



International Students

Information Handbook



Kenmore State School

The Queensland Department of
Education trading as: Education
Queensland International (EQI)
CRICOS Registration Number 00608A

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Welcome to Kenmore – Principal's Message

Welcome to the Kenmore State School (KSS) International Student Program. Kenmore is a highly regarded Independent Public School situated in the western suburbs of Brisbane. We have a strong, proud tradition and have been providing high quality education for students from the Preparatory Year to Year 6 since 1900.

International students and families are a valued part of our school community. We have a number of school programs to assist students make the best use of their time at our school, including support programs for students with English as a second language.

Our school vision; **Strive – Create – Achieve** drives the work that we do in our school each day with the goal of ensuring every student is succeeding.

The school has a strong direction that is underpinned by our four core priorities. We aim to build **successful learners** through **great teaching** and setting **high expectations**. We also aim to build **strong partnerships** with our parents/caregivers and school community to forge a genuine sense of trust with our community.

At KSS, we embrace the values - **Respect, Responsibility and Resilience**. **Respect** - We value others and ourselves. We treat others the way we want to be treated. **Responsibility** - We take responsibility for our behaviour and think before we act. **Resilience** - We have a positive attitude and always do our best. We don't give up!

KSS has a positive, welcoming feel and a tolerant and accepting school culture. We have dedicated programs that accelerate learning in the English language.

This document is available on our school website (www.kenmoress.eq.edu.au) as well as links to relevant Procedures and Policy documents.

We look forward to welcoming your student to our school.

Mrs Ingrid Freeman
Principal



Details

SCHOOL NAME:	Kenmore State School
SCHOOL MOTTO:	Courtesy and Knowledge
ADDRESS:	2052 Moggill Road, Kenmore Q 4069
OFFICE HOURS:	8.00am – 4.00pm
EMAIL:	office@kenmoress.eq.edu.au
WEBSITE:	www.kenmoress.eq.edu.au
PHONE:	(07) 3327 2444

Support for International Students

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 your student will have access to emotional support and learning assessments as required.

The School Chaplain will help your student settle into life at KSS. She also 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.



