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## PRINCIPAL'S WELCOME

On behalf of the students, staff and parents of Maroochydore State High School, welcome to our school community. Located at the centre of the Sunshine Coast, Maroochydore State High School is recognized as a leader in secondary education on the Sunshine Coast.

Since opening in 1964, we have built a proud tradition and record of supporting and challenging students to realise their potential through a wide range of programs that provide something for everyone. Our programs ensure that we cater for all students' needs and this is reflected in our school vision of "*Excellence in Education for All*". We provide a high quality schooling experience for every student, with the opportunity to be well prepared for life success through learning and education. We aim to lay the foundations that engage young people in life-long education and training to enrich their lives.

Our learning environment is based on strong traditional values with a very clear focus on Safety, Respect and Learning; these permeate every aspect of school life. This is also reflected in our school motto "*To strive and to serve*", which is the translation from the original Latin motto of "*Niti Et Servire*".

Our challenge is to address the intellectual, personal, social and economic development of our young adults at a time of great change in the world and at a time when ideas about the goals of education are undergoing considerable change. This is a challenge that we relish and our commitment to meeting the changing needs of our young people in a rapidly changing world is reflected in our innovative and dynamic curriculum, rich digital learning experiences and excellent teaching and resourcing.

This is reflected in the range of special programs offered to students at Maroochydore High which include:-

- The leading school in Science education on the Sunshine Coast. Winner of the 2008 Queensland Showcase Award for Excellence in Innovation for "The Biotechnology Revolution".
- Excellence and development programs in Junior Secondary – DRIVE Academic Excellence, Encore Creative Studies, Music Excellence and Sports Development classes.
- D.R.I.V.E. academic enrichment program in the senior school.
- Home of the Coastal Cookery Trade Training Centre – training Apprentice Chefs.
- Cricket Academy
- Developmental classes in Rugby League and Surfing
- The Centre for Creative Industries
- Specialist subjects in Japanese and Marine Studies
- A Gateway School to the Queensland College of Wine Tourism
- A national Beacon Platinum Alumni school – dedicated to 100% of students earning or learning.
- Extensive vocational education opportunities and School Based Traineeships.
- Learning Support and Special Education Programs
- Humanitarian projects in India and Cambodia
- Accredited International Student Programs hosting students from around the world

In short, Maroochydore High offers all students the opportunity to gain a competitive edge. This competitive edge is reflected in the success of our students in obtaining employment and tertiary and vocational placements. Maroochydore State High School has an enviable record of providing real outcomes for our students.

While this Prospectus outlines the policy and procedures which govern the operations and organization of the school, I hope that you will also take the time to visit our website [www.maroochyshs.eq.edu.au](http://www.maroochyshs.eq.edu.au). There I'm sure you will gain some appreciation of the **pride** we take in our school, our **passion** for excellence and the **performance** that we achieve. Why not go to the School Annual Report menu and take the time to read the latest *Maroochydore Mail*? You'll soon see that we live and breathe **pride, passion and performance**.

It's a great school, with something for everyone.

Best wishes

Barry Dittman  
Principal

## VISION & VALUES

Our Values  
 Safety  
 Respect  
 Learning

Our Vision:

High quality teaching and learning and improved student outcomes.  
 Positive relationships and a positive school culture.  
 Effective school operations and enhanced staff capability.

“Excellence in Education for All”

## MISSION STATEMENT

“Focusing students on excellent outcomes”

## SCHOOL INFORMATION

**POSTAL ADDRESS:** 160 Maroochydore Road (PO Box 55)  
 MAROOCHYDORE Q 4558

**TELEPHONE:** (07) 5409 7333

**ABSENTEE HOTLINE:** (07) 5409 7360

**FACSIMILE:** (07) 5409 7300

**EXECUTIVE TEAM:** Mr Barry Dittman Principal  
 Mr Ken Ernst Head Of School - Junior Secondary  
 Mr David Samaha Head Of School - Senior Secondary  
 Mr Peter Jones Head of School - Executive Services  
 Mr Denis Orr Business Services Manager

**OFFICE HOURS:** The Student Counter is open from 7.15am to 3.15pm while the Main Office is open from 8.00am to 3.15pm each day

**LESSON and Bell TIMES – MONDAY, TUESDAY, THURSDAY, FRIDAY**

	Start	Finish
Warning Bell	7.22am	
Early Start (Yr 11 & 12 only)	7.25 a.m.	8.35 a.m.
Warning Bell	8.32 a.m.	
Form	8.35 a.m.	8.45 a.m.
Lesson 1	8.45 a.m.	9.55 a.m.
Recess #1	9.55 a.m.	10.40.a.m
Warning Bell	10:37 a.m.	
Lesson #2	10.40.a.m	11.50 a.m.
Lesson #3	11.50 a.m.	1.00 p.m.
Recess #2	1.00 p.m.	1.25 p.m.
Warning Bell	1:22pm	
Lesson #4	1.25 p.m.	2.35 p.m.

**LESSON and Bell TIMES – WEDNESDAY**

	Start	Finish
Warning Bell	7.22am	
Early Start (Yr 11 & 12 only)	7.25 a.m.	8.35 a.m.
Warning Bell	8.32 a.m.	
Form	8.35 a.m.	8.45 a.m.
Lesson 1	8.45 a.m.	9.55 a.m.
Recess #1	9.55 a.m.	10.15.a.m
Warning Bell	10:12 a.m.	
Lesson #2	10.15.a.m	11.25 a.m.
Lesson #3	11.25 a.m.	12.35 p.m.
Recess #2	12.35 p.m.	1.25 p.m.
Warning Bell	1.22 p.m.	
Lesson #4	1.25 p.m.	2.35 p.m.

## ENROLMENTS

Maroochydore State High School recognises as its prime obligation, the provision of access to an appropriate educational service for students whose principal place of residence is within the school's catchment area.

Because of enrolment capacity and growth Maroochydore State High School may be unable to meet this obligation in the future, unless action is taken now to manage enrolments. The Principal must restrict enrolment of out-of-catchment students to ensure in-catchment students can enrol at their local state school, without requiring additional facilities.

This School Enrolment Management Plan (School EMP) sets out the conditions under which students may be enrolled into Maroochydore State High School, subject to any other requirements or limitations in the Education (General Provisions) Act 2006. Full details are available from the school website.

The aim of this plan is to enable us to effectively manage the continuing growth of enrolments with respect to the built capacity of the school. For us, this means that families situated in the Maroochydore SHS catchment area will be enrolled automatically but will need to **provide proof of residency** (e.g. rates notice plus a copy of a utilities notice etc.). While our excellence programs primarily target in-catchment enrolments, there are limited places available to families outside of the catchment area. Catchment maps define the geographical area from which schools take their principal intake of students. Details of our catchment can be found by visiting the school catchment maps database accessed from our website.

The need for this plan reflects the continued growth in popularity of our school as the first choice provider of education for families. It is testament to the ethos of Maroochydore SHS as being the provider of excellence in education for all. The school currently has a student population of approximately 1350 with the majority of new enrolments coming from Maroochydore State School, The Kuluin School, Buderim Mountain State School, Pacific Paradise State School, Bli Bli State School, Mooloolaba State School and Stella Maris.

Enrolments can be arranged by contacting the office or by emailing [emp@maroochyshs.eq.edu.au](mailto:emp@maroochyshs.eq.edu.au)

All students under the age of 18 must be enrolled by a parent or legal guardian. An appointment needs to be made beforehand. These enrolments are carried out by members of the Executive Leadership team.

Parents should bring a copy of a birth certificate, recent report cards and, where applicable, a transfer note to the enrolment interview. The enrolment interview also involves signing off on an Enrolment Agreement. The Enrolment Agreement includes acceptance of the policies and procedures of Maroochydore State High School and specific reference is made to the following; information about each is contained in this Prospectus:

- Responsible Behaviour Plan for Students
- Student Dress Code
- Homework Policy
- Student Resource Scheme and User Pays Subject Fees
- Student usage of internet, intranet and extranet
- Absences
- School Excursions
- Complaints management
- Parent Notice re Chaplaincy Services
- Consent to use Copyright Material, Image, Recording or Name
- Appropriate Use of Mobile Telephones and other Electronic Equipment by Students
- Transfer of student

Parents who would like their sons/daughters to repeat a year must arrange an interview with the Principal. For Year 12 students who wish to repeat, re-enrolment is not automatic. Applicants who wish to repeat must meet re-enrolment criteria to the satisfaction of the Principal and must apply in writing by the last Friday of the school year.

Mature age students (over 18) and post compulsory aged students who have left school for a period of time will only be considered for enrolment **in the first week of the school year.**

## TRANSFER OF STUDENT

Upon a student leaving Maroochydore State High School and transferring to another school, a parent needs to give at least two days notice to the school and complete and sign a clearance form obtained from the Office. A parent needs to return all school resources, finalise outstanding SRS, User Pays Subject fees and uniform monies; a transfer note will be then issued and a refund of fees and charges arranged where applicable. Parents should also be aware that where a student is transferring to Maroochydore State High School from a Queensland school (state or non-state) a transfer note will be required.

