



# Jindalee State School

## International

# Parent and Student

# Handbook



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## 1. Principal's welcome

Welcome to Jindalee State School. International students and families are a valued part of our school community. Our three school expectations of Be Safe, Be Respectful, Be a Learner is our values base, together with the varied cultural backgrounds of many of our students, the school supports students to achieve results which give us high academic scores compared to many other schools in national test results. More than this, our students are also given experiences and opportunities to become valued citizens in a national, international and global environment.

At Jindalee State School, we have a number of programs to help students get the best from your time at our school. We have support programs for students with English as a second language, students with particular learning needs, and programs for students with specific talents and skills.



It is our expectation that our international students are able to access programs for them to be able to benefit from their experiences at Jindalee State School. The school works on open communication and clear understanding of what is needed and what can be done to assist students to be part of the school and its environment.

We eagerly look forward to working with parents to help our international students to become the best that they can be, and to make the most of the opportunities our school can offer.

## 2. School details

|                       |                                                                            |
|-----------------------|----------------------------------------------------------------------------|
| Street address        | 114 Burrendah Rd JINDALEE 4074                                             |
| Office hours          | Monday – Friday<br>8:00 am – 3:30                                          |
| Telephone:            | +61 (07) 3725 5777                                                         |
| Absence line:         | +61 (07) 3725 5777                                                         |
| Administration Email: | <a href="mailto:admin@jindaleess.eq.edu.au">admin@jindaleess.eq.edu.au</a> |
| Enrolments:           | <a href="mailto:admin@jindaleess.eq.edu.au">admin@jindaleess.eq.edu.au</a> |
| Website:              | <a href="http://www.jindaleess.eq.edu.au">www.jindaleess.eq.edu.au</a>     |

## 3. Administration

| Administration                  | Name            | Telephone/contact |
|---------------------------------|-----------------|-------------------|
| Principal                       | Penny Grant     | (07) 3725 5777    |
| Deputy Principal/s              | Petra Cooke     | (07) 3725 5777    |
| Head of Department - Curriculum | Kelly Alexander | (07) 3725 5777    |

| <b>Financial matters</b>                                                                                                                                                                                                |                                                                                     |                                                                                                                                                                                                 |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Business Manager                                                                                                                                                                                                        | Deborah Horrigan<br>Belinda Macintosh (Thur, Fri)                                   | (07)3725 5777                                                                                                                                                                                   |
| Administration Team                                                                                                                                                                                                     | Michelle Politi<br>Julie Mackay                                                     | (07) 3725 5777                                                                                                                                                                                  |
| <b>Student attendance</b>                                                                                                                                                                                               |                                                                                     |                                                                                                                                                                                                 |
|                                                                                                                                                                                                                         |                                                                                     | (07) 3725 5760, or via the email address below, before 9.00 am on the day of absence.<br>Student Absence Email:<br><a href="mailto:absent@jindaleess.eq.edu.au">absent@jindaleess.eq.edu.au</a> |
| <b>Student Wellbeing and Support</b>                                                                                                                                                                                    |                                                                                     |                                                                                                                                                                                                 |
| <ul style="list-style-type: none"> <li>• Guidance Officer</li> <li>• Speech pathologist</li> <li>• EALD teacher</li> <li>• Support Teacher<br/>Literacy and Numeracy</li> <li>• Student Wellbeing<br/>Worker</li> </ul> | Maria Manson<br>Judith Stephens<br>Libby Staines<br>Terri Henjak<br><br>Kara Lologa | (07) 3725 5777                                                                                                                                                                                  |

## 4. School mission and values

### ***Vision***

Creating a clever future today.

At Jindalee State School we believe all students, all abilities are entitled to a high quality education through provision of a supportive, caring and inclusive learning environment. We aspire to develop resilient, persistent and innovative learners.

### ***Our Purpose***

We maximise the learning outcomes of every student through creating an environment which:

- Is inclusive, respectful, safe, supportive and challenging
- Fosters persistence and resilience
- Partners with our parents, caregivers and community to embed a learning culture
- Every student is supported to achieve to their potential where they are challenged and their strengths are recognised and catered for.

### ***Our Beliefs***

- Every child has the right to learn and reach their potential
- Every child is capable of learning
- Students need a learning environment where they can learn, achieve and reach their potential
- Every student and staff member needs an environment which is safe, respectful, inclusive and supportive

### ***Our Values***

Values that will drive our work to support each child to achieve to their potential

- Respect
- Inclusion
- Resilience
- Innovation
- Collaboration

## 5. International Team

The International Team are here to guide your child with their studies and to support them during their time at Jindalee State School.

| Name          | Role                                                    | Contact                                                                                    |
|---------------|---------------------------------------------------------|--------------------------------------------------------------------------------------------|
| Penny Grant   | Principal                                               | <a href="mailto:the.principal@jindaleess.eq.edu.au">the.principal@jindaleess.eq.edu.au</a> |
| TBC           | International Student Program – Line Manager            |                                                                                            |
| TBC           | International Student Coordinator                       |                                                                                            |
| Libby Staines | English as a Second Language or Dialect (EAL/D) Teacher | <a href="mailto:info@jindaleess.eq.edu.au">info@jindaleess.eq.edu.au</a>                   |

## 6. Emergency contacts (during school hours)

An emergency is a situation that may/ does affect 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        |
|-------------------|---------------------------|----------------|
| Penny Grant       | Principal                 | (07) 3725 5777 |
| Belinda Macintosh | Student Enrolment Officer | (07) 3725 5777 |

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



Your child'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 Overseas students studying an international program at an accredited International Student Program (ISP) school and their parents can use our student support service called 1800 QSTUDY (1800 778 839).

