

KENMORE STATE SCHOOL



# International Parent and Student Handbook



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## 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



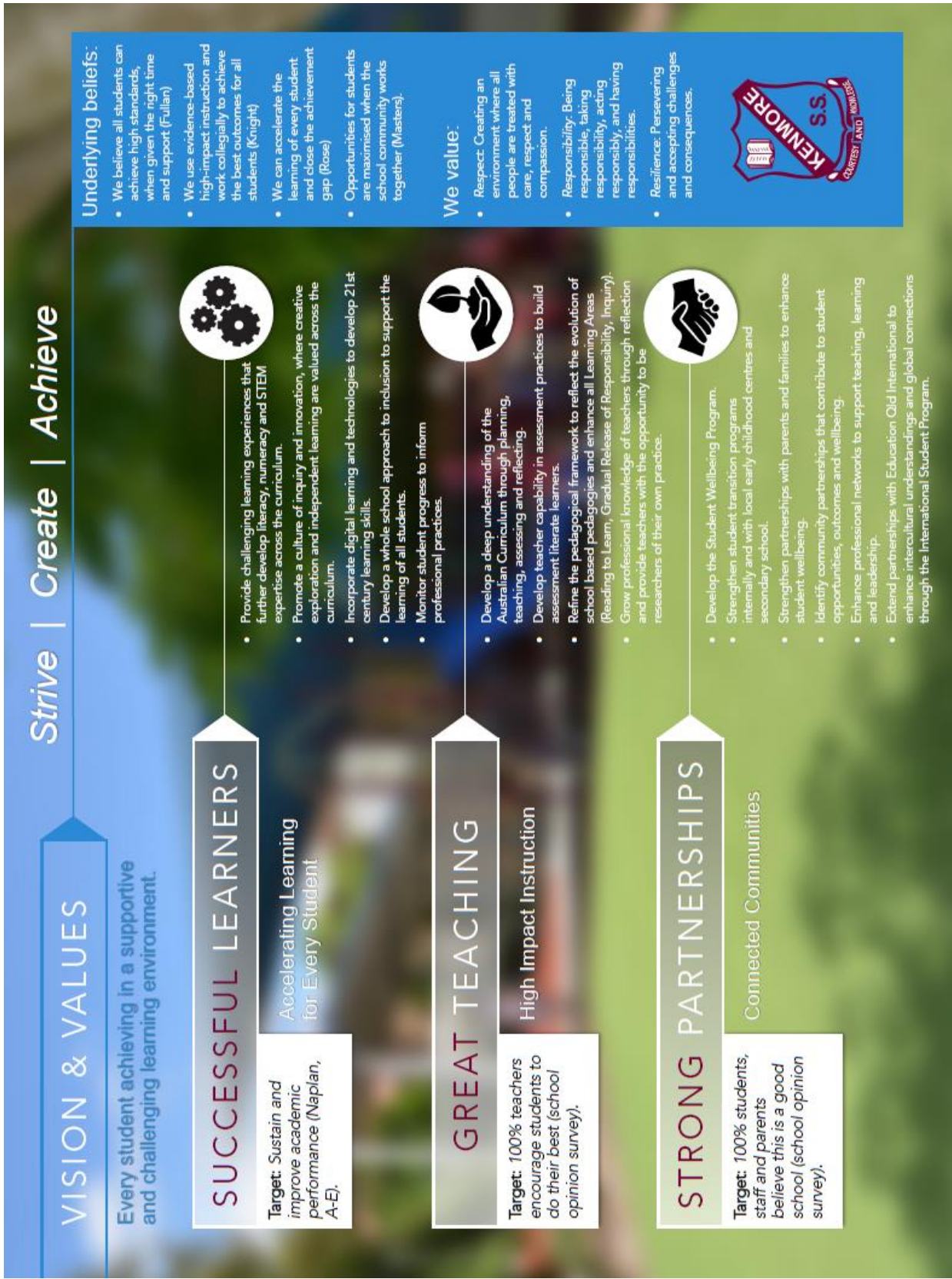
## 2. School Details

School Motto:	Courtesy and Knowledge
Street address:	2052 Moggill Road, Kenmore Queensland 4069
Office hours:	Monday – Friday 8:00am – 4:00pm
Telephone:	(+61) 7 3327 2444
Absence line:	(+61) 7 3327 2444 Option 1
Administration Email:	<a href="mailto:office@kenmoress.eq.edu.au">office@kenmoress.eq.edu.au</a>
Website:	<a href="http://www.kenmoress.eq.edu.au">www.kenmoress.eq.edu.au</a>
Facebook:	<a href="http://www.facebook.com/kenmoress">http://www.facebook.com/kenmoress</a>

## 3. Administration

Administration	Name	Telephone/Contact
Principal	Mrs Ingrid Freeman	(+61) 7 3327 2444
Deputy Principal	Mr Mark O’Kearney	(+61) 7 3327 2444
Business Manager	Mrs Rachel Dalton	(+61) 7 3327 2444
Administration and Student Attendance	Mrs Sue Brotherton	(+61) 7 3327 2444 <a href="mailto:office@kenmoress.eq.edu.au">office@kenmoress.eq.edu.au</a>

# 4. School Mission and Values







## 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 your student will 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.

	<b>Name</b>	<b>Role</b>	<b>Contact</b>
	Mrs Ingrid Freeman	Principal	(+61) 7 3327 2444 principal@kenmoress.eq.edu.au
	Mrs Melissa Richardson	International Student Coordinator	(+61) 7 3327 2444 mxric7@eq.edu.au
	Mrs Deb Leeds	English as a Second Language or Dialect (EAL/D Teacher)	(+61) 7 3327 2444 dleed3@eq.edu.au
	Mrs Gillian Caskie	EAL/D Teacher Aide	(+61) 7 3327 2444 gcask1@eq.edu.au
	Mrs Sue Brotherton	International Student Administrator	(+61) 7 3327 2444 office@kenmoress.eq.edu.au

## 6. Emergency contacts (during School hours)

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

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

