparation for, and transition into, key stages of schooling.

Enhance professional networks to support teaching, learning and leadership (R2L network, COP, Kenmore Alliance, PDN).

OUTCOMES:

There is a strong and growing sense of community. Source P & C representation and SOS.

The community values and celebrates the school's diversity Source: Enrolment data, achievement data, SOS survey.

Local students are attending local school. Source: feeder schools/ kindies.








5. International Team

Our School Principal and Deputy Principal are responsible for the smooth running of the school, supporting students, staff and the school community. The KSS office staff assist all students and their families. Our Guidance Officer is a trained psychologist. Her role ensures students have access to emotional support and learning assessments as required.

The school runs activities and programs that help students build friendships and resilience. The School's International staff work to support students and their families who have English as their second language.

The International team are here to guide and support you during your child's time at Kenmore State School.

	Name	Role	Contact
	Mrs Ingrid Freeman	Principal	(+61) 7 3327 2444 principal@kenmoress.eq.edu.au
	Mr Mark O'Kearney	Deputy Principal/ International Line Manager	(+61) 7 3327 2444 mokea1@eq.edu.au
	Mrs Melissa Richardson	International Line Manager	(+61) 7 3327 2444 mxric7@eq.edu.au
	Mrs Gillian Caskie	EAL/D Teacher Aide	(+61) 7 3327 2444 gcask1@eq.edu.au
	Mrs Sue Brotherton	International Student Coordinator	(+61) 7 3327 2444 office@kenmoress.eq.edu.au EQI@kenmoress.eq.edu.au

6. Emergency contacts

6.1. During school hours

An emergency is a situation that may affect your child's health, safety or welfare. In the event of an emergency during school hours please contact any of the below people immediately.

Name	Role	Contact
Mrs Ingrid Freeman	Principal	(+61) 7 3327 2444
School Office		(+61) 7 3327 2444

6.2. Critical or life-threatening situations - dial Triple Zero (000)

A critical or life-threatening situation includes:

- immediate danger
- physical or sexual assault
- serious injury or illness
- student threatened with violence
- there has been a death.

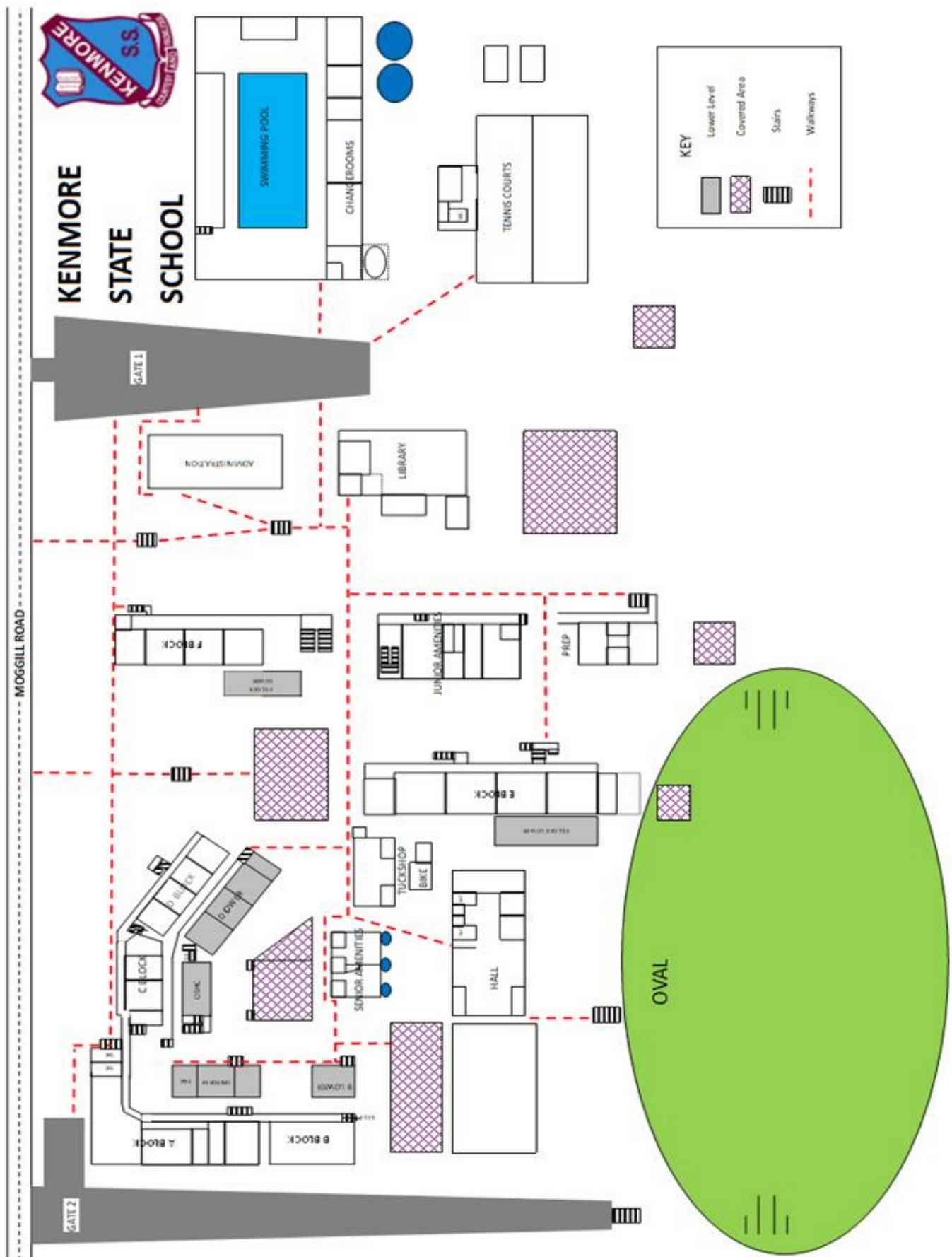
You can download the [Emergency+](#) application (app) from the Apple, Google and Microsoft app stores. The [Emergency+](#) app helps provide critical location to emergency services.