The 1800 QSTUDY service provides support for you, your authorised contacts and Education Queensland International (EQI) homestay hosts, and responds to incidents that involve Overseas 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 on 1800 QStudy please go to the following link – [1800QStudy](#)

### What is the free call 1800 QSTUDY?

1800 QSTUDY (+61 1800 778 839) is a free support phone service for Overseas 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 Overseas 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).
- 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
- 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.

## 9. School emergency and lock down procedure

### Emergency Procedure

#### Signal

Evacuation siren goes continuously for 2 minutes

#### Procedure

Once the alarm is sounded, teachers are to ensure any staff/adults i.e. volunteers and children are to move in a brisk, orderly, quiet manner to the correct Assembly Area on the Main Oval. Specialist teachers i.e. Music, PE and LOTE etc. will take their classes to the Assembly Area. Teacher-Aides and Intervention staff deliver any individual or small groups of students they are working with to their Class Teacher at the Assembly Area.

Specialist staff, Teacher-Aides, Visitors and students evacuated onroute assembly in the Marshalling Area above the Assembly Area. These students are delivered to their Class Teacher for roll marking.

Line Managers move straight to the Marshalling Area above the Assembly Area. Wardens check designated buildings and rooms, ensuring all rooms and school spaces are clear, collecting any students onroute eg toilets, transitioning.

The roll will be called and children call "here" and raise their hand. If all students are present, the Teacher raises a green card displaying their class ID i.e 5K: Their designated Warden ticks off the class and Class Teacher's name to record their safe evacuation. If a student/s are missing, the Class Teacher raises a red card displaying their class ID: this teacher then informs the Warden of the name of the missing student/s (or sends a runner). The Warden checks with the BM and AO staff to ascertain whether this student is in the roll of students from sick bay, office or has been collected on route when the school buildings were checked.

Wardens will do a roll call to check that all staff and adults have been evacuated.