## 7. Emergency contacts (after School hours and on the weekends)

Your student's safety is our number one priority. Because of this, we work with our partners to ensure they enjoy a safe and high-quality study experience. All International students studying an international program at an accredited International Student Program (ISP) School and their parents/caregivers can use our student support service called 1800 QSTUDY (1800 778 839).



The 1800 QSTUDY service provides support for you, your authorised contacts and EQI homestay hosts, and responds to incidents that involve International students outside School hours.

You can call 1800 QSTUDY before **9.00am** and after **3.00pm** on School days, and **24 hours** a day during weekends, public holidays and School vacations.

For more information read the 1800 QSTUDY brochure for international students (PDF, 1.1MB).

### What is the free call 1800 QSTUDY?

1800 QSTUDY (+61 1800 778 839) is a free support phone service for International students studying in state schools in Queensland. The service provides access to advice and assistance 24 hours a day, seven days a week. This also includes an emergency after-hours service which manages incidents for International students participating in the International Student Program, Exchanges and Study Tours.

### When should I use the 1800 QSTUDY service?

During School hours, School staff are your main point of contact but when School is closed and you would like to report an issue or you need urgent assistance, then phone free call 1800 QSTUDY.

At these times:

- Monday to Friday before 9am and after 3pm;
- any time on the weekends (Saturday and Sunday); and
- any time during School holidays and public holidays.

## 8. 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; or
- there has been a fatality.

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.