7. School Emergency Procedure

Priority	Safety of students, staff, parents/caregivers, members of the community and/or site visitors.
Reporting the emergency	<ul style="list-style-type: none">• Contact Emergency Services immediately on 000; and• Notify the Regional Director.
Evacuation	<p>Signal: Continuous sounding of alarm</p> <p>Procedure: Students follow designated evacuation</p> <ul style="list-style-type: none">• School Administration Officer to call 000;• Students to follow designated evacuation route by walking quickly and safely to assembly area (OVAL);• Selected students to lead the class;• Teacher to take the emergency class roll;• Class to the safest and most direct route as indicated on evacuation map;• Teacher to follow group. If a teacher aide is with the class at the time the teacher aide could lead, except where a teacher aide has specific emergency procedure duties;• Keep the class of students in 'tight formation' - class to work as one group; and• No noise or unnecessary conversation and students to be aware of trip hazards.

	Special considerations <ul style="list-style-type: none"> Students not with class when the alarm is sounded are to proceed directly to the assembly area and line up with the class (eg. students in toilets, EAL/D, swimming etc.)
	Special responsibilities <ul style="list-style-type: none"> Assembly area Warden is the Principal or the Deputy Principal.
Evacuation assembly	Assembly area/s - Oval.
	Assembly procedure <ul style="list-style-type: none"> Teacher or responsible staff member to mark the roll and/or check class; Report as soon as possible to Warden, who will be located on the oval, that all students are accounted for; and When the all clear is given by Warden the teacher or staff member can return to the classroom area.
Evacuation clearance	<ul style="list-style-type: none"> No person is to return to any area of the School until advised by the Principal; and One blast on the alarm is the clearance signal.
General principles	<p>Evacuation procedures will be displayed on Emergency Evacuation maps in all rooms.</p> <ul style="list-style-type: none"> FIRST PRIORITY is to the safety of students and persons in the school; ALL staff, parents/caregivers and visitors are automatically involved; CONTRACTORS should sign in via Passtab at the office; ALL VOLUNTEERS in School should sign in via Passtab at the office; TUCKSHOP manager and volunteers must follow the Evacuation Procedures; PARENT HELPERS/TUTORS must follow Evacuation Procedures; NO person should be placed in a position of risk; EVACUATION drill will be conducted at least twice a year. Annual revision of the use of Fire Extinguishers will be conducted; and PRINCIPAL OR DELEGATE is responsible for ensuring the electricity is turned off and that Emergency Services are contacted and given every assistance.
Communications	<ul style="list-style-type: none"> If the evacuation goes for an extended time then the Response Controller activates the Communications Plan to inform the parents/caregivers and stakeholders via the established formats.
Pre-arrangements	<ul style="list-style-type: none"> Site Emergency Evacuation Maps must be clearly displayed in all rooms; Visitor sign-in via Passtab maintained in the office; Emergency class lists kept by exit door; and Relief staff provided with Evacuation summary.

8. School Map and Facilities



9. Orientation

Kenmore State School offers a specialised orientation program for all international students and their families, which has been designed to:

- support your wellbeing;
- help you adjust to study life in Australia; and
- support your academic success.

This program includes:

Enrolment interview (parent/caregiver, student and Principal)

- Completion of enrolment paperwork;
- Determination of appropriate enrolment – year level and class;
- Discussion of student needs – academic, pastoral care, other; and
- Overview of International Student Handbook.

School Induction (parent/caregiver, student, School representative)

- Tour of school;
- Introduction to key staff;
- Overview of International Student Program;
- Discussion of community services; and
- Formal introduction to classroom teacher.

Classroom Induction (parent/caregiver, student, classroom teacher)

- Tour of classroom;
- Seat allocation;
- Detailed discussion of classroom routines, expectation, program, homework, websites etc; and
- Classroom buddy.

Student Assessment (student, class teacher and EALD teacher)

- Assessment of English ability in listening, speaking, reading and writing.

9.1 Daily timetable

Daily Timetable Kenmore State School	
8:30am	Classrooms Open
8:50am	First Session
11:00am	First Break
11:40am	Second Session
1:40pm	Second Break
2:10pm	Third Session
3:00pm	School finishes

9.2 Assembly

Assembly is where the students at Kenmore State School come together to receive important announcements, updates and information from the school Principal, school staff and students. Assembly is held on Thursdays from 2.20pm – 3pm in Amos Hall. Year Prep - 2 students attend assemblies each fortnight on odd weeks, with students from Year 3 - 6 attending assembly on the alternate weeks of the Term.