## STUDENT RESOURCE SCHEME (SRS)

Clarifying free public education – According to Section 50 of the Education Act: **State education to be free** “The cost of providing instruction, administration and facilities for the education of the person at the school must be met by the State”

Parents remain responsible for providing stationery, texts/resources, excursions, entry fees, consumables etc. However, schools across Queensland operate textbook and resource hire schemes as a service to parents and students, providing economical access to textbooks and resources.

Parents wishing to take advantage of the services provided by the **Student Resource Scheme (SRS)** at Maroochydore High School pay an annual joining fee and sign an **Student Resource Scheme Participation Agreement Form**, agreeing to the conditions therein.

The following is an excerpt from the responsibilities section in the Education Queensland Policy and Procedures Register on a Student Resource Scheme updated in July 2012:-

“Parents make a decision on participation in the student resource scheme, and indicate the decision by completing the Participation Agreement Form and return the form to the school where a decision is made to join the scheme, pay the participation fee in accordance with the selected payment option on the Participation Agreement Form where a decision is made to join the scheme, comply with the terms and conditions (<http://ppr.det.qld.gov.au/corp/finance/services/Procedure%20Attachments/Student%20Resource%20Scheme/form.pdf>) for the operation of the scheme as agreed to on the Participation Agreement Form where a decision is made not to participate in the scheme, provide the student with the items otherwise provided to the student by the scheme as detailed on the Year Level Requirements List and/or Subject Requirements List, to enable the student to engage with the curriculum in circumstances of financial hardship, contact the principal or designated officer to discuss how the financial obligations can be met throughout the school year, or to negotiate alternative arrangements that may be available to accommodate individual circumstances, including waiving of the fee entirely or in part by the principal.”

We ask parents who do not intend joining the Scheme to please advise the School as soon as possible, using the *Student Resource Scheme Participation Agreement Form*. These parents will need to self-purchase all texts and resources.

Textbooks and other resources will be provided through the SRS to students with a “diary sticker” which students receive on joining the Scheme. Students use the “diary sticker” to be issued texts and resources by the Resource Room and their class teachers.

If you are making a part payment only, a Payment by Instalments Agreement form will need to be completed and approved by the Cashier, Resource Centre Operator, Business Services Manager or Principal. Books, and other resources provided, will not be issued until these forms have been received.

All books and resources should be returned by Wednesday of the last week of the student’s year. Reminder letters are issued to students via form teachers ahead of time listing books to be returned.

No books and resources will be issued until all outstanding resources from the previous year are returned or replacement cost paid. Charges apply for lost or damaged Texts and Resources.

Should a student leave School during the year (and the student was a member of the SRS) the books and resources are to be returned to the School in good condition.

## USER PAYS SUBJECT FEES (UPSF)

User Pays Subject Fees are charged on certain subjects in addition to the fees under the Student Resource Scheme. The money raised through these fees is used to directly pay for excursion costs, courses delivered by outside providers or to purchase items for the student’s consumption (i.e. the student receives the goods and uses them up. Home Economics ingredients and Manual Arts materials are two examples. Please see the Subject Resources List for your student’s year level for a complete list.

In circumstances of financial hardship, contact the Resource Room Operator, Business Services Manager or Principal to discuss how your financial obligations can be met throughout the school year, or to negotiate alternative arrangements that may be available to accommodate individual circumstances, including payment by instalments and waiving of the fee entirely or in part by the principal. Parents bear the responsibility to provide evidence of genuine hardship.

Optional extra curricula activities may occur from time to time. These may have a user pays charge.

## PAYMENTS

Our preferred method of payment of invoices/statements is BPay. We also accept credit card payments by telephone or cashier, debit card or cash payments through the cashier, Internet banking (referencing student EQID and name) and Centrepay. The cashier is open from 8am – 12 noon school days.

Genuine financial hardship cases can seek to pay a deposit and the balance through an instalment agreement by contacting the Resource Room Operator, Business Services Manager or the Principal through the office.

Receipts are issued for all internet, telephone and in-person payments made to the school. Receipts from internet and phone/agreement credit payments are distributed to students via their form teacher. Please keep all receipts, as they may be required to be shown as proof of payment. Failure to produce a receipt when querying an account may result in the school not acknowledging that payment has been made. Preferred method of payment of accounts is by Bpay.

## REFUNDS

SRS refunds, where approved, are made as a pro-rata refund based on a 40 week school year.

The school budget cannot meet shortfalls in funding for excursions, camps, additional courses nor consumables for subjects. If a parent wishes to apply for a refund due to their student's non-participation they may do so by completing a Request for Refund form available from the school office. UPSF refunds may be approved in full, part or not at all, having regard to the associated expenses incurred by the school.

Where possible any refund request should include the receipts relating to the payments for which a refund is sought.

Where the student is continuing at the school it is preferred the refund be made as a credit on the student's account at the school and used for any unpaid or future charge.

## LAPTOP PROGRAM

Students from Year 9 to 12 at Maroochydore State High School have access to a 1:1 Laptop Program. Under this program, there is a take-home laptop option for students. While the laptop computers and tablet computers are fully funded, there are additional costs involved in the provision of the take-home program.

To participate in the laptop take-home program, parents will need to join the Student Resource Scheme and make an annual contribution for the use of a laptop. This will cover additional costs incurred by Maroochydore State High School in providing and supporting the program.

For an annual contribution, students have access to; a high end laptop or tablet computer 24 hours a day, up to 365 days a year from Year 9 through to Year 12; a "hot swap" program that provides an immediate replacement in the event of a break down; additional software applications; and the convenience of 3G as well as wireless connectivity when not at school. More details are in the Student Laptop Charter which outlines all of the standard terms and conditions that apply to this scheme in Queensland state schools, including costs associated with accidental damage, malicious damage and theft with a low excess.

Alternately families may choose to utilise the Bring Your Own Device (BYOD) option of the program. This option enables students to use their privately owned devices at school provided the minimum specifications and acceptable use agreements are met.

## PRIVACY STATEMENT

### Enrolment

The Department of Education, Training and Employment is collecting the information on the enrolment form for the purpose of school enrolment and student management. Personal information collected by the Department is protected by the Queensland Government's *Information Privacy Act 2009*. However, in accordance with Information Sharing Protocols and Memoranda of Understanding, some of this information may be passed on to government agencies.

Some of these state government agencies include Queensland Health, Queensland Transport, Queensland Police Service and Department of Communities. The Commonwealth Government, through Centrelink, may require information for matching purposes in relation to the payment of study assistance benefits to some students. Personal information on the enrolment form can be disclosed to other third parties without the individual's consent where authorised or required by law.

### Attendance/Achievement/Behaviour

While students are enrolled in and attend state schools, school staff will collect personal information about their academic performance, attendance and behaviour for the purpose of monitoring their educational progress and providing educational programs to suit the needs of the student. Year 11 and 12 student details and academic profiles will be passed on to the Queensland Studies Authority for the purpose of processing Queensland Certificates of Education and Tertiary Entrance Statements. Year 9 student names are passed on to the Queensland Studies Authority for the purpose of testing and issuing individual reports in relation to the assessment of numeracy and literacy skills of students. This personal information can be disclosed to other third parties without the individual's consent where authorised or required by law.

### Wellbeing, Protection and Safety

During a student's attendance, the Department of Education and Training may also collect personal information that relates to the wellbeing, protection and safety of the student. This personal information may be passed on to agencies such as Queensland Health, Queensland Police Service and Department of Communities in accordance with Education Queensland's Student Protection Policy and other policies relating to student behaviour. This personal information can be disclosed to other third parties without the individual's consent where authorised or required by law.

### Children and Young People in the Care of the State – Data-Matching

The Department of Education and Training and Department of Communities conduct a data-matching program to improve school achievement outcomes for children and young people in care. The data-matching program involves a comparison, through a unique identifier, of certain personal information of children and young people in care and those children of similar age in the general school student population, including those who have specific needs. This personal information may include: achievement levels; retention rates; age; school year levels; school disciplinary absences; and student movement between schools. You may obtain further information about the Queensland Government's privacy regime contained in the *Information Privacy Act 2009*. <http://deta.qld.gov.au/right-to-information/index.html>

If you have any questions about privacy or access to information, you may contact Education Queensland's Privacy Contact Officer on 3237 0546.

### What is Education Queensland's role?

Education Queensland, which is the schooling section of the Department of Education, Training and Employment, operates the state education system through a network of more than 1300 sites and administers grants and funding on behalf of the Government to the non-state school sector and universities. The department also provides advisory, monitoring and regulatory functions and strategic support to these areas.

Why does your privacy need protecting?