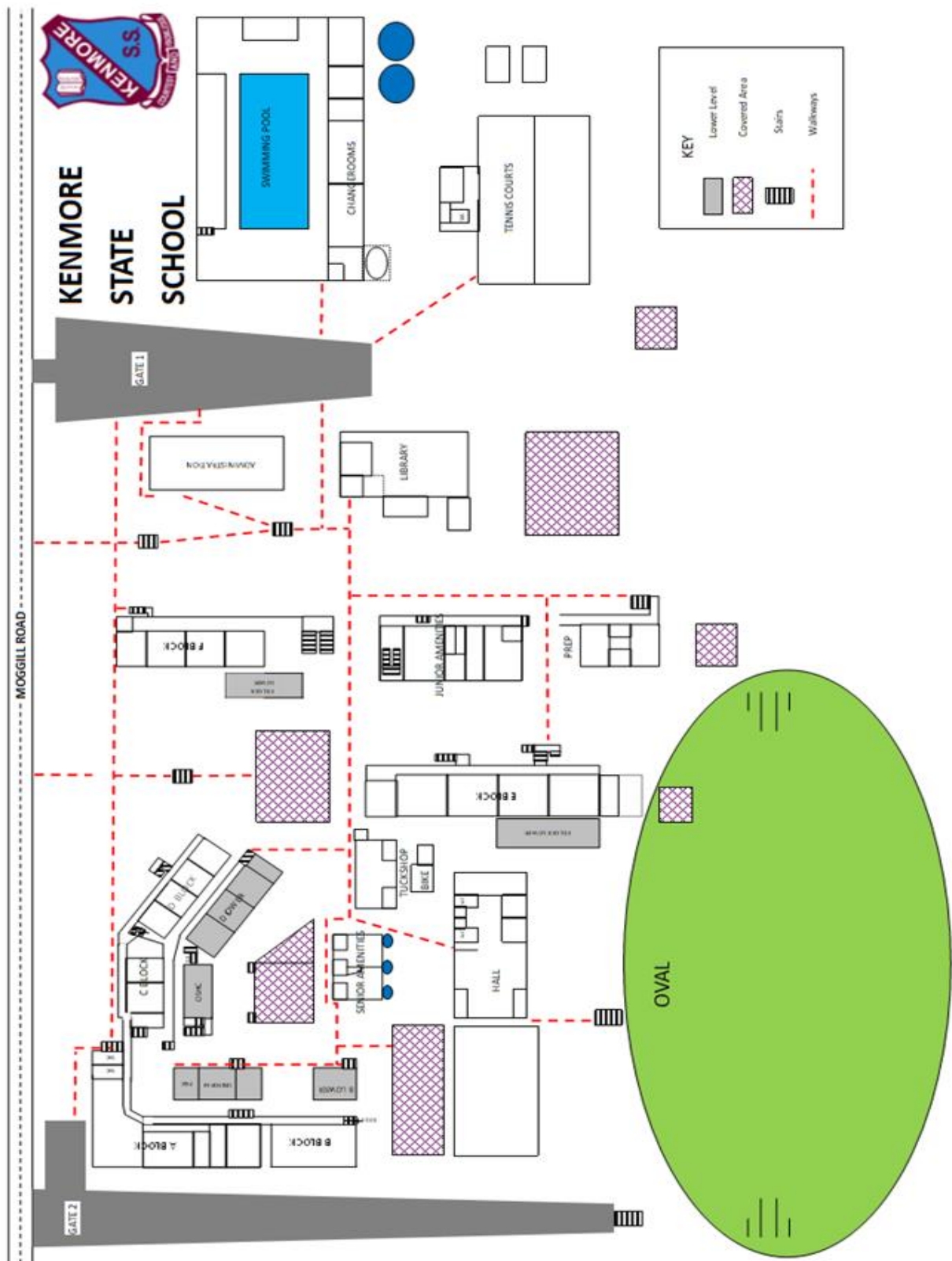
## 9. School Emergency and Lock Down Procedure