10. What To Do When

10.1. Late for school or class

On arrival the student will visit the office to collect a late slip to take to their class teacher.

10.2. Leaving school during the day

All parents/caregivers must report to the school office to collect students. Students are not to be collected from the classroom or the playground.

10.3. Feeling sick or unwell

The teacher will send the student to the office if they are feeling unwell. The office will contact the student's parent/caregiver.

10.4. Changing address or contact details

Parent/caregiver is to advise office in writing of change of address or contact details.

10.5. Lost property

Located next to the KSS Uniform shop.

10.6. Toilet access during class time

Students must have permission from the class teacher to leave the room during class time.

11. Accommodation and Welfare

11.1. Care arrangements

While studying your child must live with a parent, legal custodian or DHA approved guardian. You must not change these arrangements unless we give you written approval.

If your child lives with a DHA approved guardian, we will communicate with that guardian on all matters to do with your child's enrolment and schooling (including welfare matters) as if the guardian is your child's parent. You can read more about EQI's Welfare and accommodation in the following documents:

- [Standard terms and conditions](#)
- [Accommodation and welfare](#)

12. Culture Shock

Culture shock refers to the emotional and psychological reactions to an unfamiliar culture and environment.

For international students, culture shock is often uncomfortable and disorienting. Although culture shock can be positive in some ways, it's important for students to understand what culture shock is, what causes it, and how to manage its effects.

Some of the signs of culture shock may include where your child is:

- feeling isolated
- increasing frustration with your host country, the school and host family
- irregular sleep patterns
- spending a lot of time alone in their room
- easily upset and can't concentrate at school.

12.1. Culture shock phases

Culture shock can be described as consisting of at least one of four distinct phases: [Honeymoon Phrase](#), [Frustration/Distress Phrase](#), [Adjusting phase](#), and [Acceptance/Autonomy phase](#).

12.1.1. Honeymoon phase

The first stage of culture shock is usually positive. During the honeymoon phase the differences between the old and new culture are seen in a romantic light. For example, in moving to Australia to study, your child might love the new food, the pace of life, and the locals' habits. During the first few weeks, students are fascinated by the new culture.

12.1.2. Frustration/Distress phase

After some time (usually around three months, depending on the individual), differences between the old and new culture become apparent and your child may feel uneasy. Excitement may eventually give way to unpleasant feelings of frustration as a person continues to experience unfavorable events that may feel strange. Language barriers, traffic safety and food differences may heighten the sense of disconnection from the surroundings.

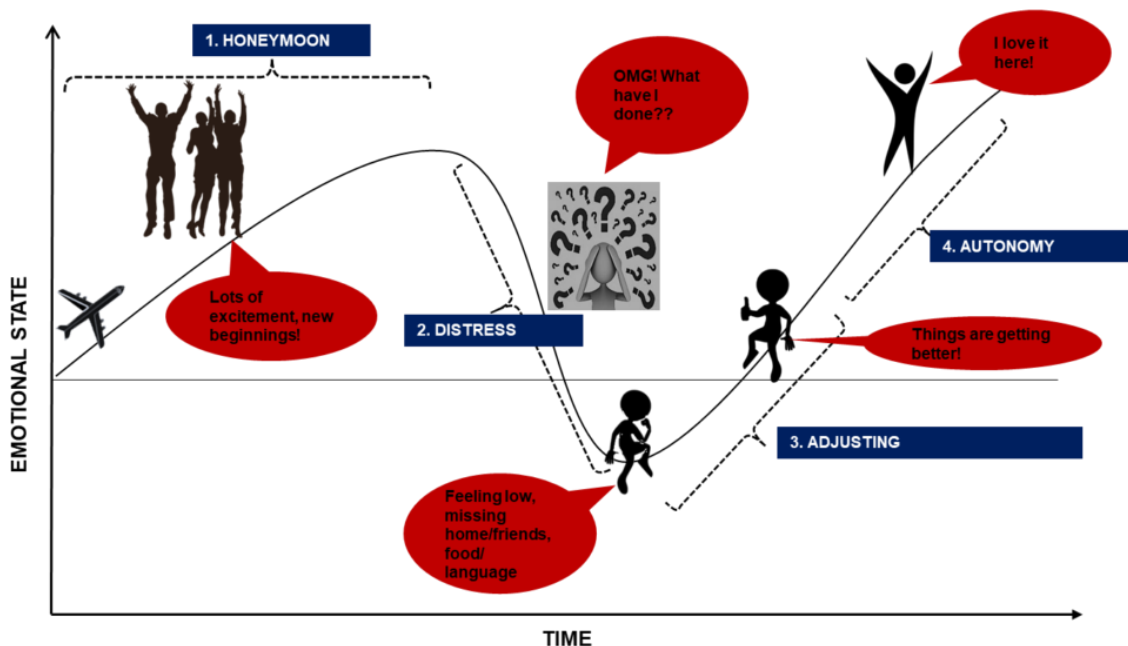
During this phase students adjusting to a new culture may feel lonely and homesick because they are not yet used to the new environment and new people they are meeting.