#### Assembly area/s

Main Oval

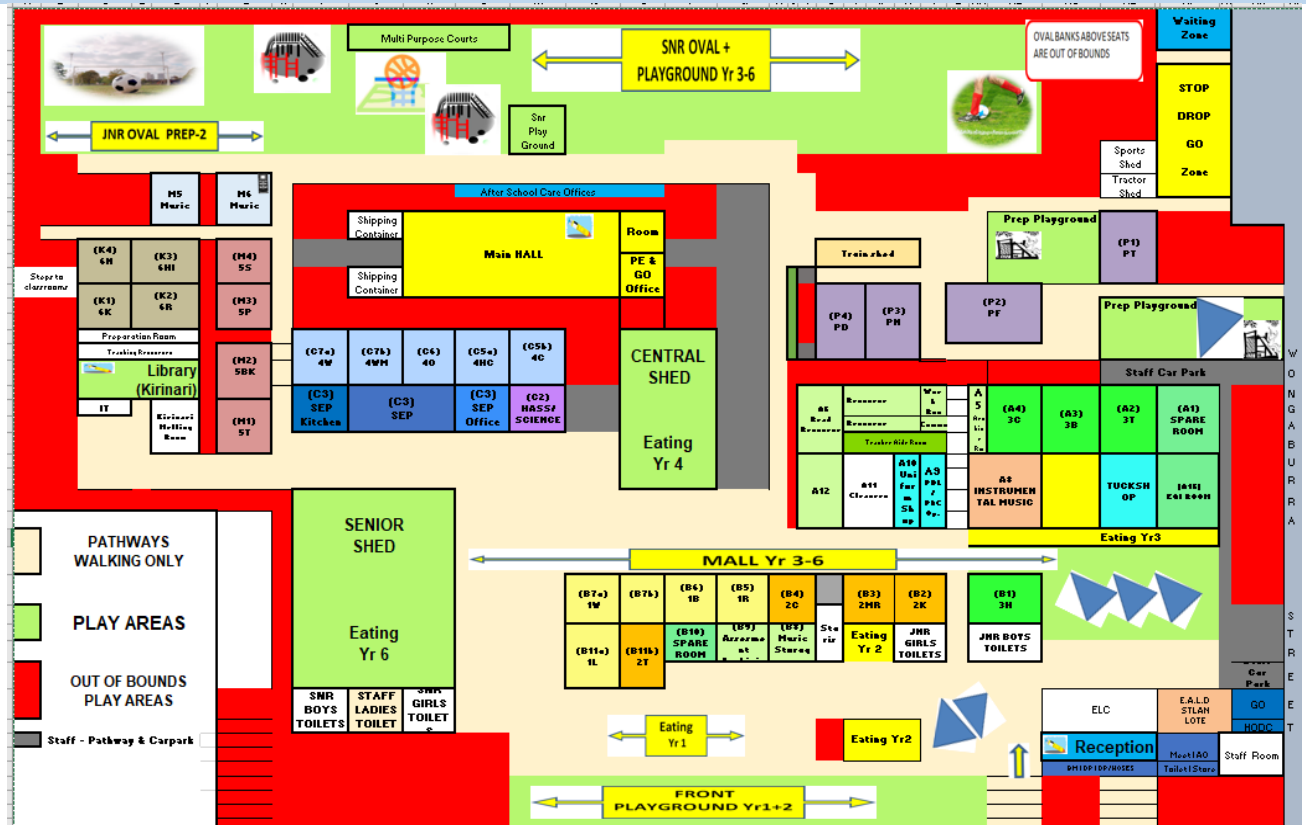
## Assembly procedure

1. Class lists/rolls are checked.
2. Report all students/persons unaccounted for to the Principal (or delegate).
3. No person is to return to any area of the school until advised by the Principal. Wardons will advise Principal in person or via mobile telephone that all people are accounted for, then the Principal will give the all clear to return to class (for fire drill purposes).

## Lockdown Procedure

These procedures will be discussed at the time of enrolment interview.

## 10. School map and facilities



## 11. Orientation

The Jindalee State School [Overseas student orientation](#) has been designed to:

- support your student's wellbeing
- help your student adjust to study in Australia
- support your student's academic success.

### Daily timetable

- Students who arrive at school before **8.30am** should either be in the Jindalee School-Aged Care Program (JSACP), or sitting quietly in the shelter under supervision. Students should not be in the school grounds **before 8.00am** unless arranged with staff or in the JSACP which **starts at 6.00am**.
- School **starts at 8.45am** with the first bell. Students should normally use this warning bell to drink, use the toilets, wash hands, then get ready for class **by 8.50am**. Students may bring a bottle of water into class.
- **First break** is at **11.00am to 11.30am**. The first 15 minutes are for sitting on benches in year level groups and eating a nourishing meal, usually brought from home, or purchased from the tuckshop (canteen -Tuesday to Friday only). The remainder of the break is for free play. When the warning bell rings, students should follow normal activities to get ready for class.



- **Second break is 1.00pm to 1.45pm.** The first 10 minutes is for sitting and eating, the remainder is for free activities, and may include sports practice, library work, special programs, or free play. Ball games are popular with many students.

## Orientation

At Jindalee State school orientation involves both the parent/s and the student and will be one-on-one during the initial enrolment interview at our school. At the time of the enrolment interview, the following will be discussed:

|                                                                                                                                                                                                                                                                                                                    |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Orientation topic - checklist</b>                                                                                                                                                                                                                                                                               |
| Principal welcome – introduction to the leadership team members                                                                                                                                                                                                                                                    |
| Discussion around each of the permission forms to be completed for the student                                                                                                                                                                                                                                     |
| Confirming contact details on enrolment form                                                                                                                                                                                                                                                                       |
| Emergency contact details at the school                                                                                                                                                                                                                                                                            |
| Discussion in regards to Visa conditions including: <ul style="list-style-type: none"> <li>• Attendance</li> <li>• Course progress</li> <li>• Behaviour</li> </ul>                                                                                                                                                 |
| Deferral, suspension and cancellation of enrolment                                                                                                                                                                                                                                                                 |
| Complaints and appeals                                                                                                                                                                                                                                                                                             |
| Tour of the school including a copy of the school map                                                                                                                                                                                                                                                              |
| Orientation to the local area <ul style="list-style-type: none"> <li>• Local area and activities</li> <li>• Getting around</li> <li>• Banks</li> <li>• Legal services</li> <li>• Emergency services</li> <li>• Hospital</li> <li>• Medical services</li> <li>• Shopping</li> <li>• Community facilities</li> </ul> |

### Assembly

- Assembly at Jindalee State School is held on **Wednesdays (even weeks)** commencing at 1:45pm in the School Hall. Parents are welcome to attend.

## 12. What to do when

### 12.1. Late for school or class

If students arrive at school after 9:15am they are to come to the office first to be signed in. Students can go directly to the classroom if they arrive between 9:00am and 9:15am.

### 12.2. Leaving school during the day

Students must be signed out at the office by their parent/guardian if they are leaving early during the school day. The administration staff will arrange for the student to meet their parent at the office.

### 12.3. Feeling sick or unwell

Parents/Guardians are asked not to send their child to school if they are feeling sick or unwell. If a student becomes sick/unwell during the school day, they are sent to the office to the sick bay. Parents/guardians are contacted by administration staff to collect their child from school.

When your child is absent due to illness, please contact the student absence line on (07) 3725 5760, or via the email address below, before 9.00 am on the day of absence.