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



	<b>Special considerations</b> <ul style="list-style-type: none"> <li>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.)</li> </ul>
	<b>Special responsibilities</b> <ul style="list-style-type: none"> <li>Assembly area Warden is the Principal or the Deputy Principal.</li> </ul>
<b>Evacuation assembly</b>	<b>Assembly area/s</b> - Oval.
	<b>Assembly procedure</b> <ul style="list-style-type: none"> <li>Teacher or responsible staff member to mark the roll and/or check class;</li> <li>Report as soon as possible to Warden, who will be located on the oval, that all students are accounted for; and</li> <li>When the all clear is given by Warden the teacher or staff member can return to the classroom area.</li> </ul>
<b>Evacuation clearance</b>	<ul style="list-style-type: none"> <li>No person is to return to any area of the School until advised by the Principal; and</li> <li>One blast on the alarm is the clearance signal.</li> </ul>
<b>General principles</b>	<p>Evacuation procedures will be displayed on Emergency Evacuation maps in all rooms.</p> <ul style="list-style-type: none"> <li><b>FIRST PRIORITY</b> is to the safety of students and persons in the school;</li> <li><b>ALL</b> staff, parents/caregivers and visitors are automatically involved;</li> <li><b>CONTRACTORS</b> should sign the Visitors book at the office;</li> <li><b>ALL VOLUNTEERS</b> in School should sign in the 'Volunteers' book in the classroom or in Tuckshop;</li> <li><b>TUCKSHOP</b> manager and volunteers must follow the Evacuation Procedures including bringing the sign on book;</li> <li><b>PARENT HELPERS/TUTORS</b> must follow Evacuation Procedures;</li> <li><b>NO</b> person should be placed in a position of risk;</li> <li><b>EVACUATION</b> drill will be conducted at least twice a year. Annual revision of the use of Fire Extinguishers will be conducted; and</li> <li><b>PRINCIPAL OR DELEGATE</b> is responsible for ensuring the electricity is turned off and that Emergency Services are contacted and given every assistance.</li> </ul>
<b>Communications</b>	<ul style="list-style-type: none"> <li>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.</li> </ul>
<b>Pre-arrangements</b>	<ul style="list-style-type: none"> <li>Site Emergency Evacuation Maps must be clearly displayed in all rooms;</li> <li>Visitor sign-in registers maintained in the office;</li> <li>Emergency class lists kept by exit door; and</li> <li>Relief staff provided with Evacuation summary.</li> </ul>

## 10. School Map and Facilities



## 11. International Student Orientation Program

KSS 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.

All International students will commence School on a Friday and be welcomed to KSS by the International Coordinator.

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.

## Daily Timetable

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

Assembly at KSS is held on Thursdays 2:20pm – 3:00pm in Amos Hall. Parents/caregivers are welcome to attend.

### What to do when:

#### Late for School or class

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

#### 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.

#### 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.

#### Changing address or contact details

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

#### Lost property

Located next to the KSS Uniform shop.

#### Toilet access during class time

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



## 12. Accommodation and Welfare

### Care arrangements

While studying, your student must live with you as the parent/caregiver.

We will communicate with you as the parent/caregiver on all matters to do with your student's enrolment and schooling (including welfare matters). You can read more about EQI's Welfare and Accommodation in the following documents:

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

## 13. Culture Shock

Culture shock is a common way to describe the feelings someone moving to a new and different culture might experience. Although moving can be an exciting and positive time, it can also be overwhelming with so many changes. It's natural to have difficulty adjusting at times, and important to remember that culture shock is temporary.

As a parent/caregiver, being aware of your own and your student's culture shock can help you to manage the effects or seek any support you need.

Some signs of culture shock include:

- feeling isolated;
- increasing frustration with your new country and School;
- irregular sleep patterns;
- spending a lot of time alone; and
- easily upset and can't concentrate at School.

Culture shock is often experienced in four distinct phases: honeymoon, frustration, adjustment and adaptation.

- **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, you might love the new food, the pace of life, and the locals' habits. During the first few weeks most students are fascinated by the new culture.