Every day, a vast amount of personal information is given to State Government departments and agencies. The Queensland Government respects your privacy and has established rules to ensure that your personal information is protected.

The Government's *Information Privacy Act 2009* stipulates that personal information be collected, stored, used and disclosed under very strict guidelines to prevent it from being misused or passed on without your permission. Education Queensland is committed to protecting your privacy.

### **The Information Privacy Act**

Department of Education and Training staff who deal with personal information must comply with the *Information Privacy Act 2009*. The *Information Privacy Act 2009* is Queensland's first dedicated privacy law. All school-based employees are required to be vigilant in the way people's personal information is collected, stored, accessed, amended, used and disclosed.

What is personal information?

Essentially, personal information is any information that would allow an individual to be identified such as names, addresses, private telephone numbers, financial/banking details, date and place of birth, age, signature and initials, educational standards/qualifications, details of religion, nature of relationship or marital status, medical information, nature of injuries, details of medical treatment and physical characteristics (e.g. eye colour).

### **How does the privacy policy work?**

In all your dealings with Education Queensland, staff will make sure that your privacy is protected. Any personal information collected must be:

- directly related to, or necessary for, a lawful purpose or function of the agency;
- relevant, up-to-date and complete;
- collected fairly and lawfully; and
- stored safely and securely.

Generally, your personal information must be used only for the purpose for which it was collected or a directly related purpose, unless you have otherwise given permission.

The privacy principles do not apply to personal information contained in documents concerning covert police activity, witness protection, disciplinary actions and misconduct, whistleblowers and Cabinet and Executive Council matters. This is because the law overrides privacy principles in particular cases.

### **Under what other circumstances can Education Queensland disclose your personal information?**

If you consent, or if disclosure is: permitted by law; essential for law enforcement; or believed to be necessary to prevent or lessen an imminent threat to health or life.

Education Queensland may disclose limited information (for example, name, contact details, attendance, achievement etc) about you to other parties for the purpose of issuing achievement awards, processing certificates, statements or reports in relation to assessments.

Listed below are agencies Education Queensland may give relevant personal information to where needed or authorised under law. The guidelines for release of personal information are strict. Personal information may be disclosed to:

Queensland Health or its nominated Health Providers, Queensland Transport, Queensland Police Service, Aboriginal and Torres Strait Islander Policy, Department of Employment and Training, Department of Communities, Disability Services Queensland, Department of Housing, Department of Justice and Attorney-General, Sport and Recreation Queensland, Centrelink and research organisations under contract to Education Queensland.

### **Data-matching**

Education Queensland passes some personal information collected on to Centrelink for data matching purposes in relation to entitlements to Centrelink-administered payments; for example, study assistance benefits. The Data-matching Program (Assistance and Tax) Act 1990 and the Social Security Administration Act 1999 authorises Centrelink to compare the personal information they hold to ensure that payments are being paid correctly. Education Queensland and the Department of Families conduct a data-matching program to improve school achievement outcomes for children and young people in care.

The data-matching program involves a comparison of certain personal information of children and young people in care and those children of similar age in the general school student population, including those who have specific needs. Personal information may include achievement levels, retention rates, age, school year levels, school disciplinary absences and student movement between schools.

### **Can you have access to personal information held by the Government?**

Yes. You can apply under the Right to Information Act 2009 to access, or to correct personal information held by State Government departments and agencies. This can be done by visiting <http://deta.qld.gov.au/right-to-information/index.html>

### **Worried about privacy?**

If you have a question about privacy, confidentiality or access to information, contact Education Queensland's Privacy Contact Officer.

If you believe that Education Queensland has breached your privacy or confidentiality, you can make a complaint to the department's Privacy Contact Officer. Your complaint will be taken seriously and investigated thoroughly.



**How do I find out more?**

For further information contact Education Queensland's Privacy Contact Officer on (07) 3237 0546 or email [InformationPrivacy@deta.qld.gov.au](mailto:InformationPrivacy@deta.qld.gov.au).

## COURSES AND SUBJECTS

### JUNIOR SECONDARY SCHOOL

For full information about subject offerings, see the **Junior Secondary School Curriculum Handbook**

### SENIOR SCHOOL

For full information about subject offerings in Year 10, see the **Senior School Curriculum Year 10 Handbook**

For full information about subject offerings in Year 11 and 12 in 2015, see the **Senior School Curriculum Year 11 and 12 Handbook**

### GENERAL

The school supports industry placement/work experience for all students. Over 50 students are also undertaking School Based Traineeships. Strong Special Education, and Learning Support and Indigenous support programmes are in place, producing successful outcomes.

In Year 11 and 12 three sporting excellence programs are offered – Cricket, Rugby League and Surfing. Biotechnology and Marine sporting are particular features of the senior Science curriculum. Japanese is offered from Year 8 to 12. The school has a Cricket Academy, a Centre for Creative Industries and the Coastal Cookery Trade Training Centre.

Computers and digital technology play an integral part in student learning. Maroochydore High has over 900 computers (all linked to the Internet) dedicated to student learning and every class room has a data projector or plasma display screen. A take-home laptop program operates in Year 9, 10 and 11.

The use of computers and digital technology is integrated throughout the curriculum, with computer use written into every subject in every year level.

## EXTRA-CURRICULAR ACTIVITIES

### SPORT

Students are divided into four House Groups: **Hinkler, Lavarack, Kingsford-Smith, Palmer**. These Houses elect leaders each year. There are Senior and Junior House Leaders. These leaders are active in the Athletics and Swimming Carnivals, lunchtime inter-class activities and cross-country.

**NOTE:** All Year 8 & 9 students are expected to participate in the Swimming Carnivals. (Yr 10-12 students may nominate). All students are expected to participate in Cross Country and Athletics. Different House novelty days and interhouse competitions will also occur throughout the year in various sports.

Visits by our sporting teams to other schools will be arranged each year - (**Through our interschool sporting program**).

Each student in Years 8, 9 and 10 pays a P&C approved Sport/REAP bus fee. Also, either a per term charge for Interschool Sport or the costs required for individual REAP (Recreational) activities.

Year 8 and 9 students participate in REAP/Sport on Wednesday afternoon, and Year 10 students will participate in REAP/Sport on Tuesday afternoon.

### CULTURE

Participation in public speaking and debating, Art, Optiminds and other academic competitions is encouraged. Teachers have volunteered to coach individuals and teams.

Visits by the Arts Council and other groups sanctioned by Education Queensland, are actively sought. These costs are included in some subject fees.

Students have the opportunity to participate in a biennial school Musical production, Arts Festival and Visiting Artist program, as well as various functions connected with School arts subjects.

The Music Department includes a Choir, Concert Band and Stage Band. The Concert Band and Stage Band consist of members of the Instrumental Music Program. These students receive free tuition during school time from Education Queensland Instrumental Music Instructor. A number of school instruments are issued to students. Other students purchase their own. The program develops the good skills established in the district primary schools under the same program.

## **SOCIAL INTERACTION**

Our Student Council organises a number of socials/discos per year. These socials usually commence at 7.00pm. Students must be in attendance by 7.30pm and the night concludes at 9.30pm.

**Entry is strictly by School Photo ID Card only.** Students are not allowed to leave the Hall during the evening. Supervision is provided by teachers. Parents are asked to deliver students directly to the Hall and collect them from the Hall.

## **PARENT NOTICE RE CHAPLAINCY SERVICES**

### **PARENT NOTICE FOR: CHAPLAINCY SERVICE**

Chaplaincy Services provide spiritual, ethical, and personal support to school communities. SU Qld Chaplains provide positive adult role models for students. Chaplains are present in schools at the invitation of the Principal, in consultation with the local community, and with the support of the P&C Association.

#### **What does a School Chaplain do?**

A School Chaplain is a safe person for young people to connect with at school and provides a listening ear, caring presence, and a message of hope. Chaplains run positive, fun activities for students and assist in fostering supportive, caring school communities.

Working with other members of the school's support team, the Chaplain cares for students struggling with issues such as difficult relationships with other children or family members, poor self-esteem, family breakdown, and depression.

The partnership between the school and the Chaplaincy Service, supported by local churches, businesses and community organisations, provides a network of local support and assistance. These positive relationships help young people to face difficult issues, and provide hope, connection, meaning, and purpose. The Chaplaincy Service is available to everyone in the school community regardless of their religious beliefs.

#### **CHAPLAINCY PROFILE: Adam Rose**

Adam Rose is the Chaplain at Maroochydore State High School. He has worked predominately within two fields that complement the role of Chaplaincy, being recreation and social/ community work. This experience is supported by qualifications, such as a Diploma in Sports Coaching, Bachelor of Social Work (honours 1st class), and he is currently completing his Masters in International and Community Development through Deakin University. Over the last couple of years Adam has been facilitating youth focused community development projects in Cambodia and Zambia.