Ingrid Freeman
Principal



Cara Tynan
Deputy Principal



Clare Patullo
Head of Special
Education



Melissa Richardson
International
Coordinator



Deb Leeds
EALD Teacher



Desley Miller
Guidance Officer



Gillian Caskie
EALD Teacher aide



Sue Brotherton
Admin Officer



Marilyn Gittins
Admin Officer

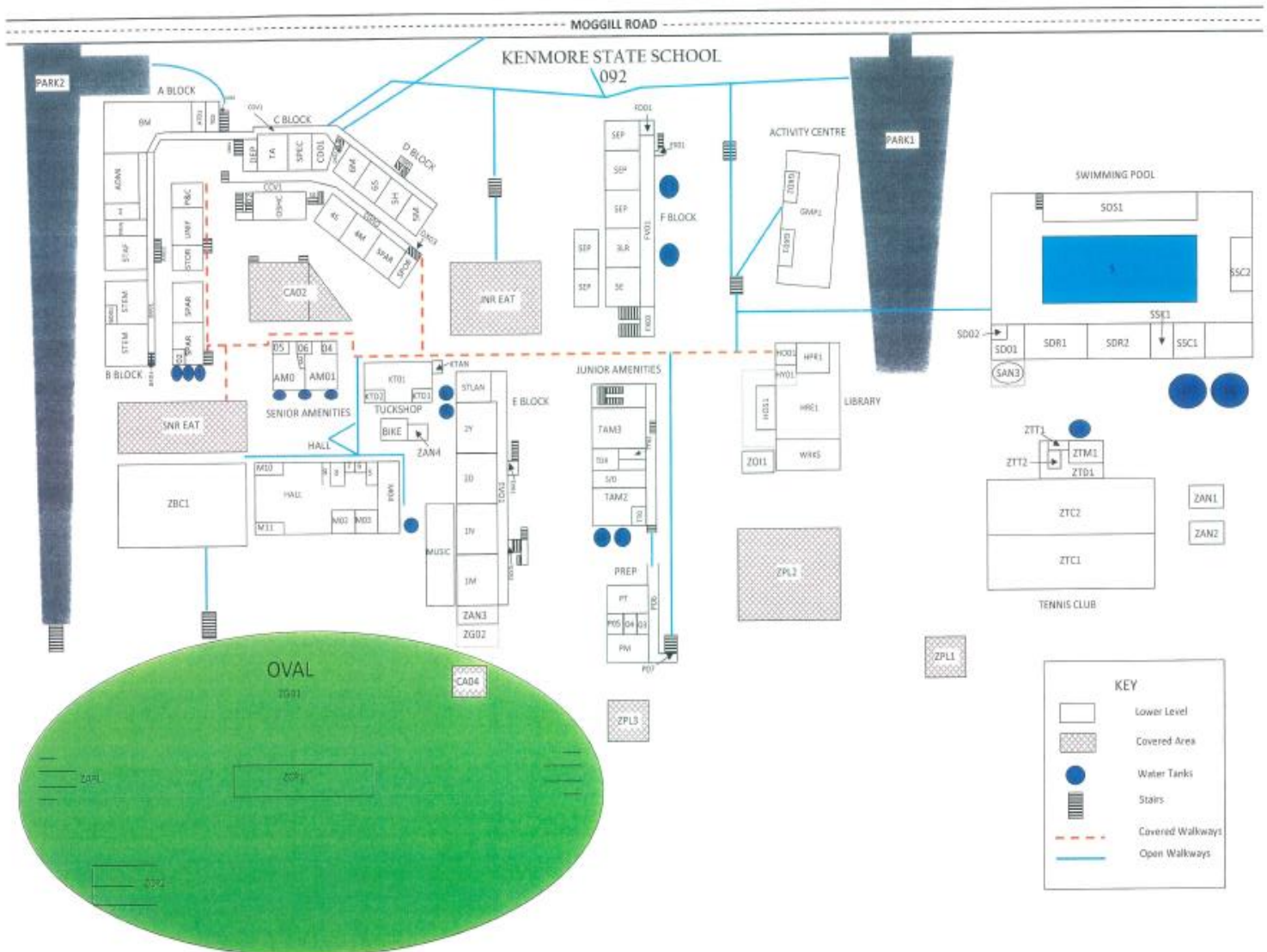


Rachel Dalton
Business Manager



Fiona Foley
Chaplain

Kenmore State School / Campus Map



Useful Contacts

Education Queensland International main contact:

Education Queensland International (EQI) Department of Education and Training
Floor 18 Education House
30 Mary Street, BRISBANE Qld 4000

Website www.eqi.com.au
Postal PO Box 15050, City East QLD 4002, Australia
Phone +61 7 3224 6958
Fax +61 7 3224 6973
Email eqinternational@qed.qld.gov.au

Department of Immigration and Citizenship (DIAC):

Please phone the Department before coming into any office so you know what documentation to bring with you.

Address Ground Floor, 299 Adelaide Street, Brisbane QLD 4000
Postal GPO Box 9984, Brisbane QLD 4001
Phone 131 881

International Student Coordinator:

Melissa Richardson (Teacher) Kenmore State School
Email office@kenmoress.eq.edu.au
Phone +61 7 3327 2444

Medical Centres:

Kenmore Family Medical Practice

Address 1/2081 Moggill Rd, Kenmore QLD 4069
Phone +61 7 3378 2988

The Courtyard Family Medical Centre

Address 7/2060 Moggill Rd, Kenmore QLD 4069
Phone +61 7 3378 6789

There are many other medical services available in the local area.

Transport:

Buses pass the school, and the local routes and timetables can be found on the Translink website. A pre-paid card is needed to travel. <http://www.translink.com.au/>

Both **Yellow Cabs** (phone 131924) and **Black & White Cabs** (phone 133222) service Brisbane and surrounding areas.

Post Office:

Kenmore Village

Legal Services:

Legal Aid Queensland
Website www.legalaid.qld.gov.au



1800 QStudy:

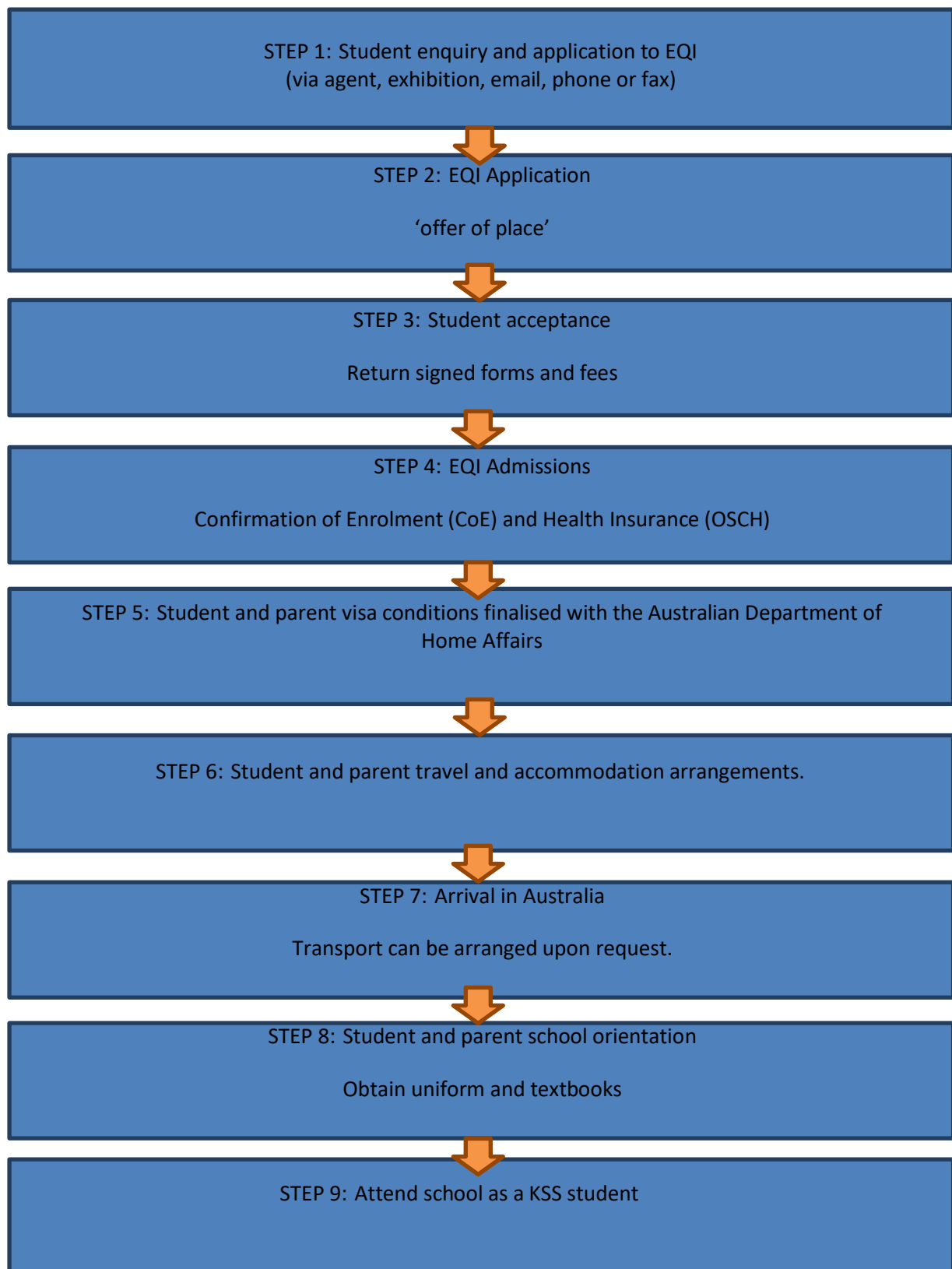
1800 QStudy (1800 778 839) is a support service for international students studying in Queensland. The service will ensure students, families, agents, chaperones, parents and homestay families have 24/7 support, including emergency after-hours service and a process for managing incidents.