Student Absence Email:

[absent@jindaleess.eq.edu.au](mailto:absent@jindaleess.eq.edu.au)

### 12.4. Changing address or contact details

It is important that parent/guardian contact details are kept up to date including address, phone numbers and email addresses. Any changes to details to be emailed to [admin@jindaleess.eq.edu.au](mailto:admin@jindaleess.eq.edu.au).

### 12.5. Lost property

Lost property that is found on school grounds is placed in containers near the stair case on the bottom level of A Block (Year 3 classrooms).

### 12.6. Toilet access during class time

Students are able to access the toilet during class time. Students are to let their teacher know if they need to access the toilets during class.

## 13. Accommodation and welfare

### *Care arrangements*

While studying, your student/s must live with you as the parent, legal custodian or Department of Home Affairs (DHA) approved guardian.

We will communicate with you as the parent, legal custodian or DHA approved guardian 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](#)
- [Accommodation and welfare](#)

## 14. 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, being aware of your own and your child'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
- easily upset and can't concentrate at school.

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

## 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, 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.

## 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 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.

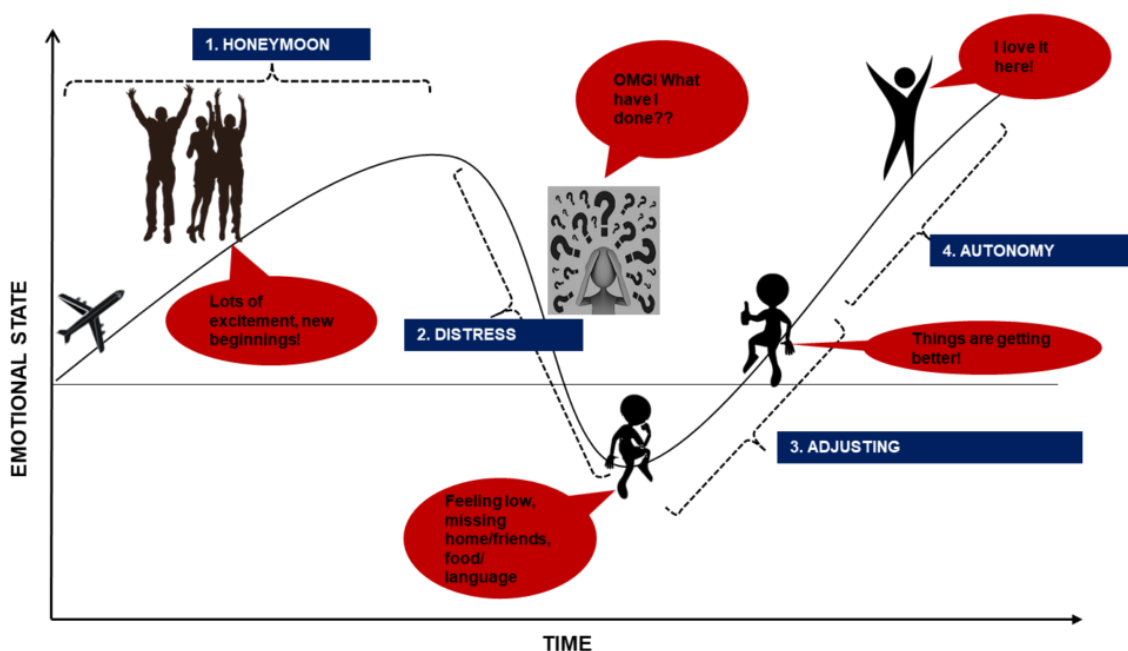
During this phase students adjusting to a new culture may feel lonely and homesick because they are not yet used to the new environment and new people they are meeting.

## 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 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.

## 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 you or your child are feeling culture shock, here are some things that you can do:

- be patient with yourself and your child as culture shock is a normal reaction to a changed environment.
- surround your child with familiar objects and routines.
- watch for changes in your child'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.
- socialise and make new friends.

It is important to remember the following:

- culture shock is a perfectly normal part of the overseas 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.
- step outside of 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 Jindalee State School.

## 15. Contact details

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

We also need your current telephone number and email contact details. Any changes need to be given to us within seven days.

## 16. 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 your responsibilities and rights and EQI's responsibilities and actions required to be taken 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](#)

## 17. Visa Conditions

### Attendance

Jindalee State School's 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/s at Jindalee State School it is your responsibility as a parent, legal custodian or DHS approved guardian to ensure that they are at school every day and that they arrive on time, ready to start class at 8:50am.

Your student/s 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/s are going to be absent from school please notify the school on the day of the absence via the absentee line (07) 3725 5760 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/s attendance or absence every day. All absences are recorded on your school report. Electronic rolls will be marked every period. You will be sent an SMS text message in the event of an unexplained absence.

It is a condition of your student/s Sub-class 500 (schools) visa that they maintain satisfactory attendance during your 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 Overseas students who have breached attendance requirements.