#### **Will my child be involved?**

Involvement with the Chaplain is entirely voluntary and students choose whether or not they want to be a part of the activities that are offered. Parents will be consulted if their child wishes to be involved in ongoing one-to-one meetings with the Chaplain or in any programme or group involving spiritual or ethical content. Parents have the right to refuse permission for their child to be involved in any Chaplaincy activity or event. Furthermore, there is no religious education as a part of High School Chaplaincy.

The Chaplain is a member of the Student Services Team that provides student welfare support to all students. He supports a number of school community programs that do not include any spiritual or religious content.

These include:

- **Breakfast Program:** Two mornings each week, volunteers from the local Youth organisations Elevate and Nova fund and serve the students with breakfast. This is a fun activity where positive relationships are built and encouraged.
- **Busking Club:** The busking club aims to provide opportunities for students to learn an instrument or to perform in school based and public settings with the aim of raising money for community work.
- **LEOs:** The LEOs is the Lions Youth and the aim is to mobilise the skills, talents and interest of students to serve in their community.
- **Fusion:** Fusion is a local youth organisation that aims to engage students in fun and safe lunch time activities.
- **Mighty Minions:** The Mighty Minions is a charitable up-cycling group, which makes a range of craft items that can be given away or sold.
- **Sport :** The Chaplain assists the Tuesday and Wednesday sporting options. He also is involved in the training and coaching of the school basketball teams.

- **Leadership development for students:** Assist the staff in developing and delivering programs to students, also contacting outside networks to deliver such programs.
- **Alternative Programs:** The Chaplain is involved in a range of alternative programs designed to assist students to engage better with schooling. These include “Rock and Water”, a boys self-awareness program, delivered using martial arts principles of self-control, self-respect and discipline and programs that encourage healthy relationships and healthy choices.

## PASTORAL CARE

Pastoral Care endeavours to develop certain skills and abilities in young people.

These include: -

- (a) decision making, questioning, participating and reflecting, to ensure informed life choices;
- (b) the ability to determine modes of behaviour in different social/cultural settings;
- (c) the ability to adopt roles compatible with their values; and
- (d) the ability to look ahead and plan for their future.

These skills will be developed through: - Topics such as:-

- Health Issues
- Career Planning
- Study/ Assessment Skills
- Community Spirit
- Understanding School Policies and Consequences
- Communication
- Self Concept
- Bullying and Cyber Bullying

The aim is to assist the overall development of the individual - physical, emotional, social and intellectual. It provides an opportunity for young people to have access to, and acknowledge the need for, accurate and current information about issues that affect them and their interaction with others.

Students in Years 8-12 engage in pastoral care activities on a regular basis via their weekly form sessions and within subjects studied. The pastoral care program has been written to allow students to develop skills relevant at different stages through their secondary school years. Subject teachers, HOYs and Form Teachers deliver the pastoral care program with specialised input from our student services personnel and other guest presenters.

## ASSESSMENT

It is intended that every student (except under exceptional circumstances) will complete every assessment item to a satisfactory level of effort within the term that the piece is due!

An “Assessment item” is defined as a task undertaken by a student over a specified period of time, which contributes to the student’s overall assessment profile for a particular subject. These items may be in the form of a Test/Examination or an Assignment.

An assignment may include:

- |                           |  |
|---------------------------|--|
| • Major research projects | • Extended writing tasks                 |
| • Folios of work          | • Reports                                |
| • Works of art            | • Models                                 |
| • Field Trips             | • Individual or Group Oral Presentations |
| • Practical performances  |  |

### Specific Requirements: Assignments

Assignments are included as an integral part of both learning and assessment programs in most subjects. These assignments are compulsory. **ALL assignments at this school must be the student’s own work** and proved to be so, through the drafting process in every subject. Any assignment/ assessment that is found to contain plagiarism and/or is copied or written by someone else may receive a Loss of Credit.

All assignments in years 8 -10 will have 3 important checkpoints that are clearly identifiable on the task’s cover page. An interim checkpoint, a draft due date and the final due date. If a student does not meet their

commitment at any of these important junctures, the classroom teacher will phone parents to inform them of the outstanding work and consequences to be applied.

Assignments must be completed and presented by the due date/time unless an extension has been granted where exceptional circumstances exist. The Head of Department and Deputy Principal will sign off on a "Request for Assignment Extension Form" to grant an extension. A minimum of 2 days notice is required.

Absence on the due date requires the following:

- The work must be delivered to the school; emailed directly to the teacher; or posted in manner that clearly shows posting on the same day as the due date.
- Contact should be made with the school if the work cannot be presented.
- Students in Years 11 & 12 must produce a medical certificate to support their absence on that day.
- Absence due to bereavement or other special circumstances on the due date must be supported by written/verbal parental communication if it is not possible to send the assignment to school with a friend or relative.

If a student has had an extended absence prior to the due date, or a bereavement/family upset he or she may request an extension of the due date. All such requests are made to the HOD and to the Deputy Principal. If such a request is granted then the above conditions apply to the revised due date. The required proforma should be used (available from the office).

Any application for an extension of the due date must be made in advance **at least two days before the due date**. Only in extreme circumstances verified by parents (e.g. unexpected illness) can an extension be requested on the due date. A parent letter **MUST** be received by the Head of Department. Absence due to illness on the due date must be supported by a medical certificate for Years 11 and 12. Reasons which indicate a lack of effort, or commitment by the student, are not acceptable reasons for making a request to extend the due date.

**Staff** wishing to apply for a whole class extension to an assignment must seek prior advice from the Faculty Head of Department one week in advance of the due date. Where a whole class extension is granted, all students need to be informed of the change in due date at least one week before the due date so that they can manage their study tasks and commitments accordingly.

**N.B. in all cases a "Request for Assignment Extension" must be completed before an extension can be granted** (Forms available from the office). Assignments which satisfy the above criteria, and for which an extension has been endorsed by the HOD (and Deputy Principal), will be assessed and credited towards the student's interim or exit level of achievement. Students will have *fulfilled course requirements* only when assignments and other required tasks are completed. All students/parents and caregivers should be familiar with the school's Good Standing Policy.

Late assignments which do not satisfy the above criteria will be:

- commented on;
- not given credit unless approval is given by the Faculty HOD and Deputy Principal; and
- awarded a grade **based on** the assignment "draft" level of achievement, if draft work has been completed.

Failure to submit an assignment or sit a test in Years 8, 9 or 10 will result in

- No grade being awarded unless there is evidence of work in class or a draft upon which an assessment can be made.
- Consequences for lack of progress/effort will be applied by the classroom teacher, in consultation with the Faculty HOD, after any checkpoint (interim/draft/final) which may include lunchtime and/or afterschool detentions.
- After the final due date, on return to school students will be required to either hand in their completed work or be immediately withdrawn from the regular class to complete a 'satisfactory' assignment. The classroom teacher will action this process in consultation with the Faculty HOD. [*A satisfactory assignment is one in which the student has properly attempted every possible section of the assignment. This will be judged on the effort made to complete the work and not the quality of the work.*]

Failure to submit an assignment in Years 11 or 12 will result in

- The student being graded on the work submitted in the draft – (teacher and HOD make a judgement about criteria and standards achieved). The work will not receive any further comments.
- If no draft is submitted the student will be graded on the work that the teacher had monitored during in class time - (teacher and HOD make a judgement about criteria and standards achieved). The work will not be commented on.
- A possible loss of credit for the semester/subject. (Decisions about potential loss of credit are made in consultation between the Head of Department and relevant Deputy Principal).

- The student being required to submit a completed assignment which attracts comments, but not a "Level of Achievement", in order to progress to the next semester in that subject.
- The appropriate action being taken under the Good Standing Policy via the Faculty HOD.

### **Specific Requirements: Tests/Examinations**

Tests/Examinations are included as an integral part of both learning and assessment programs in most subjects and as such are compulsory.

Students must attend on days when Tests/Examinations are scheduled.

Students who miss exams during block exam times **may** be able to sit for those exams **provided** this is done in the exam catch up session(s), and provided they have brought a note (Years 8, 9 and 10) / medical certificate (Years 11 and 12) explaining their absence during exam time. Other circumstances must be approved by the relevant HOD (and Deputy Principal). Students who miss exams during their normal class lessons should complete those exams as instructed by their teacher / HOD. Early examinations will only be permitted in consultation with the Faculty HOD and/or relevant Deputy Principal.

Students who miss exams without a medical certificate or special consideration/exemption will usually be awarded a no result (N) and a Loss of Credit for Semester/Subject in Year 11 and 12. (This decision will be made by the Faculty HOD and Head of School – Junior or Senior).

## **REPORTS**

Detailed progress reports will be issued to Year 8 to 12 students at the ends of Terms 1, 2 and 3. Years 8 to 11 students will have Term 4 reports posted. Parents should ensure that reports are carefully perused, signed where applicable and returned for sighting.

**Queensland Certificates of Education** are issued by the Queensland Studies Authority, Brisbane, to eligible students at the end of Year 12.