During school hours, international students can continue to contact their school directly for assistance and support.

- The after-hours support service is available before 9.00am and after 3.00pm on school days, and 24 hours during weekends, public holidays and school vacations.
- 1800 QStudy can help assist with homestay/student issues and can also provide support to the homestay host. If student welfare or safety is at risk, a support officer will come to the student and an emergency homestay placement can be arranged.
- Most common reasons for calling the service are; medical emergencies, unable to make communication with student/homestay, language translation upon arrival to country, emergency homestay removal.



Application Process



International Student Program

KSS is proud to be recognised as a school of choice for International students. International students are an important part of the KSS community. Our International Student Program aims to not only maximise the learning outcomes for all international students, but also to promote their involvement in our wider school. We believe this provides a valuable opportunity for all of our community to learn a deep respect for diversity and to develop a global view of the world.

EQI Application

International Student applications for KSS are managed through Education Queensland International (EQI).

EQI recommends the services of its trained and registered education agents to assist your application. Please contact EQI for agent contacts in your country or visit the EQI website: www.eqi.com.au

Application forms can be downloaded from the EQI website. Complete the application form and attach the required documents listed on the checklist. Forward the document to EQI for processing. Successful applicants will receive a Confirmation of Enrolment (CoE).

School Enrolment Process

International students can be enrolled into KSS once EQI has issued a Confirmation of Enrolment. On arrival in Queensland, make an appointment for an Enrolment Interview with our Principal. During the Enrolment Interview, please provide the following paperwork:

- Student's Confirmation of Enrolment
- Parent's passport
- Student's passport
- Visas (in passport or eVisa grant documentation from the Australian Department of Home Affairs)

Visa Requirements and Conditions

All International Students must meet the Australian Department of Immigration and Citizenship's (DIAC) mandatory requirements for student visas, including;

- Satisfactory course attendance – at least 80% attendance per term
- Satisfactory academic progress
- Compliance with the school's behaviour policy

Attendance

Once enrolled at KSS it is your responsibility to ensure your student comes to school every day and that they arrive on time, ready to start by **8:50am**.

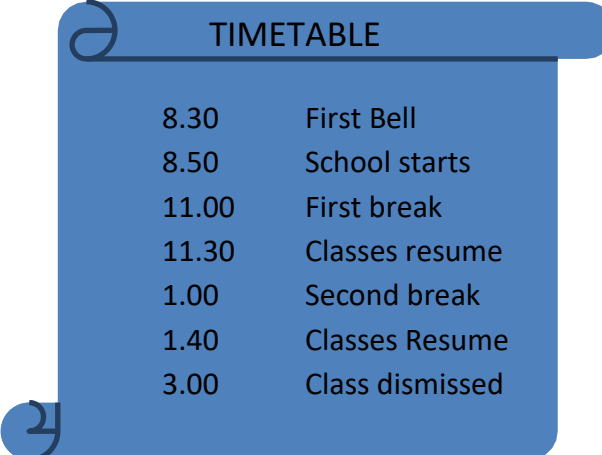
Should you wish to collect your student during school hours, you must make contact in person, by phone or by note. You need to report to the office where arrangements will be made for your student to come to the office. Parents/caregivers are not to collect students from classrooms.

If your student is absent on any occasion, please:

- Provide a note signed by you explaining the reason for the absence. This must be sent to the office or
- Call the absence line on 3327 2460 and leave a brief message stating your name and relationship to student, the student's name and class; reason for absence and expected return date
- After 2 consecutive days of illness a medical certificate is required

Absences of 2 consecutive days without medical certificate or if unexplained/non approved will be responded to in accordance with EQI expectations.