### ***Important information about attendance***

- Start and finish times  
Start time: 8:50am  
Finish time: 3:00pm
- Late arrival process  
If students arrive at school after 9:15am they are to come to the office first to be signed in. Students can go directly to the classroom if they arrive between 9:00am and 9:15am.
- School absence telephone number (07) 3725 5760
- Serious, injury or incident process

Please contact [admin@jindaleess.eq.edu.au](mailto:admin@jindaleess.eq.edu.au) if your child sustains a serious injury or experience a serious incident so that this can be passed onto relevant staff members for consideration of classroom programming.

Accidents are likely to occur in any sphere of activity but especially where there are numerous active, enthusiastic, adventurous and inquisitive young people. Accidents may occur even when care has been taken to provide appropriate playground equipment and supervision.

When a child is mildly unwell or suffers a minor accident:

- Appropriate first aid/care is administered;
- The child may be placed in the sick room;
- If the child should go home, the parent is notified.

If a serious accident occurs:

- A staff member will remain with the child;
- Appropriate assistance will be summoned;
- The parents or the emergency contacts will be notified;
- Medical treatment deemed necessary will be undertaken (including ambulance)
- An adult must accompany the student to the hospital. If a parent is not present, a member of the Leadership team will co-ordinate this. **A MyHR incident report is completed by all attending staff**

### ***How attendance is recorded at Jindalee State School***

#### **Full day absences**

Full day absences are recorded in OneSchool through class roll marking. Parents/guardians are asked to inform the school of the reason as to why their child is absent from school. If the absence is unexplained, parents/guardians will receive an SMS text message to ask to provide a reason for the absence.

## Part day absences

Part day absences are recorded in OneSchool. Part day absences are recorded by the administration staff. Parents are to have their child signed in or out at the main office for Part day absences.

Further information can be found in the [Roll marking in state schools procedure](#).

Table – Absence codes for full or part day absence

| Type of Absence    | Code | Explanatory notes                                                                                                                                                                                                                                                                                 |
|--------------------|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Entire day         | A    | Student was absent entire day.                                                                                                                                                                                                                                                                    |
| Early (No Penalty) | E    | Student left early, but within the final two hours of scheduled schooling. This will not count as an afternoon/half day absence.<br><br>If the student left earlier than two hours prior to the end of the scheduled school day, this will count as an afternoon/half day absence (see “P” code). |
| Late (No Penalty)  | L    | Student arrived late, but within two hours of scheduled schooling. This will not count as a morning/half day absence.<br><br>If the student arrived after the first two hours of the scheduled school day, this will count as a morning/half day absence (see “M” code).                          |
| Morning            | M    | Student was absent for the morning. This will count as a half day absence.                                                                                                                                                                                                                        |
| Afternoon          | P    | Student was absent for the afternoon. This will count as a half day absence.                                                                                                                                                                                                                      |

### ***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/s 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 we will provide you as the parent, legal custodians or DHS approved guardian a written warning.

### ***Unsatisfactory attendance***

If your student/s do 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](#)
- [Managing student absences and enforcing attendance at state schools](#)

### **Course progress**

Overseas 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' student visa. If their course progress is not satisfactory, EQI will report it to authorities and the student visa may be cancelled.

At Jindalee State School we provide written reports to you as parent, legal custodians or DHA approved guardian every semester as per the [P-12 curriculum assessment and reporting framework](#) available on the Queensland Department of Education website.

Your student/s 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 making satisfactory course progress; or
- a deferral or suspension of study is approved (see 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**

Jindalee State School will monitor your student/s workload and results to ensure they complete the course on time. We will also assist your student/s if they are having difficulties. If they are at risk of not meeting course progress requirements, we will implement suitable intervention strategies with enough time for them to achieve satisfactory course progress.

### **Formal intervention**

If your student/s are not making satisfactory course progress, the principal will give you, as the parent, legal custodian or DHA approved guardian a written warning. Your student will be required to meet with the principal to develop a plan to improve your performance.

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

EQI may notify you earlier if, in their opinion, your student/s will not be capable of meeting the course requirements. If you receive a notice of EQI's intention to report to authorities, your student have 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](#)
- [Course progress – Subclass 500 \(schools visa procedure\)](#)

## Behaviour

Jindalee 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 Jindalee State School [Student Code of Conduct](#) 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.

Jindalee 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 values supportive of their lifelong wellbeing.

Our school 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.

The philosophy of a supportive school environment is embedded within our school culture. It is reflected in a code of behaviour based on a set of principles that are understood, accepted and practised by all members of our school community.

Our three Jindalee expectations are Be Safe, Be Respectful and Be a Learner. These expectations have been agreed upon and endorsed by all staff, students, the school community and P & C. They are aligned with the values, principals and expected standards outlined in Education Queensland's Code of School Behaviour.

[EQI Standard Terms and Conditions](#) state that at school your student/s 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 Jindalee State School's rules – [Student Code of Conduct](#)

At all times your student/s must:

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

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

EALD support is organised through our weekly student support meetings and EALD teacher.