- **Frustration/ Distress phase**

After some time (usually around three months, depending on the individual), differences between the old and new culture become apparent and you 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.

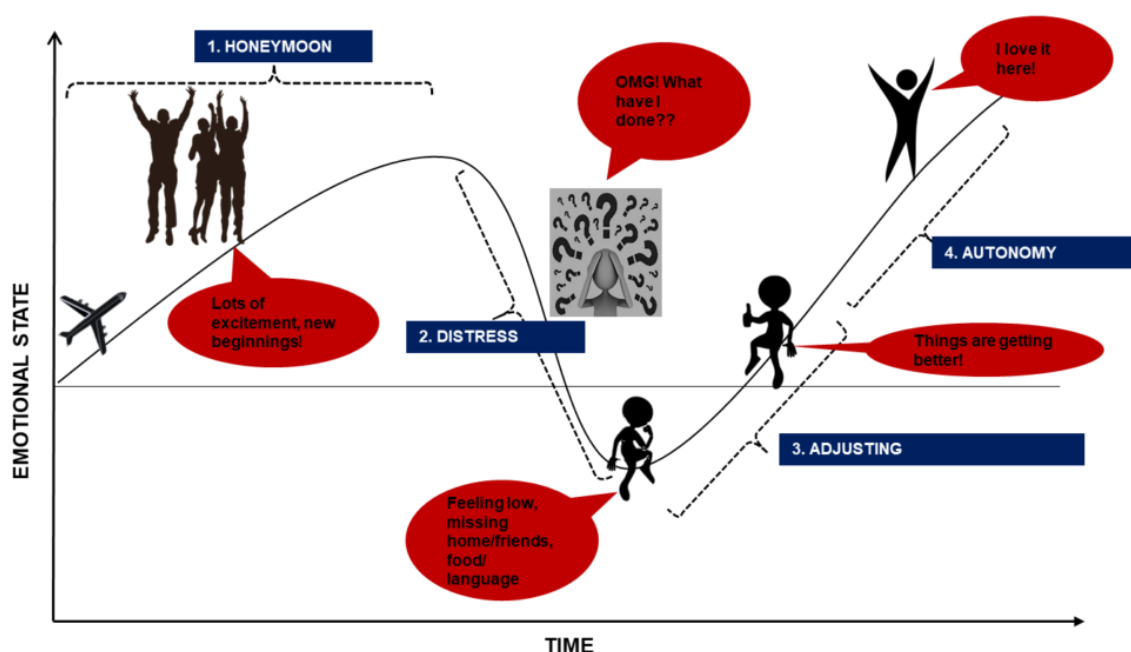
During this phase students adjusting to a new culture may feel lonely and homesick because they are not yet used to the new environment and new people they are meeting.

- **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 very new. During this phase people develop problem-solving skills for dealing with the culture and begins 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.

- **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 you or your student are feeling culture shock, here are some things that you can do:

- be patient with yourself and your student as culture shock is a normal reaction to a changed environment;
- surround your student with familiar objects and routines;
- watch for changes in your student's behaviour and listen openly;
- talk about how you are feeling with family, friends, or someone at the school;
- keep in contact with your loved ones back home; and
- socialise and make new friends.



It is important to remember the following:

- culture shock is a perfectly normal part of the International study experience;
- the uncomfortable feelings will pass;
- this experience is an important learning opportunity, helping you to become versatile and adaptable to change. It will equip you with valuable life skills that are some of the greatest benefits of studying abroad; and
- step outside your comfort zone, make new friends, and take full advantage of the once-in-a-lifetime experiences while you can.

The International Team are here to support you to have a wonderful experience at KSS.

## **14. Contact Details**

The School must be advised of your residential address in Australia within seven days of arriving in Australia. Any changes must also be advised within seven days. Failure to do this may affect your student's visa.

The School also requires your current telephone number and email contact details. Any changes to these are required within seven days.