- Class teacher contacts you after 2 consecutive days
- School Administration contacts you for all unexplained absences
- Principal contacts you and may offer Guidance Officer counselling/support if required
- Principal to provide EQI official letters



TIMETABLE	
8.30	First Bell
8.50	School starts
11.00	First break
11.30	Classes resume
1.00	Second break
1.40	Classes Resume
3.00	Class dismissed

Academic Progress

Your student's academic progress, attendance rates and behaviour records will be regularly monitored by our International Student Coordinator to ensure compliance with the Australian Department of Home Affairs requirements. Any issues will be raised in advance with parents/caregivers. Student progress will be monitored, recorded and assessed by class teachers each term. Students receive a written report at the end of each semester.

Students are expected to achieve satisfactory or above results in their course progress. KSS will implement an intervention strategy for any student who is at risk of not meeting satisfactory course progress requirements. This intervention strategy will be activated where the student is at risk of failing multiple subjects. Students who have failed or are not yet competent in 50% or more of the units attempted in any school term are considered to be making unsatisfactory course progress.

Failure to meet mandatory course requirements constitutes a default and requires mandatory reporting by EQI. If a student is required to repeat a year level of study, EQI must not allow the student to repeat any year level more than once.

An Independent School Principal may recommend to their EQI International Student Centre (ISC) that a student's enrolment be cancelled for not meeting satisfactory course progress and provide an outline of the intervention strategy implemented for that student to date.

EQI International Schools Committee will make a recommendation to the Director, Onshore Programs EQI to cancel the student's enrolment if appropriate, in accordance with EQI requirements and processes.

The Director, Onshore Programs EQI will notify the student in writing of an intention to cancel the student's enrolment for not achieving satisfactory course progress and inform the student of the opportunity to access the EQI Complaints and Appeals Process within 20 working days.

After the expiration of the 20 day period, withdrawal of the student from the appeal process and/or after the settlement of any appeal in EQI's favour, EQI will notify the Australian Department of Education (National ESOS Authority) and the Department of Border Protection (DIBP) through PRISMS regarding student default (Section 47C *ESOS Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012*).

Behaviour

KSS 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 values supportive of their lifelong wellbeing.

This 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.

Within the legislative and policy framework of Education Queensland, 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
- 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.

Students at KSS learn to be:

- socially competent and to get along with others
- independent and organised
- problem solvers who persist with tasks
- purposeful and confident.

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

Respect	We give respect to everyone
Responsibility	We take responsibility for our own behaviour and think before we act
Resilience	We persevere and accept challenges and consequences.

All students at KSS are expected to comply with the school's Responsible Behaviour Plan.

Agents

KSS staff do not work with Education Agents. All contact with agents should be directed to Education Queensland International (EQInternational@qed.qld.gov.au).

Payment of fees:

All long term (over 13 weeks) international students pay their fees to EQI. These fees cover:

- Access to a Queensland Government School
- 1 school uniform and hat upon arrival
- Access to Athletics
- English language support (if required).

These fees **do not** cover:

- Passport and visa application fees
- Travel expenses or personal items
- School lunches
- Stationery items
- Booklist items
- Musical instruments or costs associated with extra curricular activities
- School excursions, camps, special events.



International Student Orientation Program

KSS offers a specialised orientation program for all international students and their families. 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
- 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
- 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
- Classroom buddy.

Student Assessment (student, class teacher and EALD teacher)

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

Buddies

When your student arrives at KSS, a student buddy will be chosen to help make your student feel relaxed and comfortable in their new environment.

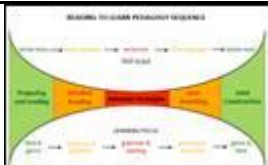




Connected Curriculum and Complimentary Pedagogy

At Kenmore State School our curriculum and pedagogy is purposefully connected. Purposefully connected curriculum involves drawing on two or three subjects within a learning area and works alongside the single curriculum approach.

We use a clear conceptual link to the curriculum content descriptions in planning for teaching and learning. Purposefully connected curriculum and pedagogy is used when it:

- Maintains the integrity of the curriculum
- Aligns teaching and learning across the curriculum area with assessment tasks
- Builds connectedness to students' lives and the world through engaging and meaningful learning contexts
- Provides an innovative solution to planning the range of learning areas and subjects that comprise the Australian Curriculum (QSCC, 2013).