- EALD support may involve withdrawal from class for individual or small group English lessons with EALD teacher or teacher aide
- Support in class with class work, by trained Teacher Aide or EALD teacher
- monitoring of educational progress and reporting on progress between classroom teacher and EALD teacher

Jindalee State School uses a whole school approach to support student learning to provide differentiated support. Decisions are made about the ongoing level of support based on EAL/D students' levels of English



language proficiency, and in relation to the school context. Teachers analyse Bandscale data, in conjunction with classroom data, to identify the specific language-learning needs of their EAL/D students. Differentiated and explicit teaching All EAL/D students receive differentiated instruction of the Australian Curriculum for their age cohort. The curriculum entitlement of all students including EAL/D students is specified in the P-12 curriculum, assessment and reporting framework. Teachers differentiate instruction in response to data and day to day monitoring which indicate the students' particular needs.

Focused teaching some EAL/D students may require additional support to enable them to meet the expectations of the relevant achievement standard. Teachers identify these students' English language proficiency using the Bandscales and provide focused teaching to meet the particular language learning needs of students within a classroom context.

Intensive teaching EAL/D students may require ongoing intensive Standard Australian English (SAE) support to develop sufficient proficiency in SAE to enable them to access the curriculum for their age cohort. Jindalee State School provides an intensive SAE language teaching program for EAL/D students within their first 12 months of Australian schooling on an individual needs basis. Participation requires consultation with parents/carers and relevant staff, for example, class teacher, EAL/D teacher, Guidance Officer, Deputy Principal or Principal.

## 19. Student services and support programs

Our school has the following study programs to support your child in their studies:

- **Classroom teachers** deliver the Australian curriculum to students on a daily basis. They plan the support, in consultation with the EALD teacher, that students require to access the Australian curriculum. Class teachers have an understanding of EALD band scales to measure student skills in English language use.
- **Teacher Aides** have been trained to help with literacy and English as a Second Language program support.
- **EALD Teacher** delivers individual or small group English support to students, supervises support programs provided by Teacher Aides, helps class teachers provide support in class, and works in helping the school support EALD students.
- **Support Teacher Literacy and Numeracy** works with students who have special learning needs, including international students.
- The school **Guidance Officer**, is a trained counsellor, and also helps check on learning and emotional needs of students. The Guidance Officer may work with people outside the school if needed to support our students.
- **Principal, Deputy Principals and Head of Department-Curriculum** assist teachers in developing learning needs support programs.
- **Administration staff** help provide support for international students and any special needs as part of administering to their particular requirements.

In order to equitably cater for the varying needs of students, three layers of curriculum support are provided. The appropriate layer of support is identified by school staff through analysis of student data and ongoing monitoring of student progress. These include:

- Differentiated teaching
- Focused teaching
- Intensive teaching

Jindalee State School provides differentiated teaching to respond to the particular learning needs of all students as a regular part of curriculum provision. Teachers differentiate instruction in response to data and day-to-day monitoring that indicates the particular learning needs of students. This involves teachers varying what students are taught, how they are taught and how students demonstrate what they know.

Jindalee provides focused teaching for students who demonstrate that they are not meeting year-level achievement standards or behaviour expectations. Focused teaching addresses more significant support needs and can include the provision of curriculum at a lower or higher year level.

Intensive teaching may be provided for a small number of students who require intensive teaching, following focused teaching, as they continue to perform substantially below, or above, year-level expectations in a learning area or subject or across the whole curriculum. This involves frequent and explicit instruction, with individuals or in small groups, to develop sequential mastery of concepts, skills and knowledge.

Our support team consists of:

- Head of Special Education Service
- Special Education teachers
- English as an Additional Language/Dialect (EAL/D) teacher
- Guidance Officer (GO)
- Speech Language Pathologist (SLP)
- Student Wellbeing Worker

We utilize a 'whole school approach' to supporting all student learning. The allocation of support from both Inclusion Teachers and Education Assistants is based on the learning needs of students. Inclusion Teachers engage in a collaborative coaching model to guide inclusive and differentiated practices and increase staff capability to cater for diverse learning needs. Inclusion teachers assist classroom teachers in the development and delivery of educational programs which comply with legislation, curriculum provisions and required adjustments. Ongoing case management and data monitoring/tracking for all students occurs to ensure equitable access to all facets of the educational experience are maintained.

## 20. Academic policy and assessment

At Jindalee State School our curriculum is based on the Australian Curriculum ([www.australiancurriculum.edu.au](http://www.australiancurriculum.edu.au)). The Australian Curriculum sets out the core knowledge, understanding, skills and general capabilities for all Australian students. The Australian Curriculum describes the learning entitlement of students as a foundation for their future learning, growth and active participation in the community. It makes clear what all young Australians should learn as they progress through schooling. It is the foundation for high quality teaching to meet the needs of all Australian students.

The Australian Curriculum for primary schools is broken into seven (7) distinct learning areas. English, Mathematics, Science, Humanities and Social Sciences (HASS), The Arts, Technology and Languages. At the end of each semester, students will receive a report card which outlines, on a 5 point scale, their progress for that semester over a variety of learning areas. This progress is determined through a variety of assessment items that are implemented throughout the semester. Assessment will vary depending on the learning area and year level. A number of the assessment items and learning areas will be subjected to moderation whereby teachers ensure that the marking is consistent across all classes in a particular year level.