12.1.3. Adjusting phase

After some time (usually 6 to 12 months), a person grows accustomed to the new culture and develops routines. During this phase a person knows what to expect in most situations and the host country no longer feels new. During this phase, people develop problem-solving skills for dealing with the culture and begin to accept the culture's ways with a positive attitude. The culture begins to make sense, and negative reactions and responses to the culture are reduced.

12.1.4. Acceptance/Autonomy phase

Individuals in the acceptance phase are able to participate fully and comfortably in the host culture. Mastery does not mean total conversion; people often keep many traits from their earlier culture, such as accents and languages.



If you think your child is feeling culture shock, here are some things that you can do:

- be patient as culture shock is a normal reaction to a changed environment
- talk to your children about how they are feeling
- keep in contact with your loved ones back home
- socialise and make new friends.

12.2. Expressing emotions

Australians tend to express their emotions openly and are not usually embarrassed about showing others that they are happy, sad, etc.

Many Australians find it quite acceptable to openly disagree with another person's opinion, as long as this is done in a non-aggressive and reasonable manner. In most cases, it is also considered acceptable to discuss personal problems with other people, especially friends, family and trained professionals.

12.3. Manners

Manners are very important in Australian culture, and parents encourage their children to say "please" and "thank you" when they ask for something. They also encourage them to apologise (say "I am sorry") when they have done something wrong or have upset someone. When asking for something, please remember to say, "Can I *please* have ..." and say "thank you" when you receive it.

13. Contact Details

You must let the school know your residential address in Australia within seven days of arriving. You must also tell the school of any changes of residential address within seven days. Failure to do this may affect the student visa.

We also need your current telephone number and email contact details, as well as the contact details of emergency contact person/s. Any changes need to be given to us within seven days.

14. ISP Standard Terms and Conditions

Before your child arrived in Australia they were provided with a copy of the [ISP standard terms and conditions](#). The standard terms and conditions explain EQI policies regarding your child's responsibilities and rights, as well as EQI's responsibilities and required actions during your child's course of study in Queensland.

If you have not read the standard terms and conditions please do so. The standard terms and conditions are available in the following languages:

- [Simplified Chinese](#)
- [German](#)
- [Italian](#)
- [Japanese](#)
- [Vietnamese](#)
- [Portuguese](#)



15. Visa Conditions

15.1. Attendance

Kenmore State School's attendance policy [Attendance Policy](#) aims to ensure students are actively engaged in school and attend every day to ensure optimal individual outcomes and student engagement. We have high expectations of student attendance. Once your child is enrolled at Kenmore State School] it is your responsibility to ensure that your child is at school every day and arrives on time, ready to start class at 8.50am.

Your child is expected to maintain 100% attendance unless they are sick. You should always tell the school if your child cannot attend for all or part of the day.

In the event that your child is going to be absent from school, notify the school on the day of the absence via the absentee line 07 3327 2444 (option 1) stating your child's name and class, your name, the reason for the absence and the expected return date.

The school will record your child's attendance or absence every day. All absences are recorded on your child's school report. Electronic rolls will be marked every period. An SMS message will be sent to you for an unexplained full day absence.

Satisfactory attendance is a [student visa condition](#) for international students enrolled in an EQI course, studying on a subclass 500 (schools) visa for the duration of your child's study. Commonwealth law requires EQI to be proactive in notifying and counselling parents of students who are at risk of failing to meet these attendance requirements. EQI is required by law to report international students who have breached attendance requirements.

Important information about attendance

- **Start and finish times**
8:50am until 3:00pm
- **Late arrival process**
If late, on arrival the student will visit the office to collect a late slip to give to their class teacher
- **School absence number**
(+61) 7 3327 2444 Option 1
- **Serious injury or incident process**
The school will contact you in the event of a serious accident and comply with the following policies and procedures.

15.1.1. At risk of failing to meet attendance requirements

Your child is considered to be at risk of failing to meet attendance requirements if:

- absent for three consecutive days or more and a temporary suspension of study has not been approved by us prior;
- attendance falls to 95% - 90% of your course contact hours in a study period (semester) or
- we have other concerns about your attendance record.

Your child's International Student Coordinator will require you to meet with them about your child's attendance record and provide evidence explaining their absences (such as medical certificates), if requested.

If your child's attendance falls to 90% - 85% of their course contact hours in any semester, we will give you an *Attendance risk notification letter*.

15.1.2. Unsatisfactory attendance

If your child does not attend at least 80% of course contact hours, EQI will notify you in writing of their intention to report your child to authorities for not maintaining satisfactory attendance. EQI may exercise discretion not to report your child if:

- you provide evidence of compassionate or compelling circumstances explaining your child's absences;
- EQI are satisfied that, in all the circumstances, it is reasonable not to report your child;
- your child's attendance record remains above 70% and there are compassionate or compelling circumstances (if your child's attendance falls below 70%, EQI is required to report your child to authorities and your child's student visa may be impacted).

If you receive a notice of EQI's intention to report your child to authorities, you have the rights set out under the *Appeals Policy* section of the [ISP standard terms and conditions](#).