Learning Area	English	Mathematics	STEM Science, Technology	HAH Humanities, Arts, Health
Pedagogical approach	<ul style="list-style-type: none"> • Explicit Instruction • Reading to Learn 	<ul style="list-style-type: none"> • Explicit Instruction • Problem Solving 	<ul style="list-style-type: none"> • Explicit Instruction • Inquiry Based Learning 	
Model				
	<p>Our whole school approach to teaching literacy is underpinned by the <i>Reading to Learn</i> methodology (Rose, 2016). <i>R2L</i> is a methodology for integrating literacy learning and curriculum, with benefits in enhanced reading and writing outcomes for all students they need to succeed.</p>	<p>Polya's Problem Solving Process (1964) is used as a way of working through multi-step word problems in numeracy. This initiative parallel's the work of the Metropolitan Teaching and Learning Team around Problem Solving Strategies.</p>	<p>Our inquiry orientated teaching and learning model is based on the 5E model. Students use their prior knowledge and literacies to develop explanations for their hands-on experiences of scientific phenomena. Students have opportunities to represent and re-represent their developing understanding. Teaching and learning progresses through five phases: Engage, Explore, Explain, Elaborate and Evaluate. The phases of the 5Es teaching and learning model are based on the 5Es instructional model (Bybee, 1997).</p>	

Extra Curricular – Music

Instrumental and choral music programs

KSS has a strong music program with specialists visiting the school. The strings, band and choir teachers coordinate a wide variety of opportunities for our students.

Free tuition is provided in school hours for:

- band program: flute, clarinet, bass clarinet, alto and tenor saxophones, trumpet, french horn, trombone, baritone horn, euphonium, tuba and percussion including drums, melodic percussion and auxiliary percussion
- strings program: violin, viola, cello and double bass.

A wind and percussion band, various string ensembles, and a junior and senior choir are formed from the participating students. The school ensembles perform at various competitions and events throughout the year and individuals have the opportunity to audition for intensive music camps.



Excellence programs

German Excellence Program

KSS students have the opportunity to be part of an innovative and modern languages program in partnership with Kenmore State High School. The program is offered to selected Year 5 and 6 students and aimed at building and extending upon their knowledge and application of the German language. The program is delivered by staff from the Kenmore SHS German Immersion program and provides an excellent pathway for students consider applying for the Immersion program in the future.

Facilities

KSS is pleased to offer high quality facilities, which assist in preparing our students, academically, socially and as active citizens for the 21st century.

Our learning areas have been extensively refurbished and air-conditioned and offer a practical and comfortable environment for the wide range of curricular activities.



All classroom areas are fitted with the latest in Interactive Whiteboard technology and are Wi-Fi enabled. The school boasts an extensively equipped STEM (Science Technology Engineering Math) Centre enabling students to engage with robotics, coding and other scientific pursuits, as well as a computer lab and spaces for over 125 computers. KSS also has a fully stocked resource centre, which allows for immediate and consistent information access for all our students.

Two multi-purpose centres provide the facilities for indoor sport and performance and a 25-metre pool is available to our students during school PE Lessons. Shade sails adorn the two major play areas and are complemented by a full size oval, 2 tennis courts, a netball court and three adventure playgrounds.





Outside School Hours Care

Kenmore OSHC provides care for students in a safe, stimulating and caring environment. We provide both before and after school care during the school terms and a vacation care program that operates for 10 weeks of the school holidays. Students attending from other schools may enrol at our service. Students may attend on a regular or casual basis.

Multicultural Festival

During Term 4 each year, we celebrate the diverse nature of our school. During this term, students participate in art or drama classes, which then culminate in a performance on Multicultural Night. Our families get involved in preparing and cooking foods so that our community can experience all the various cultures in our school community. Families are encouraged to dress in traditional costume and enjoy an evening of food, art and entertainment. Each class completes art and craft activities, which are displayed for Multicultural night. This night is the highlight of our school calendar.





Friendship School

We are proud to have a strong and supportive Korean community within our school. We have a Friendship Agreement with Daedeok Elementary in Daejeon, Korea. The school visited us for the first time in 2015. We will continue to foster our ties in Korea and look forward to taking students on future International excursions. We have a dedicated Korean garden in our school that was completed by our International Schools Department with the help of the Korean community.



Student Safety

EQI schools develop their safety strategies, processes and procedures from both the legislative and policy requirements of the Department of Education and Training: These include but are not limited to:

Health and Safety: <http://education.qld.gov.au/health/safety/index.html>

Managing Risks in School Curriculum Activities	http://ppr.det.qld.gov.au/education/management/Pages/Managing-Risks-in-School-Curriculum-Activities.aspx
Developing a Sun Safe Strategy	http://ppr.det.qld.gov.au/education/community/Pages/Developing-a-Sun-Safety-Strategy.aspx
Health, Safety and Wellbeing Communicating and Consultation	http://ppr.det.qld.gov.au/corp/hr/workplace/Pages/Health,-Safety-and-Wellbeing-Communication-and-Consultation.aspx
Student Protection	http://ppr.det.qld.gov.au/education/community/Pages/Student-Protection.aspx
Safe, Supportive and Disciplined School Environment	http://ppr.det.qld.gov.au/education/learning/Pages/Safe,-Supportive-and-Disciplined-School-Environment.aspx
Working with Children Check – Blue Cards	http://ppr.det.qld.gov.au/corp/hr/management/Pages/Working-with-Children-Check---Blue-Cards.aspx
School Security	http://ppr.det.qld.gov.au/corp/infrastructure/facilities/Pages/School-Security.aspx
Emergency Planning	http://education.qld.gov.au/health/safety/hazards/emergency.html
Hazards in Schools	http://education.qld.gov.au/health/safety/hazards.html
Policies and Procedures	http://education.qld.gov.au/health/safety/policies.html
Student Self Harm flyer	http://education.qld.gov.au/studentservices/protection/docs/self.pdf

Addressing International Student Personal Safety

The school has the following in place for all students including international students;

- Documented Emergency Evacuation Process
- Documented Lock-Down Process
- Documented Critical Incident Process
- Curriculum-specific workplace health and safety processes
- Documented school site-specific workplace health and safety processes
- Behaviour Management Plan and documented processes.