## **15. EQI Standard Terms and Conditions**

Before you arrived in Australia you were provided with a copy of the EQI Standard Terms and Conditions. The Standard Terms and Condition outline EQI policies that relate to your responsibilities and rights and EQI's responsibilities and actions required to be taken during your student'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](#); and
- [Vietnamese](#).

## 16. Visa Conditions

### Attendance

The KSS 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 you have enrolled your student at KSS it is your responsibility as a parent/caregiver to ensure that they are at School every day and that they arrive on time, ready to start class at 8:50am.

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

In the event that your student is going to be absent from School please notify the School on the day of the absence via the absentee line (+61) 7 3327 2444 stating your student's name and class, your name, the reason for the absence and the expected return date.

The School will record your student attendance or absence every day. All absences are recorded on your School report. Electronic rolls will be marked twice a day. You will be called in the event of an unexplained absence

It is a condition of student Sub-class 500 (schools) visa that satisfactory attendance is maintained during the period of study. Commonwealth law requires EQI to be proactive in notifying and counselling students who are at risk of failing to meet 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.

<https://ppr.qed.qld.gov.au/corp/hr/workplace/Procedure%20Attachments/First%20Aid/Managing-first-aid-in-the-workplace.pdf>

### ***At risk of failing to meet attendance requirements***

In the EQI Standard Terms and Conditions your student is considered to be at risk of failing to meet attendance requirements if:

- the student is absent for five consecutive days or more;
- their attendance falls to 90% of the course contact hours in any School term; or
- the School has concerns about their attendance record.

The School may require to meet with you to discuss your student's attendance record and provide evidence explaining the absences (such as medical certificates).

If attendance falls to 85% of the course contact hours in any term the School will provide you as the parent/caregiver a written warning.

### ***Unsatisfactory attendance***

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

- evidence is provided that demonstrates compassionate or compelling circumstances explaining the absences;
- EQI are satisfied that, in all the circumstances, it is reasonable not to report; and
- your student's attendance record is at least 70% (if attendance falls below 70%, EQI is required by law to report your student).

If you receive a notice of EQI's intention to report your student to authorities, you have the rights set out under the Appeals Policy section of the [EQI Standard Terms and Conditions](#).

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

- [EQI Standard Terms and Conditions](#)
- [EQI Attendance – Subclass 500 \(Schools\) visa procedure](#)
- [KSS Attendance Policy](#)

### ***Course progress***

International students must maintain satisfactory course progress for each study period as required by EQI and outlined in the entry and course requirement standards. Maintaining satisfactory course progress is a condition of your student's visa. If their course progress is not satisfactory, EQI will report it to authorities and the student visa may be cancelled.

At KSS we provide written reports to you as parent/caregiver every semester as per the P-12 curriculum assessment and reporting framework available on the Queensland Department of Education website.

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

EQI may extend the time to complete a course only if:

- there are compassionate or compelling circumstances;
- the course load is reduced because of difficulty maintaining satisfactory course progress; or
- a deferral or suspension of study is approved (refer the Deferral, Suspension and Cancellation Policy section of the EQI 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 student's visa, including the need to obtain a new visa.

### ***Unsatisfactory course progress***

KSS will monitor your student workload and results to ensure the course is completed on time. We will also assist your student if there are difficulties. If there is a risk of not meeting course progress requirements, we will implement suitable intervention strategies with enough time to achieve satisfactory course progress.

### ***Formal intervention***

If your student is not making satisfactory course progress, the School will give you, the parent/caregiver, a written warning. Your student will be required to meet with the School to develop a plan to improve performance.

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

EQI may notify you earlier if, in their opinion, your student will not be capable of meeting the course requirements. If you receive a notice of EQI's intention to report to authorities, your student has the rights set out under the **Appeals Policy** section of [EQI Standard Terms and Conditions](#).