You can read in more detail about attendance requirements at:

- [ISP standard terms and conditions](#)
- [Attendance - subclass 500 \(schools\) visa procedure](#)
- [Kenmore State School Attendance Policy Attendance Policy](#)

15.2. Course progress

Your child must maintain satisfactory course progress for each study period as required by us and outlined in the [Entry and course requirement standards](#). Maintaining satisfactory course progress is a condition of your child's student visa. If your child's course progress is not satisfactory, EQI will report your child to authorities and your child's student visa may be impacted.

At Kenmore State School we provide written reports to every semester as per the [K-12 curriculum assessment and reporting framework](#) available on the Queensland Department of Education website.

Your child must complete your course within the time set out in the Confirmation of Enrolment that EQI sent you.

EQI may extend the time for your child to complete the course, only if:

- there are compassionate or compelling circumstances;
- course load is reduced because your child is having difficulty making satisfactory course progress; or
- a deferral or suspension of study is approved (see the Deferral, Suspension and Cancellation Policy section of the [ISP standard terms and conditions](#)).

Where there is an adjustment to course length you must contact the Department of Home Affairs to seek advice about any potential impacts on your child's visa, including the need to obtain a new visa.

15.2.1. Unsatisfactory course progress

Kenmore State School will monitor your child's workload and results to ensure your child completes the course on time and to provide assistance if your child is having difficulties. The school will implement suitable intervention strategies to identify if your child is at risk of not meeting course progress requirements and to notify and assist you in sufficient time for your child to achieve satisfactory course progress.

15.2.2. Formal intervention

If your child is not making satisfactory course progress, the school Principal will provide a *Course progress at risk notification letter*. You will be required to meet with the Principal to develop a plan to improve your child's performance.

If your child's next study period report indicates continuing unsatisfactory course progress, EQI will notify you in writing of our intention to report your child to authorities for breaching the visa requirement to achieve satisfactory course progress.

At any point during your child's enrolment, where course progress is impacted to the point that academic outcome is no longer available, EQI will notify you. If you receive a notice of EQI's intention to report your child to authorities, you have the rights set out under the **Appeals Policy** section of [ISP standard terms and conditions](#).

You can read in more detail about your attendance requirements at:

- [ISP standard terms and conditions](#)
- [Course progress - subclass 500 \(schools\) visa procedure](#)

15.3. Behaviour

Kenmore State School is committed to providing a safe, respectful and disciplined learning environment for students and staff, where students have opportunities to engage in quality learning experiences and acquire support of their lifelong wellbeing.

The Kenmore State School Responsible Behaviour Plan [Student Code of Conduct](#) is available on the school website. The Responsible Behaviour Plan for Students is designed to facilitate high standards of behaviour so that the learning and teaching in our school can be effective and students can participate positively within our school community.

According to the legislative and policy framework of the Department of Education (including the Statement of Expectations for a Disciplined School Environment), KSS provides inclusive and engaging curriculum and teaching that enables all students to be:

- enthusiastic and successful learners; and
- respectful, resilient and responsible citizens.

We are committed to high expectations for individual learning and behaviour through:

- supporting and challenging all students through a rigorous curriculum;
- building positive community relationships through parent and community engagement;
- valuing positive, respectful interactions with all members of the community;
- using data to inform decisions that affect individual, group and School-wide programs;
- maintaining clear expectations for behaviour and learning across the wider School to ensure a safe working environment for all.

Our school community has identified the following school rules to teach and promote our high standards of responsible behaviour:

Respect We give respect to everyone

Responsibility We take responsibility for our behaviour and think before we act

Resilience We persevere and accept challenges and consequences

All students at Kenmore State School are expected to comply with the Student Code of Conduct [Student Code of Conduct](#)

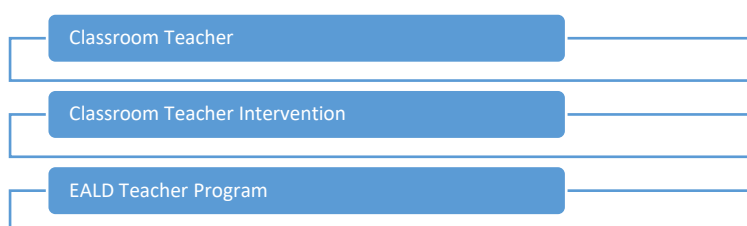
[ISP standard terms and conditions](#) state that at school your child must:

- participate actively at school;
- take responsibility for your own behaviour and learning;
- respect other members of the school community and the school environment and property;
- cooperate with staff and others in authority; and
- comply with your Kenmore State School's rules – Student Code of Conduct ([Student Code of Conduct](#)) and school policy and procedures [Student Code of Conduct](#)

If your child's behaviour is unsatisfactory, EQI may cancel your child's enrolment. This may affect the student visa.

16. English as a Second Language or Dialect (EAL/D)

To support your child's success at Kenmore State School, your child needs to have proficient English language skills. If it is identified that your child needs additional support to build these skills, Kenmore State School will support with a three-tiered approach:



We support your student with a research-based and whole School approach to literacy called Reading to Learn. Students are exposed to sophisticated texts and the classroom teacher adjusts the level of support according to your student's need.

Teachers are also allocated specific intervention time where they can work with your student one on one with vocabulary and sentence structure as well as reading and comprehension skills.

An EALD teacher/teacher aide program is also in place ensuring students work on the same texts as their peers but in a small group with emphasis on the vocabulary and structural nature of text.