Sample Student Safety Plan

Topic	Strategy	Responsibility
Safety First	<ul style="list-style-type: none"> ○ Talk to the International Student Coordinator. ○ Ask any teacher for help. 	Orientation Program
Safety in procedures	<ul style="list-style-type: none"> ○ Be aware of evacuation and lock-down procedures. ○ Be aware of safety procedures with regard to the school curriculum. ○ Be aware of general school safety rules. 	Orientation Program Classroom teachers Orientation
Safety through groups	<ul style="list-style-type: none"> ○ Walk with friends. ○ Belong to a group. ○ Stay where there are lots of people. 	Orientation Program
Safety with possessions	<ul style="list-style-type: none"> ○ Never leave personal possessions unattended. ○ Be discrete with personal possessions; keep your bag in view and close to your body. ○ Report any lost or stolen items immediately to the International Student Coordinator. 	Orientation Program
Safety in the school grounds	<ul style="list-style-type: none"> ○ Tell a teacher or the International Student Coordinator about any people or incidents that have made you uncomfortable or have hurt you. ○ Report broken or dangerous equipment. ○ Report strangers or people acting suspiciously. 	Orientation Program
Safety in numbers	<ul style="list-style-type: none"> ○ Remember to have your emergency contact numbers readily accessible. ○ Emergency “000” numbers are free of charge. 	Orientation Program
Safety away from school	<ul style="list-style-type: none"> ○ Always tell someone when you are going out, where you are going and when you expect to return. ○ Have enough money to get home. ○ Be alert to your surroundings; avoid listening to devices through headphones as you may not hear trouble approaching. ○ Always carry your mobile phone charged and with credit available. ○ Do not go anywhere with strangers. ○ Do not give personal information to strangers. ○ Be discrete with personal possessions; keep your bag in view and close to your body. ○ Remember that the Police are here to help you. ○ Ask for help. 	Orientation Program

Critical Incidents

A critical incident is defined as a traumatic event or threat of such (within or outside Australia) which does, or is likely to cause, extreme fear, physical and/or emotional distress or injury to staff and/or students and may be regarded as outside the normal range of experience of the people affected. A critical incident may take place at school or outside of school. Therefore, the EQI Critical Incident Policy and Procedures are not limited to handling only those incidents that might occur at school.

In the event of a critical incident, the following procedure will be followed.

Critical Incident occurs affecting School

Principal

Contacts Emergency Services immediately, if required.

Activates School Management Plan for Critical Incidents Contacts Regional Director (RD).

In consultation with the RD, determines whether the school has the appropriate resources to effectively manage the incident and aftermath.

If incident is beyond school's resources



District Office

EDS or District Office (DO) rep. contacts member of District Critical Incident Management Team (CIMT).

Member of District CIMT contacts Principal to determine the nature and level of support required.

Contact Corporate Communications & Marketing

Note: District Office to ensure DDG has been briefed.



Regional/District CIMT Member/s

Provide advice/consultation.

Organise allocation of appropriate support personnel to school, (e.g. Guidance Officers, Psychologist, Employee Advisor, additional staff).

Provide initial counselling/defusing support.

Organise Facilities and HR solutions.

If required, organise involvement of external agencies.

Ensure support is provided also for School Management Team and other support personnel.

If incident is within school's resources



School

Continues to implement Management Plan for Critical Incidents.



School Management Team

Continues monitoring and support throughout management of incident and in the days/weeks/ months following to ensure needs of those affected by the incident are being met and school returns to normal routine as soon as possible.

Deferring, suspending or cancelling student enrolment

The School may only enable students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances.

The School can only defer or temporarily suspend the enrolment of the student on the grounds of:

- compassionate or compelling circumstances (eg. illness)
- misbehaviour of the student.

The School must:

- inform the student that deferring, suspending or cancelling his or her enrolment may affect his or her student visa; and
- notify the Secretary of DEEWR via PRISMS as required under section 19 of the ESOS Act where the student's enrolment is deferred, temporarily suspended or cancelled.

Complaints and Appeals

1. If the parent/guardian and/or the student:

(a) has a complaint about EQI, a School, an Approved Homestay Family or the Program; or

(b) disagrees with a decision which has been made by EQI, a School or an Approved Homestay Family

which cannot be resolved informally, the parent/guardian and/or the student may initiate this complaints and appeals process within 20 working days of the relevant decision or act or omission of EQI, a School or an Approved Homestay Family about which the parent/guardian and/or student wishes to complain.

2. In the event of a complaint or appeal by the parent/guardian and/or student, the parent/guardian and/or student may nominate a support person to assist and accompany the parent/guardian and/or student at any stage of the complaints and appeals process.

3. Complaints must be made in writing and lodged with the relevant School Principal.

4. Subject to paragraph 5, upon receipt of a written complaint from a parent/guardian and/or student, the School Principal will:

(a) investigate the complaint; and

(b) respond in writing to the parent/guardian and student, within ten (10) working days after the receipt of the complaint.