**Exit Statements** are issued by the school if a student leaves school before the end of the year.

**Statements of Attainment** are issued to all students studying Vocational Certificate subjects.

## **FLEXIBLE LEARNING OPTIONS**

Year 11 and 12 students attend school four days per week from 7.25am to 2.35pm. Years 8, 9 and 10 students attend school five days per week from 8.35am to 2.35pm. Year 11 and 12 do no less schooling; they simply do an extra 70 minutes each day for four days a week.

This frees up a day for flexible learning options. It provides a day for school based traineeships, Headstart and dual accreditation study at the University of the Sunshine Coast, home study and assignment time for academic students and for tutorials and extension workshops at school.

The flexible learning days are **Wednesday** and **Thursday**.

From time to time, activities are organised for students on their flexible learning day. There may be workshops, tutorials or extension activities. These will be arranged by relevant teachers.

Students may also make arrangements to come into the school to work on assignments etc. This must be arranged with a teacher beforehand. All students working at the school on their flexible learning day, must be in proper school uniform and sign in and out at the main office.

Students in Year 11 and Year 12 may also have a flexi study lesson where they are permitted to go home, depending on their timetable. Should this be the case the terms and conditions will be outlined in a letter provided to parents and a permission slip will need to be signed and returned to the school.

## UNIFORMS

With reference to Sections 360 – 363 of the *Education (General Provisions) Act 2006*, the Parents' and Citizens' Association of Maroochydore State High School has resolved that it supports the Principal in the development of a student dress code policy that all students attending Maroochydore State High School must comply with.

The Parents' and Citizens' Association believes that a school dress code policy at Maroochydore State High school promotes the objectives of the *Education (General Provisions) Act 2006*, and in particular that it:

- Promotes a safe environment for learning by enabling ready identification of students and non-students of the school;
- Promotes an effective teaching and learning environment by eliminating the distraction of competition in dress and fashion at the school;
- Promotes a supportive environment at the school by fostering a sense of belonging;
- Encourages tidiness, loyalty, teamwork and pride in the school and students' own appearances.
- Fosters mutual respect among individuals at the school by minimising visible evidence of economic, class or social differences.
- Helps to ensure that students are wearing clothing that is practical and safe in all learning situations, especially Science, Home Economics and Manual Arts.

The determination about school student dress code policy also includes standards regarding shoes, jewellery, hairstyles and make up. For any occasion, extremes in dress and appearance that will cause undue comment or distraction are not allowed.

Students attending Maroochydore State High School are required to wear the correct school uniform without alterations or additions while at school, including excursions and sport and while going to and from school.

The school strictly adheres to the uniform policy. The following outlines how the uniform is to be worn across different year levels and in different situations.

### DRESS CODE/UNIFORM REQUIREMENTS (Ratified by the Parents' and Citizens' Association)

#### Girls Uniform:

Skirt	Charcoal pleated skirt with School emblem visible at hemline. To reach the knee. Skirt not to be rolled at waist or re-hemmed.
Shorts	Charcoal hipster knee-length dress short with School logo at hemline.
Blouse	Striped over-blouse with piping and embroidered school emblem. Must have sufficient overlap of skirt to conceal midriff when arm is raised.
Junior Secondary School Polo Shirt	White polo shirt with green/gold panels across shoulders and under sleeves.
Senior School Polo Shirt	White polo shirt with green/gold panels under sleeves.
Jumper	Black zippered jacket trimmed with green and gold and school emblem or black pullover with school emblem.
Shoes	Black leather upper with black soles and laces (refer below).
Socks	White ankle socks.
Tights	Black opaque or flesh coloured (not footless).
Tie	Available from Uniform Shop.
Hat (Bucket)	Available from Uniform Shop.

#### Boys Uniform

Shorts	Charcoal knee-length walk short with school emblem at hem. May be worn with plain black belt - No large buckles
Formal Shirt	Striped over-shirt with MSHS embroidered logo.
Long Trousers	Charcoal as available from the Uniform Shop. May be worn with plain black belt - No large buckles.
Junior Secondary School Polo Shirt	White polo shirt with green/gold panels across shoulders and under sleeves.
Senior School Polo Shirt	White polo shirt with green/gold panels under sleeves.
Jumper	Black zippered jacket trimmed with green and gold and school emblem or black pullover with school emblem.
Shoes	Black leather upper with black soles and laces (refer below).
Socks	White ankle socks.
Tie	School tie available from Uniform Shop.
Hat (Bucket)	Available from Uniform Shop.

**FORMAL UNIFORM**

The Formal Uniform can be worn on any day of the week.

Monday is our school 'Formal Day' due to the fact that this is when every year level holds a parade. On this day ALL students MUST wear their formal uniform. If a student has a Physical Education lesson on the Monday then they are to bring a sports shirt to change into for that lesson only.

The Formal Uniform must be worn on all excursions unless the Principal has given an exception to the particular activity through the Faculty Head of Department.

On occasions such as Awards Night and other activities whereby students are representing the school the formal uniform will be worn unless otherwise instructed by the school Principal.

Only school jumpers are allowed during the colder months.

**PLEASE NOTE:**

It is an expectation that shorts will be worn correctly placed – i.e. no underwear is to be seen at any time. If this is the case, the purchasing of a more correctly fitting skirt or shorts will be required. It is also expected that blouses/skirts be worn correctly –i.e. no midriff to be seen. Cargo pants (i.e. pants with outside pockets) are not acceptable. Polo Shirt sleeves must not be rolled up. T-Shirts are not to be worn under school uniform pieces.

**Socks:**

Short plain ankle length white socks/white sports socks (no football socks). No coloured socks

**Shoes:**

Plain black leather joggers or black leather shoes with black soles and black laces.

The wearing of high-tops is not acceptable – e.g. Doc Martens. "Surf shoes" or "skate shoes" do not meet uniform requirements. If a student has a medically diagnosed foot injury, a medical certificate can be produced to seek exemption. However, it is advisable to still wear protective covered shoes, as feet can easily (accidentally) be trodden on in a school environment. At no time are scuffs/thongs acceptable.

Note: Departmental safety standards stress that closed-in leather uppers must be worn in laboratory and workshop situations at all times.

**Caps, Hats and Headbands:**

It is mandatory that all students in Junior Secondary wear the school bucket hat when outdoors to protect from the sun, while all Senior Secondary students are encouraged to wear this hat when in the sun. Fashion beanies / bandanas are not part of our uniform. Headbands for girls must be gold or green or black and not excessive in width.

Sunscreens (available free in several locations at school) should also be worn when students are in the sun for an extended period.

**Appearance:**

Extremes of hair style (i.e. bald, mohawk, extensions) are NOT PERMITTED. Hair must not be brightly coloured or dyed in an unnatural colour. If boys choose to wear a beard, it must be kept short and neatly groomed. Tattoos are not acceptable. Whilst we know it is difficult to determine how much make-up is too much, we ask that girls be limited to light foundation, mascara and cheek colour. Coloured lipsticks, coloured fingernails and eyeliners are not permitted.

**Long Pants:**

No tracksuit pants to be worn at any time

**Tights: (Junior and Senior Girls)**

Black opaque or flesh coloured (not footless). No leggings are acceptable.

**Jewellery:**

The wearing of jewellery is done so under strict guidelines. Standard items – Watch, signet ring, [religious flat ring] necklace of religious/cultural significance on long chain to be worn inside shirt so it is safe and cannot be seen. Earrings: One (1) pair sleepers OR small studs is allowable for male and female, one sleeper or stud on each ear. These are to be worn at student's own risk.

Under Workplace Health and Safety Guidelines all other visible body piercing is not permitted as they have proven to be unhygienic and dangerous in some instances (i.e. pierced body jewellery on the face is NOT permitted – no studs, rings or bars are to be worn on the eyes, ears, nose, tongue or lip area). Ear lobes with wide open holes are not safe/acceptable in the school environment

NOTE: Students should remember that expensive jewellery worn to school is their responsibility

### **WEARING OF SUNGLASSES AT SCHOOL**

While students are encouraged to wear sunglasses when they are out in the sun, students are not permitted to wear sunglasses in classrooms. When in class, sunglasses are to be kept in the student's pocket or in a case on the student's desk. If students cannot follow these requirements, they will not be permitted to bring sunglasses to school.

No responsibility will be accepted for damage to or loss of sunglasses at school.

Note also that the School Prospectus states that "No expensive items of any nature should be brought to school". This applies to sunglasses as well.

### **STUDENTS NOT IN UNIFORM**

Parents/guardians are required to provide a note of explanation if a student is not dressed in approved school uniform.

Students' uniform is checked daily by the Period 1 classroom teacher. Any student wearing incorrect clothing or shoes are immediately sent to the front office with a uniform 'chit'. The student is given freshly washed clothing to change into. Shoes have been sprayed with antiseptic spray (like at the 10 pin bowling centres), at no charge. Student's clothing is put into a plastic bag and stored in a safe room in the Administration building. Note: Students are not given the option of putting their incorrect clothing into their school bag.