17. Additional Study Support Programs and Student Services

State Schools offer a variety of student services and support programs to cater for individual learners. All State Schools offer Departmental services for identified students including: English as an Additional Language/Dialect (EAL/D), speech therapy, occupational therapy and physiotherapy.

18. Academic Policy and Assessment

The Kenmore State School Curriculum Maps summarise the key concepts taught and assessed for our students as they progress through the years of schooling. The overviews set the consistent high standards for what our students will learn and what our teachers will teach. Details of these overviews can be viewed on the School website [Teaching and Learning](#).

19. Legal services

There are a variety of legal services in the community around our school. If you need to access legal services, please see the International Student Coordinator.

Legal Aid Queensland can help with free advice about most personal legal problems including civil law problems such as consumer issues. You can contact Legal Aid Queensland at www.legalaid.qld.gov.au or call 1300 651 188 Monday to Friday 8:30am to 5:00pm.

For legal advice you can also contact a private solicitor or a Community Legal Centre.

If you are unsure about your immigration rights and responsibilities, you can contact the Refugee and Immigration Legal Service (RAILS) for advice and assistance relating to immigration matters.

20. Emergency and health services

If you or your child have a medical emergency or need assistance with a medical matter, call your Overseas Student Health Cover (OSHC) provider.

20.1. Overseas student Health Cover (OSHC)

OSHC is insurance to assist international students meet the costs of (public) medical and hospital care that they may need while in Australia. OSHC will also pay limited benefits for pharmaceuticals and ambulance services are covered. Some countries have a [reciprocal health care arrangements](#) or are [OSHC exempt](#) which may mean OSHC may not be required.

Details and costs of policies, including what an OSHC policy will and won't cover, and any waiting periods that may apply to certain treatment types, can be obtained by contacting each insurer directly.

OSHC is considered adequate health insurance, however, if you find your OSHC policy does not cover you for everything you want, you can take out additional private health/travel insurance.

Your OSHC provider can help you with a range of medical advice. You **should** check your OSHC provider website as the services and support provided can vary from provider to provider.

Common advice and support OSHC providers may provide include:

- medical assistance
- referral to a doctor for medical treatment
- getting access to an interpreting service
- counselling services
- referral to a legal service
- family and friends messaging services in the event of an emergency
- personal safety

There are currently six OSHC providers in Australia, including:

OSHC Provider	Website
ahm OSHC (offered through Medibank Private)	https://www.ahmoshc.com.au/
Allianz Global Assistance (Peoplecare Health)	https://www.allianzcare.com.au/en/visas/student-visa-oshc.html
Bupa Australia	https://www.bupa.com.au/health-insurance/oshc
CBHS International Health	https://www.cbhsinternationalhealth.com.au/overseas-students-oshc
Medibank Private	https://www.medibank.com.au/overseas-health-insurance/oshc/
nib	https://www.nib.com.au/overseas-students/

21. Medical matters

21.1. Health information

To help us support your child, we need you to tell us everything we might need to know about your child's physical and mental health, including your child's medical history, conditions and allergies, and all medications your child uses so we can organise anything you might need.

21.2. Medication

If your child needs to take medication while at school, the medication needs to have a pharmacy label and be handed in to administration. You will need to complete a consent to administer medical form. Your child will need to come to the office at the time the medication is required.

21.3. Medical treatment

If your child needs medical or other health care (other than routine care for minor illness or injury), we will use our best endeavours to contact you as soon as reasonably possible.

We may, as we think appropriate and, in your child's, best interests:

- provide or administer over-the-counter or prescribed medications; and
- administer first aid.

If we think your child needs treatment from a health care professional, we may authorise any medical and other professional treatment that we believe to be in your child's best interests. This includes hospital transfers, emergency procedures, and administering drugs and medications. To do this, we may sign consents to medical and other health procedures on your behalf.

You must reimburse us for all costs associated with medical or other treatment that we authorise for you.

For further information, please refer to the [ISP standard terms and conditions](#).

21.4. Mental Health:

Your child's mental health and well-being are a priority during their time in the new school. Adjusting to a new environment can be challenging, and it is normal to feel homesick, anxious, or stressed at times.

Our school offers a range of resources to support your child's emotional health, including access to our school Mental Health Resource Hub and school counsellors, who are available for confidential one-on-one sessions.

You can also reach out to local mental health services, such as Lifeline (13 11 14) or Beyond Blue (1300 22 4636), which provide support for managing stress, anxiety, or other mental health concerns.

There are also several online resources available that offer self-help tools and advice for emotional well-being.

21.4.1. Mental health telephone and online contacts

beyondblue support service

All ages:

Phone: 1300 22 46 36 (24 hours a day, 7 days a week)

[Online chat](#) (open 3pm to 12am daily)

[beyondblue website](#)

Kids Helpline

Age range: 5 years old to 25 years old:

Phone: 1800 55 1800 (24 hours a day, 7 days a week)

[WebChat Counselling](#) (open 7 days, 8am to 12am AEST)

Lifeline

All ages:

Phone: 13 11 14 (24 hours a day, 7 days a week)

[Online chat](#) (7pm to 4am AEST, 7 days a week)

[Lifeline](#) provides all Australians experiencing a personal crisis with access to online, phone and face-to-face crisis support and suicide prevention services, information, facts and resources.