5. If, upon receipt of a written complaint from a parent/guardian and/or student, the School Principal is of the view that the complaint or appeal should be immediately referred to the Director EQI, then the School Principal may immediately refer the matter to the Director EQI.

6. If the parent/guardian and/or student is not satisfied with the response given by the School Principal, the parent/guardian and/or student may appeal in writing to the Director EQI within five (5) working days of receiving the written response of the Principal.

7. Upon the referral of a complaint from a School Principal, or receipt of a written appeal from a parent/guardian and/or student, the Director EQI will:

(a) investigate the complaint; and

(b) respond in writing to the parent/guardian and student,

within ten (10) working days after the receipt of the complaint or appeal.

8. If the parent/guardian and/or student remains unsatisfied with the response given by the Director EQI the parent/guardian and/or student may appeal in writing to the Director-General, Department of Education, Training and Employment within five (5) working days of receiving the written response from the Director EQI.

Director- General Department of Education, Training and Employment
PO Box 15050 City East Qld 4002

9. If the above process does not resolve the dispute with the parent/guardian and/or student, the parent/guardian and/or student may initiate an independent review of the conduct and process followed by the Department in handling the complaint.

10. EQI has an arrangement in place with the Queensland Ombudsman who will conduct an independent review for unresolved matters.

11. To initiate an independent review, the parent/guardian and/or student must, within five (5) working days of being notified of the outcome of the parent/guardian and/or student's complaint lodge a written request to the Queensland Ombudsman:

By email: ombudsman@ombudsman.qld.gov.au

By letter: GPO Box 3314, Brisbane QLD 4001

In person: Level 17, 53 Albert Street, Brisbane QLD 4001

12. The independent review will not consider new evidence or materials relating to the substantive merits of the original decision or the outcome of the Internal Review. However, the parent/guardian and/or the student may provide additional materials and evidence relating to the procedure that was followed by EQI in the conduct of the Internal Review.

13. The outcome of the independent review will be notified in writing to the parent/guardian and/or student and EQI.

14. If at any time during the student's enrolment at a Queensland Government School, the parent/guardian and/or student is concerned about certain actions undertaken by the School or EQI, the parent/guardian and/or student may lodge a written complaint to the

State Authority for CRICOS Registration, through the Office of Training and International Quality of the Queensland Department of Education and Training.

Complaints should be addressed to:

The Director-General

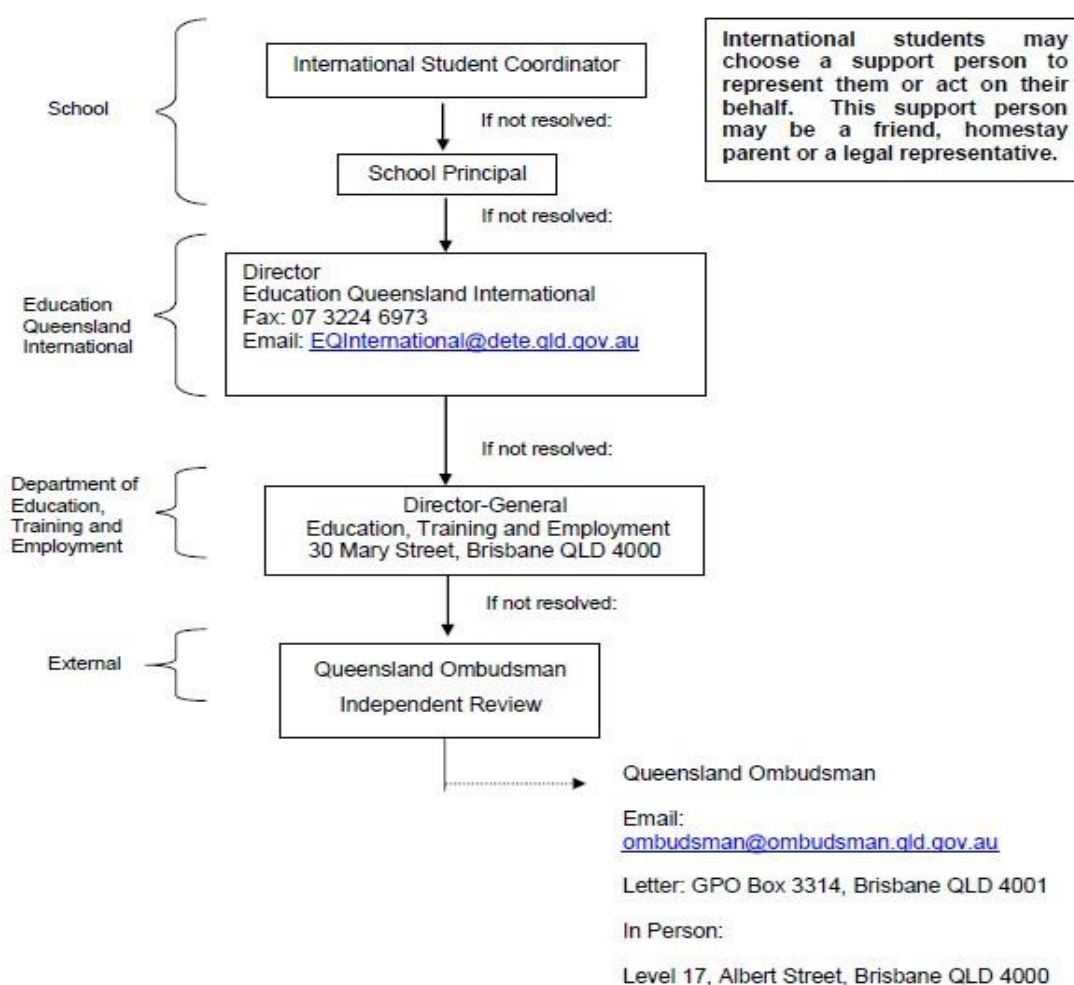
Attn: Manager, International Quality (Schools) Unit Department of Education, Training and Employment LMB 527 Brisbane Qld 4001