## 21. 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](http://www.legalaid.qld.gov.au) 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](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](#).

## 22. Afterhours support and health services

If your student requires afterhours support or assistance with an urgent program matter you can call [1800 QSTUDY](tel:1800087327) (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 Overseas 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, 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 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

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)

## **23. Medical matters**

### ***Health information***

To help us support you, we need you to tell us everything we might need to know about your student/s' physical and mental health, including medical history, conditions and allergies, and all medications so we can organise anything they might need and approve and monitor their support and general welfare arrangements as required by your student visa. This applies before you arrive in Australia and during your stay.

### ***Medication***

If your student/s' 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 student/s will need to come to the office at the time the medication is required.

## **24. Medical treatment**

If your student/s 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 a parent or legal custodian as soon as reasonably possible.

We may, as we think appropriate and in your student/s best interests:

- provide or administer over-the-counter or prescribed medications; and
- administer first aid. Adapt this sections as it applies to your school

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

## 25. Fees

### Tuition

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

- all curriculum schooling and teaching costs
- 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)

OSHC fees<sup>±</sup> are determined by the OSHC provider and are subject to change. For further information on OSHC, please refer to your OSHC provider.

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

- [Fees](#)

## 26. 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 overseas 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](#)
- [Standard Terms and conditions](#)

## 27. Complaints

Before you lodge a customer complaint with the department, you are encouraged to contact your school to try to resolve your issue. If you have an issue with your course you should discuss this with your International Student Coordinator.

If you have an issue relating to the International Student Coordinator or a decision they have made, you should discuss this with your 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 Management Framework](#) and the [Standard Terms and Conditions](#) you were provided with prior to commencing your course.

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 deliver your 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 your parents, your homestay provider or a lawyer) and can bring a support person to help you at any meetings we have to discuss your complaint.

Read more on complaints and appeals at the following link: [Complaints and appeal – Subclass \(500\) procedure.](#)

## 28. Appeals

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

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

EQI does not charge a fee for using 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 our decision.

EQI will comply with any decision the Ombudsman makes.

## 29. Refund policy

### Your rights

If your student/s do not complete their 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, 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 the *Australian Consumer Law* if the *Australian Consumer Law* applies.

More detail regarding refunds can be accessed at:

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

## 30. School policy and procedures

- 30.1. [Student Code of Conduct](#)
- 30.2. **School network and internet policy**
- 30.3. [Uniform Policy](#)
- 30.4. [Uniform requirements](#)
- 30.5. [BYOD Acceptable Use Agreement](#)
- 30.6. [BYOD Parent Handbook](#)

The Jindalee State School community has a school dress code which requires all students to wear the school uniform. As well as readily identifying our students, the uniform assists students to build pride in themselves and their school. It is a requirement that all students comply with this Uniform and Dress Code Policy. The P&C manages a Uniform Shop, which sells new and pre-loved uniforms at great prices. This keeps costs down and ensures that any profits are given back into the school.

### [Uniform Costs](#)

The uniform shop is located on the bottom level of A block.

Opening hours are: 8:30am-9:30am Tuesdays and Thursdays

Online orders via [www.quickcliq.com.au](http://www.quickcliq.com.au)

### Uniform routine

- Formal uniform is to be worn every day except for the day that students have HPE.
- Sports uniform is to be worn only on the days in which students have HPE on their timetable or on Fridays for Year 4-6 due to interschool and intraschool sports
- A hat must be worn at all times (Prep to 6) when outside the classroom. Students to purchase a hat with their house group colour on the reverse side.

## 31. Booklist and bookshop

Will be provided on enrolment.

## 32. Transport

Information on travel across Brisbane can be accessed by following this link:

<https://translink.com.au/>

Phone: 13 12 30 24hrs a day

[Brisbane City Council Journey Planner](#)

## 33. House Groups

For school related sporting activities, our students are placed into one of the following House Groups:

- Gould - blue
- Cuthbert - yellow
- Elliott - green
- Hogan - red

## 34. School Leadership Opportunities

At Jindalee State School our students have an opportunity to apply for student leadership positions from Year 4 onwards. The following leadership opportunities are available:

- Student councillor – Year 4 to 6 (2 students per class)

- Student leadership position – Year 6 only
  - School Captains (2 positions available)
  - Sustainability Captains (2 positions available)
  - Community Relations Captains (2 positions available)
  - Music Captains (2 positions available)
  - Sports Captains (2 positions available)
  - House Captains (2 positions available per House)

## 35. Swimming

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

Queensland state schools, in Prep to Year 6, are required to offer a water safety and swimming program. Participation in these programs by students is not compulsory. Parents can choose for their child not to participate. For more information please talk to the Physical Education teacher regarding swimming and water safety lesson for your child.