22. Fees

22.1. Tuition

Tuition fees for EQI (CRICOS Provider Code: 00608A) cover:

- all curriculum schooling and teaching costs (including bookbags)
- all curriculum-related excursions
- one full school uniform - including hat, jumper and backpack - on arrival

22.2. Non-tuition fees

Some non-tuition fees may also apply for items such as school uniforms and non-curriculum activities. Please check with your International Student Coordinator.

Overseas student Health Cover (OHSHC)

OSHC fees are determined by the OSHC provider and are subject to change. For further information about OSHC, please refer to your OSHC provider.

More information regarding fees can be found on the [EQI website](#).

23. Change of school, year level, course or course duration (variation of enrolment)

You may apply to change your child's enrolment between Queensland Government schools or change year level (variation of enrolment).

Additional tuition or other non-tuition fees may apply.

Before applying for a variation of enrolment, you should talk to the International Student Coordinator and consider any relevant enrolment deadlines at other schools or institutions.

For more detailed information please see the following documents.

- [Student management procedure](#)
- [ISP standard terms and conditions](#)
- [Variation of enrolment request form](#)

24. Transfer to a non-government school or another institution

Before applying for a transfer to a non-government school or another institution registered under Australian law to provide education to overseas students, you should talk to your International Student Coordinator and consider any relevant enrolment deadlines at other schools or institutions.

For more detailed information please see the following documents:

- [Transfer procedure](#)
- [ISP standard terms and conditions](#)
- [ISP Transfer request form](#)

25. Complaints

Before you lodge a customer complaint with the department, you are encouraged to contact your child's school to try to resolve your issue.

If you have an issue relating to your International Student Coordinator or a decision they have made, you should discuss this with the school Principal. You can bring a support person to help you at any meeting.

Customer complaints are managed in accordance with the Department of Education's [Customer complaints and grievances management policy](#) and [Customer complaints management procedure](#), and the [ISP standard terms and conditions](#).

You can make a formal complaint if you are dissatisfied about the service or action of a school, the department, its staff, or education agents with which EQI has arrangements to deliver course-related service. EQI does not charge a fee for accessing the complaints process.

You can ask for help writing your complaint (for example, from a lawyer) and can bring a support person to help you at any meetings we have to discuss your complaint.

More detailed information can be found in the links provided above.

26. Appeals

26.1. Internal appeal

You can appeal a decision EQI makes (**Internal Appeal**):

- to report your child for failing to maintain satisfactory attendance or course progress;
- to refuse your request to defer or suspend your child's enrolment;
- to suspend or cancel your child's enrolment (initiated by EQI);
- to refuse your request to transfer your child to another registered provider;
- to refuse your variation of enrolment request for your child.

EQI does not charge a fee for using the appeals process.

26.2. External appeal

If you are not satisfied with the decision, you can lodge a complaint (**External Appeal**) with the Queensland Ombudsman by email to ombudsman@ombudsman.qld.gov.au or by post to Queensland Ombudsman, GPO Box 3314, and Brisbane Qld 4001 within 10 working days of receiving our decision.

For external appeals, the Queensland Ombudsman will consider if the decisions made by the Director, EQI (or delegate) and the internal appeal review officer were made in accordance with the relevant policies and procedures and may not result in a change of the original decision. EQI will implement the decision or recommendation of the Queensland Ombudsman.

27. Surf and Beach safety

Queensland has some of the most beautiful beaches in the world. However, they can be dangerous for people who are not used to the ocean. Understanding the ocean is very important – the more you know about how waves, wind and tides affect conditions in the water, the better able you are to keep yourself and your child/children safe. It is important to explain the safety hints below to your child.

27.1.1. Surf Life Saving Australia's 10 Surf Safety Hints

1. Always swim or surf at places patrolled by surf lifesavers or lifeguards.
2. Swim between the red and yellow flags. They mark the safest area to swim.
3. Always swim under supervision or with a friend.
4. Read and obey the signs.
5. Don't swim directly after a meal.
6. Don't swim under the influence of drugs or alcohol.
7. If you are unsure of surf conditions, ask a lifesaver or lifeguard.
8. Never run and dive into the water. Even if you have checked before, conditions can change.
9. If you get into trouble in the water, don't panic. Raise your arm for help, float and wait for assistance.
10. Float with a current or undertow. Stay calm. Don't try to swim against it. Signal for help and wait for assistance.

27.1.2. Useful links

- [Queensland Surf Lifesaving](#)
- <https://beachsafe.org.au/> at this link you can download their Beach Safe app.

28. Sun safe

Most of the sun's dangerous UV radiation (as much as 70%) occurs in the middle of the day, so if you are heading outside then you need to take particular care to seek shade, cover up, wear a hat and use sunscreen. Drink plenty of water in hot weather so as not to become dehydrated. It is important to explain the sun safety hints below to your child. Be sun safe by:

- avoiding direct sun when possible
- drinking plenty of water
- wearing a long-sleeve shirt, wide brim hat and sunglasses
- regularly applying an SPF 30+ high protection sunscreen.