The parent/guardian and student acknowledge that the Director-General of the Department of Education and Training has the power to suspend or cancel a school's registration or a course if a breach of the requirements of registration provision is proven.

15. The availability of this complaints and appeals process, does not remove the right of the student to take action under Australia's consumer protection laws. Furthermore, this policy does not prevent an international student from exercising their rights to other legal remedies.

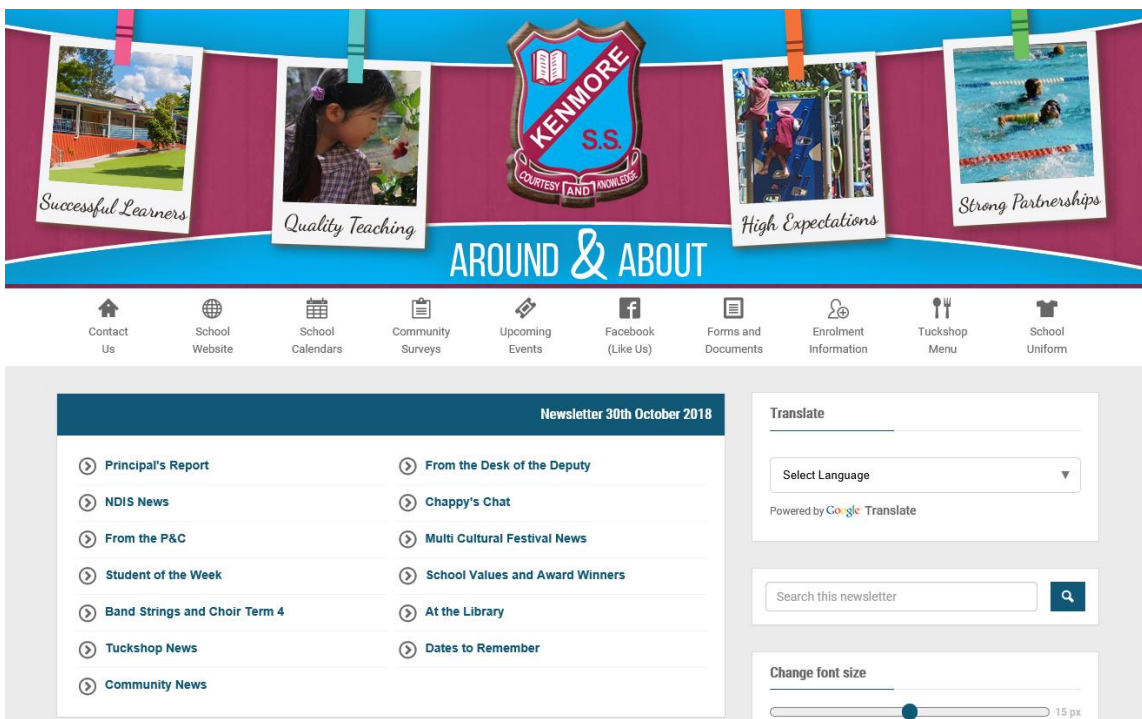
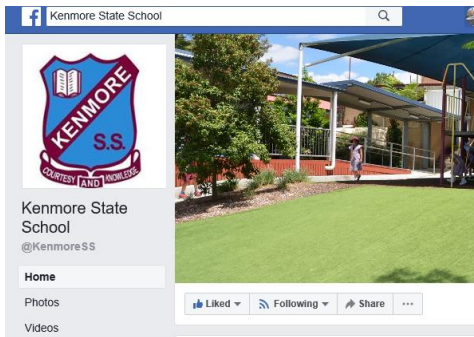
FLOWCHART FOR COMPLAINTS AND APPEALS

GENERAL



Communication

We provide communication to parents/caregivers through our school website (<https://kenmoress.eq.edu.au>), facebook, weekly newsletter, emails, electronic school sign, QParents apps and via our school staff.



Please keep in touch!

Kenmore State School has a whole school assembly in Amos Hall at 2.30pm every Thursday afternoon. We welcome all parents to attend. This is a good opportunity to see what is happening at school.

Please make contact with the school if there is anything you would like to discuss or are unsure of. You can follow us on Facebook, and find more information about our School on our website www.kenmoress.eq.edu.au

Whether your family is here for a short time or permanently, we hope that you have a happy and positive experience at Kenmore State School.

Kenmore State School

07 3327 2444

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office@kenmoress.eq.edu.au