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

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

## 36. Surf and Beach safety

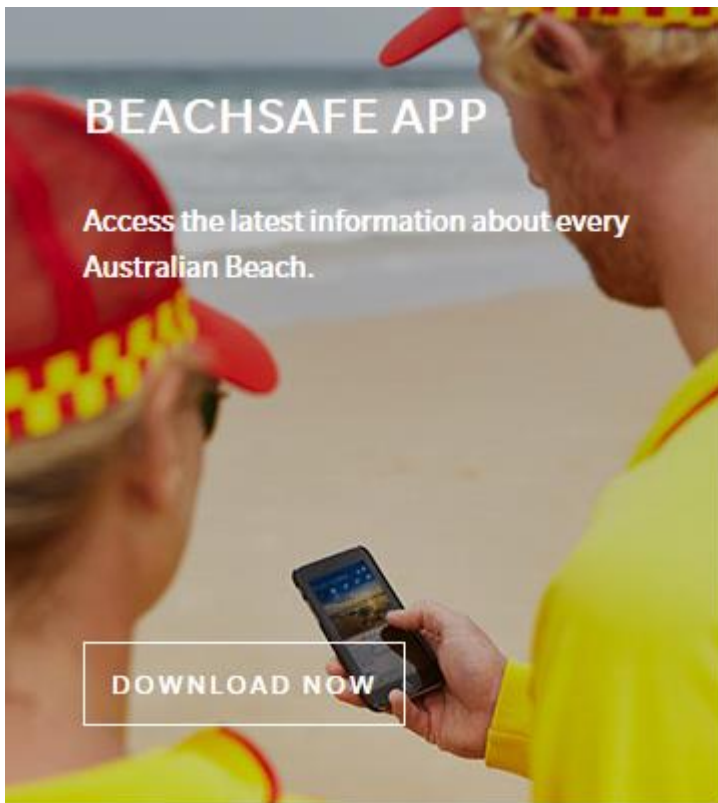
Queensland has some of the most beautiful beaches in the world. However, they can be dangerous for people who are not used to the ocean. Understanding the ocean is very important – the more you know about how waves, wind and tides affect conditions in the water, the better able people are to remain safe.

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

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.

### Useful links

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



### 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. Be sun safe by:

- avoid direct sun when possible
- drink plenty of water
- wear a long-sleeve shirt, wide brim hat and sunglasses
- regularly apply an SPF 30+ high protection sunscreen.

## 37. Road Safety

Australian roads can be quite busy during peak time (mornings and afternoons are). 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.**

## 38. School camps and excursions

School camps are held yearly for our Year 5 and 6 student cohort. These camps tend to occur either in Term 1 or Term 2.

Excursions occur regularly throughout the year for all year levels from Prep to Year 6. Parents and caregivers will be informed of any upcoming excursions or incursions via correspondence home to parents through classroom teachers. Parents and caregivers will be emailed an invoice if payment is required.

## 39. School Tuckshop

The Jindalee Snack Shack serves 'First Break' & 'Second Break' meals and snacks, Monday to Friday of each school term (NB: We are closed on the last Friday of each term for stocktake and cleaning). See link for our current menu.

The Snack Shack operates via an online ordering system through Quickcliq. Ordering online is a quick and easy way of ensuring your child/ren's orders are delivered directly to the Snack Shack.

For online orders, please create an account via [QuickCliq](#)



When placing an order, please remember:

- Orders can be placed until the cut-off time of 8am on the day of ordering. Orders can also be placed up to two weeks in advance.
- Please make sure your child/ren's details are up to date!! We have had numerous orders coming through with last year's classes on them.
- If you choose to use a brown paper bag, please ensure you write your child/ren's name in full and correct class. You will need a separate bag for both first and second breaks.
- Please let your child/ren know that if anything is missing from their order, to come and see us at the Snack Shack. An orange dot means an item needs to be collected from the Snack Shack.

#### 40. Clubs and extra-curricular activities

Jindalee State School hosts a number of clubs and extra-curricular activities for our students. Several external businesses hire the many facilities to conduct before and after school activities and programs including chess, tennis, AFL and soccer.

For more information on our after-school activities, please visit our school website.

#### 41. After school care

Visit the [Jindalee school age care program](#) to find out further information on enrolment procedures and fee structure.

##### Hours

Before School Care: 6.30am to 9.00am.

After School Care: 3.00pm to 6.00pm.

Vacation Care: 6.30am to 6.00pm.

##### Contact details

Email: [admin@jindaleesacp.com.au](mailto:admin@jindaleesacp.com.au)

#### 42. School newsletters

Jindalee State School produces a School Newsletter each fortnight on a Wednesday.

The newsletter can be accessed from the [School website](#).

#### 43. Volunteering opportunities

The following are some of the ways you can help at the school:

- Helping in the tuckshop
- Accompanying excursions when needed
- Being involved in your child's classroom
- Assisting in fundraising
- Participating in decision making – P&C meetings
- Assisting with sporting activities – athletics carnival, swimming, cross country
- Assisting in events – Mother's Day/Father's Day stalls, colour run