29. Refund policy

Your rights

If your child does not complete the course, you may apply for a refund of some fees already paid by you (in certain circumstances). Some tuition and non-tuition fees charged by EQI are not refundable.

EQI will also pay any other refunds required by Australian law. If you demonstrate compassionate or compelling circumstances for your child, EQI may agree to refund other unspent fees at their discretion.

Refund requests for OSHC fees must be made directly with your OSHC provider.

The right to make complaints and seek appeals of decisions and action under various processes, does not affect your rights to take action under the *Australian Consumer Law* if the *Australian Consumer Law* applies.

More detail regarding refunds can be accessed at:

- [ISP standard terms and conditions](#)
- [Refund request form](#)

30. School policy and procedures

Details regarding Kenmore State School's Policies and Procedures can be found at:

- [Rules and Policies; and](#)
- [Student Code of Conduct](#)

30.1. Uniform requirements

The school prides itself on its appearance and presentation to the community. Having a consistent approach to our appearance assists our students in displaying this pride for our School. Our School community supports a Student Dress Code as it promotes a safe and supportive teaching and learning environment by:

- allowing ready identification of our students at School and in public;
- fostering a sense of belonging; and
- developing mutual respect amongst students by minimising visible evidence of economic or social differences.

Our students are expected to attend and represent the school in correct uniform. We encourage our students to wear the uniform with pride as they are representing themselves, their School, their family and their community. We expect all adults to support and encourage our students to wear the full uniform.

More information regarding uniform expectations and uniform shop opening hours can be found on the school website. [Uniforms](#)

31. Banking

To open and operate a bank account the following information is offered as a guideline as practice may vary from bank to bank.

- To open an Australian bank account, you will need to present your passport and possibly additional information.
- The majority of banks and building societies have internet banking, telephone banking, Automatic Teller Machines (ATM's) and branch access.

Some banks are now offering an app that you download to your smartphone to do your banking.

- Once your account is opened you will receive in the mail a card and a Personal Identification Number code (PIN Code). You should **never** share your PIN code with anyone.
- Credit cards such as Visa, MasterCard and American Express are widely accepted across Australia.
- Check with your bank as to opening hours during the week and on weekends.
- Do not carry large sums of money at school or when out in public.

32. Transport

KSS is located on Moggill Road, a main road in the suburb of Kenmore. A Brisbane City Council bus stop is located at the front of the school. If using public transport, the following links may be useful:

- [Brisbane City Council Journey Planner](#); and
- How to buy a [GoCard](#)

33. Digital Safety and Cyberbullying

In today's connected world, it's essential to be aware of the potential risks that come with using the internet. As an international student, your child may encounter unfamiliar online platforms, and understanding how to protect yourself and your child online is vital. Always be cautious when sharing personal information online—avoid sharing your address, phone number, or financial details on public forums or with people you do not know. Be mindful of online scams and phishing attempts, where fake websites or emails may try to steal your personal data. It is also important to use strong passwords and enable two-factor authentication where possible. Additionally, cyberbullying - any form of bullying or harassment that happens online - is taken seriously at our school. If your child experiences or witness cyberbullying, report it to a teacher immediately. By staying informed and vigilant, you can help protect yourself, your child and others in the digital world.

34. Road safety

Australian roads can be quite busy during peak time (mornings and afternoons). It is important to take care when crossing roads, and always cross at intersections with traffic lights and/or pedestrian crossing zones. In Australia we drive on the left-hand side of the road and as such, you will need to **look right, look left, and then look right again before crossing**.

35. School Tuckshop

The School Tuckshop is open on Mondays, Thursdays and Fridays for both first and second break. It is staffed by volunteers and a paid convenor. The Tuckshop's menu is based on Education Queensland's Healthy Food and Drink Supply Strategy for Queensland State Schools, which is now mandatory. The menu is updated regularly and suggestions are welcome, especially for people with special dietary needs. See the School website for ordering procedures and volunteering opportunities [Tuckshop](#)

36. Clubs and Extra-curricular Activities

- Annual multicultural festival
- Year 5 camp
- Year 6 camp
- Instrumental music and strings programs
- Sport at district, state and national levels
- Swimming program (swimming pool on site)
- Outside School Hours Care
- Chess club
- Tennis (courts on site)
- Eisteddfods and 'Fanfare' for instrumental music students
- International Competitions and Assessments for Schools (ICAS) competitions
- Choir
- Singfest massed choir activity
- Mathematics team challenge
- Interschool sports.

37. After School Care

Kenmore Outside School Hours Care is licensed by the Office of Early Childhood Education and Care and complies fully with the Education and Care Services National Law and Regulations. The Service has been assessed by the Australian Children's Education and Care Quality Authority as "Meeting the Standard" as per the requirements for the National Quality Framework. The Service provides care for students in a safe, stimulating and caring environment. The Service provides both before and after School care during the school terms and a vacation care program that operates in the School holidays. Students may attend on a regular or casual basis.

See the School website for details. [Outside School Hours Care](#).

38. School Newsletters

KSS produces an online School Newsletter each week. The newsletter can be accessed from the school website. [Newsletter](#)

39. Volunteering Opportunities

KSS welcomes and values parent/caregiver involvement in our school life. Please speak with your student's classroom teacher if you would like to volunteer.