You can read in more detail about course progress requirements at:

- [EQI Standard Terms and Conditions](#); and
- [Course progress – Subclass 500 \(Schools visa procedure\)](#).

### **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 support for their lifelong wellbeing.

The KSS Student Code of Conduct 2020 - 2023 is available on the School website. The Student Code of Conduct 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 KSS are expected to comply with the Student Code of Conduct.

[EQI Standard Terms and Conditions](#) state that at School your student must:

- participate actively at school;
- take responsibility for their 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 the Kenmore State School's rules – Student Code of Conduct and School policy and procedures. [KSS Student Code of Conduct 2020 - 2023](#)

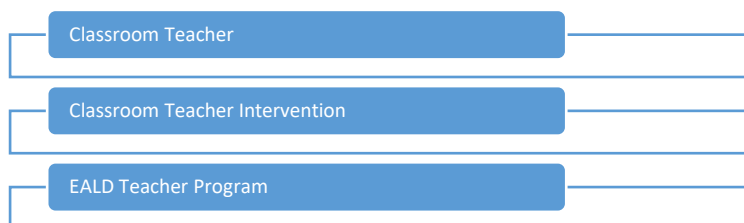
At all times your student must:

- comply with Australian laws and the conditions of student visa;
- not drink alcohol, smoke, misuse prescription medication or use illegal drugs;
- not do anything that endangers safety or safety of other people; and
- not do anything that may bring the School or the International Student Program into disrepute.

If your student's behaviour is unsatisfactory, EQI may cancel or suspend their enrolment. This may affect their student visa.

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

Students with English as a Second Language or Dialect are supported at KSS 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.

## 18. Student services and support programs

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.

## 19. Academic policy and assessment

The KSS 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](#).





## 20. 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 consumer issues. You can contact Legal Aid Queensland at [www.legalaid.qld.gov.au](http://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.

## 21. After Hours Support and Health Services

If your student requires after hours support or assistance with an urgent program matter you can call **1800 QSTUDY** (1800 778 839). You can also call your student's Overseas Student Health Cover (OSHC) provider.

### Overseas student Health Cover (OSHC)

OSHC is insurance to assist International students meet the costs of (public) medical and hospital care while in Australia. OSHC will also pay limited benefits for pharmaceuticals and ambulance services, depending on the level of cover.

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 student's OSHC policy does not cover you for everything you want, you can take out additional private health/travel insurance.

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

Common advice and support OSHC providers may offer include:

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

OSHC providers in Australia include:

Australian Health Management (ahm)

[www.ahmoshc.com.au](http://www.ahmoshc.com.au)

Allianz

[www.allianzassistancehealth.com.au](http://www.allianzassistancehealth.com.au)

BUPA Australia

[www.bupa.com.au/health-insurance/oshc](http://www.bupa.com.au/health-insurance/oshc)

Medibank Private

[www.medibank.com.au/overseas-health-insurance/oshc](http://www.medibank.com.au/overseas-health-insurance/oshc)

NIB Health Funds Limited

[www.nib.com.au/overseas-students](http://www.nib.com.au/overseas-students)

## 22. Medical Matters

### Health information

To assist in supporting you, we require all relevant information regarding your student's physical and mental health. This includes medical history, conditions and allergies, and all medications to enable the School to monitor their support and general welfare arrangements as required by the student visa. This information is required before arrival in Australia.

### Medication

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

## 23. Medical treatment

If your student requires medical or other health care (other than routine care for minor illness or injury), the School will contact you as a parent/caregiver as soon as reasonably possible.

For further information please see the [EQI Standard Terms and Conditions](#)

## 24. Fees

### Tuition

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

- all curriculum schooling and teaching costs; and
- curriculum-related excursions.

### **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 (OSHC)**

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

More information regarding fees can be found at the following link:

- [Fees.](#)

## **25. Transfer policy**

You may apply to transfer your student between Queensland Government schools, a non-government School or another institution registered under Australian law to provide education to International students.