At 2.30pm, an announcement is made over the intercom system. This tells students to leave their class and collect their clothing from the office.

### **UNIFORM SHOP**

The uniform shop is located beside the canteen. It has an extensive range of the new uniforms. All items are readily available and reasonably priced. School uniforms are very economical and durable giving families' excellent value for money when the cost per wear is calculated over several years. Assistance can be provided if necessary due to financial pressures.

### **FREE DRESS DAYS**

The Principal may permit the Student Council to hold a maximum of one free dress day per term. Students who choose to come out of uniform are required to wear proper shoes that meet our Workplace Health and safety requirements. Thongs, sandals, scuffs etc are not permitted. Clothing must be modest (e.g. midriff tops are not acceptable, see through clothing) and not have offensive messages or images displayed. Students who do not meet these basic requirements will be required to change/sent home. Students who take up the privilege of the free dress day are required to make a gold coin donation to the Student Council in aid of the designated charity being supported that day.

## **ABSENTEES**

In an effort to minimise the number of unexplained/unauthorised absences, we have provided an Absentee Hotline 24-hour answering service (5409 7360) for parents to phone in on. Parents may also phone the office during office hours on 5409 7333 if they prefer to speak with someone in the office.

When phoning the Hotline, please clearly state the student's name, form class, date of and reason for absence. Should you require work to be sent home for your absent student (for long term absences only), please request this when leaving your details? We will telephone you when the work is ready to be collected - probably within 24-48 hours of your request.

The school will send an SMS text message to your mobile phone if your student is absent during their first lesson of the day, without your having communicated the reason for the absence. If you receive such a SMS text message, please text back the reason for the absence. [[Parents must advise the office if you wish to opt out of this messaging service.](#)]

If you have been unable to SMS text back with the reason or to give prior notice and/or confirm the absence through the day with our Absentee Officer, a note must be presented at the office when your student returns to school.

Unauthorised absences are noted for your reference on School Reports.



## LATE ARRIVALS

Year 11 and 12 students who arrive after 7.25am (Early Start Lesson) and Year 8, 9 and 10 students who arrive after the bell to start Lesson One (8:35am) are to report to the office. Students are expected to present a **signed** note from their parent to explain their lateness. This may affect *CENTRELINK* payments and eligibility for accreditation in certain courses, as well as the Good Standing Policy in Year 11 and 12 subjects.

## LEAVING THE SCHOOL GROUNDS

Leaving the school grounds before school, during morning recess or lunch is **not** permitted. All students leaving the grounds for any other reason **must** present a note to the office, either before school or at Morning Tea. It is expected that the note will give the reason for the early departure and will be signed by one of the Administration team before being processed.

Please Note: Students being collected from school during the day due to illness, appointments, etc., are to be met by their parent at the office where they will be "signed out".

If a parent is not available, we may need to phone someone on your emergency contact list. For safety reasons, if the person collecting your student through the office is not known to us, we may request they produce identification such as a Driver's Licence, or similar.

## STUDENT PARKING

Students wishing to park in the school grounds are required to complete an application for approval (available from the office) agreeing to the conditions therein and have it authorised prior to commencing to park. The school reserves the right to withdraw student parking approval.

## STUDENT USAGE OF INTERNET, INTRANET AND EXTRANET

Internet access has been provided to schools by the State Government to facilitate the benefits of electronic research and communication.

The information provided through the Internet can be the most up to date and relevant available in some areas. Unlike the information in a good encyclopaedia, the information on the Internet is not well selected, nor well organised. The information provided may sometimes be illegal, dangerous or offensive.

As a result, it is a requirement of Education Queensland that parents and their students, who wish to utilize this facility at school, sign a usage agreement document. Students who do not return a signed agreement will not have their internet access enabled.

Maroochydore State High School makes every endeavour to ensure responsible use of the internet, but makes no warranties of any kind for the service it provides. The School is not responsible for any damages a user may suffer. This includes loss of data, service delays and interruptions and missed deliveries.

Student use patterns indicate two major types of use - educational and recreational.

Recreational use is defined as accessing sites such as Music, Games, Movies, Sport and E-Mail that are not related to a current educational research task.

Educational use is defined as accessing a site that is specifically related to a research task set by a student's teacher (often accompanied by a set of preselected sites).

The following policy will apply to students of Maroochydore State High School:

- At all times, the Internet is to be used **ONLY** for educational use. This will always be with the teacher's express permission. As well, the information centre will be open from 7.25am-3.30pm for educational use of computers.
- Games may not be played on school computers, with the exception of technology classes making games as part of their class work.

- A home directory on the network is provided for students to store data for educational use. Students storing recreational data or programs in their home directory will have these deleted to facilitate current educational projects and may have some or all of the consequences listed below imposed. Students need to be aware of the difference between their home directory, the common folder and the submissions folder.
- Students found using the internet for ANY use other than educational use during class time may:
  - have their internet access disabled
  - require a current student ID card to have their computer account re-enabled
  - have their parents notified
  - be suspended

Please note that Section 85ZE of the Commonwealth Crimes Act states that a person shall not knowingly or recklessly:

- use a telecommunication service supplied by a carrier to menace or harass another person
- use a telecommunication service supplied by a carrier in such a way as would be regarded by reasonable persons as being, in all circumstances, offensive

Copyright law must be respected at all times. Users may NOT copy or redistribute another person's work. If using another person's work for educational purposes, the source and the owner must be acknowledged in your bibliography.

MIS, the school Internet provider, produces the following reports:

- every search by a user,
- sites visited by a user where access has been denied
- downloads for each user

The logs of this data are checked on a regular basis and users not complying with our terms of usage as outlined in our 'Computers - Acceptable Use Policy' will have the above conditions imposed on them. This policy is available from the school Intranet Home Page.

On payment of their SRS money and completion of the Internet Access Agreement by both students and parents, students will be given access to their internet account as provided by Education Queensland. The amount a student downloads will be monitored on a regular basis.

Students found abusing the internet by excessively downloading information deemed to be inappropriate, will face consequences as outlined in the Student Management Framework. Abuse of the internet constitutes a serious level behaviour and may have the above conditions imposed.

## USE OF E-MAIL

Users need to be aware that e-mail is not strictly private, can be intercepted and/or misdelivered. E-mail needs to be treated as a public document. The email provided by Education Queensland is the only one that can be accessed at school.

Parents need to be aware that Education Queensland does monitor school based email services for offensive content and redirects offensive emails to the school Administration. However, no monitoring of web based email services is possible and Maroochydore State High School therefore makes no guarantee as to the appropriateness of e-mail content sent or received by students using web based services.

## CANTEEN –“SWANEE’S”

Our Swanee's provides an excellent range of food at very competitive prices. "Smart Choices" current price list is included in your Enrolment Package and available from the office, as well as being advertised periodically in the School Newsletter. Volunteers are required and welcome. Your support would be much appreciated. Phone: 5409 7368.

## SPORTING FACILITIES AFTER HOURS

Students, accompanied by an adult, may use the school sporting facilities after hours, **with the Principal's permission**. Forms for this are available at the office – when approved, applicants will be issued with a **Security Pass** to be carried at all times.

Authorised users are requested to keep away from buildings and to leave bicycles in the bicycle racks. **No skate boards are permitted inside the school grounds.**

## SCHOOL EXCURSIONS

Maroochydore State High School offers a range of excursions / off site learning activities (OSLA) in all year levels.

Excursions/off site learning activities are offered in order for students to gain knowledge, understanding and practical skills in real life contexts relevant to their subjects and interests.

Excursions/OSLA are also an integral part of a number of senior subjects providing students with a relevant and current curriculum that should enhance employment prospects.

Excursions/OSLA are not free and must be paid for before the excursion/OSLA takes place; they are provided on a user pays basis. Many subjects include the cost of excursions in the User Pays Subject Fees, however, some excursions/OSLA are not included and must be paid for separately.

A number of longer trips are offered to students, including:

- Humanitarian Project Cambodia
- Japanese Language and Culture
- Cricket Excellence – New Zealand
- Music Tour

The Parents' and Citizens' Association approves all excursions.

Sporting activities are also included as a School Excursion/OSLA; students may participate in interschool sport and R.E.A.P.

Parents are provided with a notice about excursions/OSLA outlining dates, times, transport arrangements, uniform and/or equipment requirements and whether there is an additional cost involved or if the excursion is included in the User Pays Subject fees.

**By signing the Enrolment Agreement, parents are giving permission for their student to participate in excursions/OSLA (including interschool sport/R.E.A.P.). Should a parent not wish their student to participate in a particular activity, notice must be given in writing to the school.**

## BANNED ITEMS

Chewing/bubble gum, felt marking pens, permanent pens/markers and all forms of liquid paper/white-out other than white-out tapes, are not to be brought into the school. This rule enables those who care about the learning environment to combat graffiti.