Additional tuition or other non-tuition fees may apply for the new school, depending on the School and course chosen.

Before applying for a transfer, you should talk to your student's International Student Coordinator and consider any relevant enrolment deadlines at other schools or institutions.

For more detailed information please see the following documents.

- [Entry and course requirements; and](#)
- [Standard Terms and conditions.](#)

## **26. Complaints**

Before you lodge a customer complaint with the Department of Education, you are encouraged to contact the School to attempt resolution. If this relates to your course it should be discussed with the International Student Coordinator.

If you have an issue relating to the International Student Coordinator, this should be discussed with your School. 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 Management Framework](#) and the [Standard Terms and Conditions](#) provided prior to commencement.

If you are dissatisfied with the service or action of a School, the Department, its staff, or education agents with which EQI has arrangements deliver your course-related service there is a formal complaint process. EQI does not charge a fee for accessing this.

Assistance can be provided when writing formal complaint (eg. from homestay provider or lawyer) and you can bring a support person to help at any meetings. More detailed information can be found in the links provided above.

## 27. Appeals

You can appeal an EQI decision (**Internal Appeal**):

- to report you to authorities (refer [Attendance Policy](#) and [Course Progress Policy](#)) ;
- not to defer or suspend your enrolment, as requested by you (refer [Deferral, Suspension and Cancellation Policy](#));
- to suspend or cancel your enrolment, as initiated by us (refer [Deferral, Suspension and Cancellation Policy](#));
- to refuse your request for a transfer (refer [Transfer Policy](#)); or
- as a result of your complaint to us (refer [Complaints Policy](#)).

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

### 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](mailto:ombudsman@ombudsman.qld.gov.au) or by post to Queensland Ombudsman, GPO Box 3314, and Brisbane Qld 4001 within 10 working days of receiving decision.

EQI will comply with any decision the Ombudsman makes.

## 28. Refund policy

### Your rights

If your student does not complete their course, you may apply for a refund of a portion of fees already paid (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 compassionate or compelling circumstances are demonstrated, EQI may agree to refund other unspent fees at their discretion.

Refund requests for OSHC fees must be made to your Overseas Student Health Insurance (OSHC) provider.

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

More detail regarding refunds can be accessed at:

- [Standard Terms and Conditions](#); and
- [Refund request form](#).

## 29. School policy and procedures

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

- [Rules and Policies](#); and
- [KSS Student Code of Conduct 2020-2023](#).

### 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](#)

## 30. Booklist

Booklists and links to a supplier are available on the School website. [Booklists](#)

## 31. 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](#).

## 32. Swimming

In Queensland, where water activities are part of our lifestyle, the safety of our students and families in and around the water is paramount. Water safety is a life skill which starts from the moment a student comes into contact with water through all stages to adult life.

Queensland State Schools are required to offer a water safety and swimming program to all year levels. These programs are linked with the Australian curriculum and participation in these programs are compulsory. For more information please talk to our administration regarding swimming and water safety lesson for your student.

At KSS swimming lessons are conducted in Term 1 and Term 4 as part of our Physical Education Program.

More information regarding water safety and swimming can be found at:

<https://education.qld.gov.au/curriculum/stages-of-schooling/water-safety-and-swimming>

## 33. 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.

## 34. 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;
- Eisteddfods and 'Fanfare' for instrumental music students;
- International Competitions and Assessments for Schools (ICAS) competitions;
- Choir;
- Singfest massed choir activity;
- Mathematics team challenge; and
- Interschool sports.



### **35. 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](#).

### **36. School Newsletters**

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

### **37. 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.

### **38. 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**.

### **39. 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 people are to remain safe.

### Surf Life Saving Australia's 10 Surf Safety Hints

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

### Useful links

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



### Sun safe

Most of the sun's dangerous UV radiation occurs in the middle of the day, so if you are heading outside then 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. 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.