Rubber bands are NOT to be brought to school. Aerosol deodorants are also banned and, if brought into the school grounds, will be confiscated. Alcohol, cigarettes, tobacco and other illegal substances / items (including knives and weapons), dangerous lighters and matches are prohibited, and will be confiscated.

Images/material/clothing that can be interpreted (by staff) as offensive, pornographic or prohibited and if brought into the school grounds, will be confiscated. The possession and/or use of these at school or while travelling to and from school, may result in suspension/exclusion of the offender.

Spitting of any nature within the school grounds is strictly prohibited.

The school Responsible Behaviour Plan will be referred to in determining the response to any breaches of the above.

## WATER BOTTLES

Students are allowed to carry a clear water bottle with them to class. The water bottles should be left near the door in classes where water could compromise equipment and health and safety, as directed by teaching staff. Bottles can only be re-filled at break times. Only water can be taken to class. All juice, cordial drinks etc are to be consumed at break times.

## CARE OF VALUABLES

Maroochydore State High School's policy is for **all** students to place their bags in a specific area – one designated for each year level. Each area is under security camera surveillance. This policy has proven invaluable in significantly reducing theft in the school.

All property should be clearly marked with your student's name. In a school of approximately 1100 students, it is virtually impossible to trace unmarked equipment. **Money must never be left in clothing or bags. No expensive non-curricula items of any nature should be brought to school.** No responsibility will be accepted for items/money lost/stolen from students' bags.

Mobile phones must not be left in bags and **must not** be left on during class time. Misuse of camera, video and sound recordable phones is now covered by our Responsible Behaviour Plan and will attract consequences. At NO time are mobile phones to be used to phone or text message home without school authorities being notified.

Larger sums of money and other valuables required for classes should be left at the office for safekeeping.

## DENTAL VAN

Periodically, the school is visited by the School Dental Service to check each child's teeth. A dental examination is offered to all consenting enrolled students in Preschool to Year 10. The dental unit is fully staffed and equipped to handle most dental work. All dental work does not proceed without the consent of the parent. For emergency appointments and between visits, parents can contact Kawana Oral Health.

## ILLNESS AT SCHOOL

Facilities for students who become ill at school are very limited. If your child has symptoms of illness before leaving home, he/she should spend the day at home. Parents will be notified if students become ill and will be requested to take them home. It is important that we have a day time telephone number to contact a parent, relative or friend in case an emergency arises.

Please Note: As mentioned previously, students being collected from school during the day due to illness, appointments, etc., are to be met by their parent at the office where they will be "signed out".

Students are reminded that they are not to leave "sick bay" without letting one of the ladies in the office know. If students are going home, we need to speak with the person collecting them. If they are going back to class they will need a "Student Late Pass". If they are going to morning tea/lunch/home at end of day, the office records need to be noted.

## INJURIES

Where injuries are of a serious nature, or there is doubt as to the nature of the injury, the Ambulance will be called. If the ambulance bearer advises that further medical treatment is necessary, parents will be contacted by telephone to gain approval for such action. If parents cannot be contacted from information contained in the student files, the School authorities will give permission for treatment. The ambulance will transport the student to either a Doctor's surgery or to the Hospital. **Students WILL NOT be kept untreated in the school.** All Queensland citizens are now covered for the Ambulance through the Ambulance Levy.

Parents wishing to follow other procedures must advise the school in writing. Procedures requested must be acceptable to the School.

**Please Note: Education Queensland and the school do not carry insurance for accidents. Parents need to use Medicare and/or private health insurance. This also applies to participation in school and interschool sporting activities and HPE.**

## MEDICATION

Please follow the procedures below if medication is required to be administered during school hours:

**Obtain a letter from your Doctor** detailing the type of medication you are taking, when medication is to be administered and the dosage required. Take the letter and medication to the student receptionist in the Administration building before the commencement of school and complete the "request to administer medication at the school" form. Medication not collected will be destroyed after the use by date has expired.

An official register for the Administration of Medication to students is kept. Students must have no medication on their person or in their bags – this includes analgesics (e.g. aspirin and panadol). The only exceptions – inhalers for asthma and epipens for severe allergic reaction. On written permission from a parent and with the approval of the school Principal, a student may be responsible for an inhaler or epipen.

Medication belonging to a student cannot be administered to another student, that is, you must have your own inhaler or epipen. These students should ensure that they have one with them at all times, especially at sporting events.

PRESCRIBED MEDICATION WILL NOT BE ADMINISTERED TO A STUDENT WITHOUT WRITTEN PERMISSION FROM A PARENT. NON-PRESCRIPTION MEDICATION (EG PANADOL) WILL NOT BE ADMINISTERED TO A STUDENT WITHOUT WRITTEN PERMISSION FROM A PARENT.

## SUPERVISION

**No Year 11 or 12 student should enter the grounds prior to 7.15am and no Year 8, 9 or 10 student prior to 8:00am.** Bus students may need to arrive earlier. Supervision of the grounds is provided at morning recess, and during the lunch break only.

## BUSES

All students catching buses from the school interchange leave straight after school and are required to use the footpath to the interchange. A teacher supervises students leaving the grounds to catch these buses. Students waiting for the buses that leave later are required to remain on the school grounds and sit at the tables and chairs in the shade area of the tuckshop.

No student is to re-enter the grounds after leaving without the Principal's permission.

## HOMEWORK

### HOMEWORK POLICY - Statement of Intent

This is the school homework policy, developed in consultation with the school community. Homework provides students with opportunities to consolidate their classroom learning, pattern behaviour for lifelong learning beyond the classroom and involve family members in their learning.

The setting of homework takes into account the need for students to have a balanced lifestyle. This includes sufficient time for family, recreation, cultural pursuits and employment where appropriate.

Homework that enhances student learning:

- is purposeful and relevant to students needs
- is appropriate to the phase of learning (early, middle and senior)
- is appropriate to the capability of the student
- develops the student's independence as a learner
- is varied, challenging and clearly related to class work
- allows for student commitment to recreational, employment, family and cultural activities.

Using varied and challenging homework appropriate to students' learning needs.

Homework can engage students in independent learning to complement work undertaken in class through:

- revision and critical reflection to consolidate learning (practising for mastery)
- applying knowledge and skills in new contexts (a topic of interest, an authentic local issue)
- pursuing knowledge individually and imaginatively (investigating, researching, writing, designing, making)
- preparing for forthcoming classroom learning (collecting relevant materials, items, information).
- using technology to access school work, homework and even testing programmes through 'Moodle' where home has internet access.

### Implementing the school homework policy

- Regular monitoring and collaboration amongst teachers will ensure consistent and effective implementation of the school homework policy.
- Failure to complete set homework is managed through the 'Good Standing Policy' of the school and is also stated in Part 4 Section 22 and Section 23 Education (General Provisions) Regulation 2000.

**Responsibilities**

Principals:

- Develop a school homework policy, in consultation with their school community, particularly the Parents and Citizens' Association.
- Distribute the school homework policy to staff, students, and parents and caregivers, particularly at the time of student enrolment.
- Ensure the homework policy is effectively implemented throughout the school.
- Include an up-to-date school homework policy as part of their annual school reporting.

Teachers:

Teachers can help students establish a routine of regular, independent study by:

- ensuring their school's homework policy is implemented
- setting homework on a regular basis as determined by subject areas
- clearly communicating the purpose, benefits and expectations of all homework.
- checking homework regularly and providing timely and useful feedback.
- recording completion of homework and formally reporting to parents/caregivers
- using homework that is varied, challenging and directly related to class work and appropriate to students' learning needs.
- explicitly teaching strategies to develop organisational and time-management skills and providing opportunities to practice these strategies through homework
- giving consideration to other academic and personal development activities (school based or other) that students could be engaged in when setting homework
- discussing with parents and caregivers any developing problems concerning their child's homework and suggesting strategies to assist with their homework.
- ensuring that all students have access to the resources required to complete the set task (e.g. not relying on all students having access to a computer.)

Students:

Students can take responsibility for their own learning by:

- being aware of the school's homework policy
- discussing with their parents or caregivers homework expectations
- accepting responsibility for the completion of homework tasks within set time frames
- following up on comments made by teachers
- seeking assistance when difficulties arise
- organising their time to manage home obligations, participation in physical activity and sports, recreational and cultural activities and part-time/casual employment.

**The role of parents and caregivers with homework**

Through their Parents and Citizens' Association, parents can have a key role in the development of a school's homework policy.

Parents and caregivers can help their children by:

- reading to them, talking with them and involving them in tasks at home including shopping, playing games and physical activity
- helping them to complete tasks by discussing key questions or directing them to resources
- encouraging them to organise their time and take responsibility for their learning
- encouraging them to read and to take an interest in and discuss current local, national and international events
- helping them to balance the amount of time spent completing homework, watching television, playing computer games, playing sport, engaging in other recreational activities and working
- contacting the relevant teacher to discuss any concerns about the nature of homework and their children's approach to the homework.

**Considering students' other commitments when setting homework**

In determining homework, it is important to acknowledge that students may be engaging in many different activities outside of school. These include a range of physical activities and sports, recreational and cultural pursuits. Older students may also have part-time/casual employment. Some students have responsibilities as caregivers.

Homework appropriate to particular phases of learning

The following is to operate as a guide in determining the amount of set homework that students might be expected to undertake. It is of course open to parents to consult with a student's teacher about additional materials or practice exercises with which parents can assist their children at home.

Homework tasks may include:

- daily reading to, with, and by parents/caregivers or other family members
- linking concepts with familiar activities such as shopping, preparation of food, local environment and family outings
- conversations about what is happening at school
- preparation for oral presentations
- opportunities to write for meaningful purposes.

In the Middle Phase (Years 8 and 9) some homework can be completed daily or over a weekly or fortnightly period and may:

- include daily independent reading
- be coordinated across different subject areas
- include extension of class work, projects and research.

In Year 8 and Year 9 students should be given more responsibility for their own learning. They can be required to engage in independent learning to complement work undertaken in class.

Homework in Year 8 and Year 9 could be up to but generally not more than 5 hours per week.

In the Senior Phase (Years 10, 11 and 12) the amount of time devoted to homework and independent study will vary according to the student's learning needs and individual program of learning, determined through their Senior Education and Training (SET) Plan.

While teachers may provide students with additional work relevant to their learning which the student may undertake at home, young people during this phase should generally be independent learners exercising their own judgement as to the out-of-hours time they devote to their studies.

It should be clear to students and caregivers that a 'NO' homework night in the Senior school does NOT exist for those students who are conscientiously working to maximise their results and ultimately maximise their choices on completion of their secondary education.

Of course, care should be taken to ensure that a balance is maintained between the various demands of study, sporting, recreational, cultural or part-time/casual employment activities.

**SUGGESTED TIME ALLOCATION FOR HOME STUDY PER WEEK NIGHT:**

For students to improve and to achieve to their full potential the following times have been recommended for each Year level:

- Year 8                                60 mins per night
- Year 9                                60 minutes per night
- Year 10                              75 – 100 minutes per night
- Year 11                              2 hours (O.P) 1.5 hours (non O.P.) per night
- Year 12                              2 hours (O.P) 1.5 hours (non O.P.) per night

These times are based on the 2006 Education Queensland Review of Homework Practices.

The School's Guidance Officers are available to assist students in developing a study timetable. Also, the School's Youth Health Nurse can assist students with strategies for coping with the pressures of exams, as can the School's Chaplain.

## FORMS OF ASSISTANCE

### PARENT INTERVIEWS

Parents are encouraged to visit the School to discuss a student's progress or any problems he/she may be experiencing. It is advisable to arrange an interview in advance so that information can be gathered relating to the student. This can be done by contacting your student's Dean of Students (DOS) or the appropriate Head Of School (HOS).

### PARENT-TEACHER INTERVIEWS

Parent-Teacher interviews are usually held twice a year following the distribution of reports (Term 1 and Term 2). Parents will be advised of the dates and procedures through School newsletters. On-line booking software is used to arrange appointments.

### FINANCIAL ASSISTANCE

Parents may be eligible for Government Financial Assistance under the following schemes:

Text & Resource Allowance – the Principal at Maroochydore State High School claims this assistance directly from Education Queensland on behalf of parents after P&C ratification

Living Away from Home Allowances Scheme (LAFHAS), Assistance for Isolated Students and Travel Assistance – further information can be obtained from School Financial Services on free call 1800 248 997.

Transport Assistance for daily access to school - contact your nearest Queensland Transport Office or telephone 132380

Youth Allowance - for students 16 years and over – contact your nearest Centrelink Office Abstudy - for Aboriginal and Torres Strait Islander students – contact your nearest Centrelink Office

### FINANCIAL SUPPORT

The P&C provides subsidy for representative students across a range of activities. Application forms are available from the main office and when completed are submitted back through the office.

### GUIDANCE OFFICER

Guidance Officer, Bronwyn Gillies is available to assist students with concerns about their schooling. These discussions may include course selection, further study and careers, and personal/interpersonal difficulties. Parents are encouraged to accompany students to interviews, which can be arranged through the School office (5409 7333).

### SCHOOL-BASED POLICE OFFICER

The School Police Officer is based at Maroochydore High School five days per week. The role of the School-Based Police Officer is to build positive educational and social links between the young people at our school as well as carrying out active community policing. Students may access the Police Officer in A Block.

### SCHOOL CHAPLAIN

Our School Chaplain can be found in A Block – student support services rooms. The Chaplain, who has a major support and welfare role with an emphasis on spiritual well being, is available **four** days a week for any support required / needed from students and staff.

### SCHOOL HEALTH NURSE

Maroochydore State High School has the services of **two** School Based Youth Health Nurses who can also be found in A Block for four days a week. The goal of this program is to increase the capacity of State Schools to develop structures and environments for young people undertaking secondary education.

The program hopes to enable and reinforce the young person's ability to maintain health and wellbeing, thereby facilitating a safe and healthy transition into adulthood by promoting the adoption of positive health behaviours and attitudes that continue throughout their lifespan.

Students can make confidential appointments with the School Nurse in A Block.



### **INDIGENOUS EDUCATION SUPPORT OFFICER**

A part-time Indigenous Education Support Officer is based at Maroochydore State High School and is available to support Aboriginal students and Torres Strait Islander students at Maroochydore State High School, particularly in the area of literacy and numeracy.

### **BEHAVIOUR SUPPORT CONSULTANT**

A Behaviour Support Consultant provides support and programs for students experiencing difficulties with school work five days a week.

### **LEARNING SUPPORT AND SPECIAL EDUCATION UNIT**

The school has invested significant resources to meet the special needs of students. The Learning Support Faculty's philosophy is that all students may exhibit special needs at some time during their secondary schooling. However, the focus is on literacy, numeracy, and learning how to learn.

Year 8 and Year 9 is targeted in these three areas to assist students to make a successful transition to high school.

There are programs in place for students who are gifted or show talent in a particular area through our Information Centre, as well as programs to assist students to make the transition from school to the working world through our Year Level Pastoral Care Programme and Guidance Officers.

Teachers and teacher-aides provide additional in-class support for students with disabilities under the inclusive schooling policy. The Special Education Unit operates for students with ascertained disabilities. This Unit and Learning Support is led by the Head of Special Education in conjunction with the School's Administration.

## **WAYS IN WHICH PARENTS CAN ASSIST THE SCHOOL**

The Staff at Maroochydore High School value highly the interest parents take in their students' school life, the programs they follow, the work they do, the friends they make, and the teachers who teach them. We urge, and most sincerely invite you, to continue to take a keen interest in your student(s).

As well, we actively seek parental co-operation in encouraging the good habits of punctuality, neat appearance, suitable language and effective homework and study habits.

### **MEMBERSHIP OF PARENTS' & CITIZENS' ASSOCIATION**

Parents are encouraged to attend Parents' and Citizens' Association meetings. These are held in the Conference Room on the second Monday of each month commencing at 6.00 p.m. The Annual General Meeting is held each year in March.

### **VOLUNTEER HELPERS:**

The school greatly appreciates the assistance of volunteers to help with tutoring students in our Learning Assistance Program or working in the Canteen. Should you be able to assist in any way, please contact the main office on 5409 7333.

### **IMPORTANT NOTICE TO VISITORS TO THE SCHOOL (INCLUDING PARENTS)**

Procedures are in place to assist in the protection of your children whilst attending this School.

If you are coming into the grounds for any reason, you are required to go immediately to the office, where you will be attended to by a member of the Office staff. The only exception to this are parents who are Swanee's volunteers or Learning Assistance Volunteers.

If you are leaving the Administration (office block) to go elsewhere in the school grounds, you must "sign in" in the Visitors' Book located on the front counter. You will then be issued with a Security Pass to be carried on your person in full view (preferably on your pocket) for the duration of your stay.

On your way out of the grounds, your Pass is to be handed back into the office.

Your signature in the Visitor's Book indicates acceptance of the following conditions:-

- Your Pass must be worn at all times and returned upon departure.
- All visitors are subject to Maroochydore State High School and Education Queensland Health and Safety regulations and should not place others at risk.
- Visitors must confine their presence at this school to their area of business only.
- Protective clothing and footwear shall be worn in appropriate areas.
- Contractors are to see that areas where work is being undertaken are cordoned off so as to protect the well being of all persons in the school. Visitors must observe the area safety instructions at all times. In some areas the wearing of certain types of protective equipment is mandatory and in others is advised.
- Smoking is prohibited within the school grounds.
- Leave the buildings immediately on hearing an intermittent signal (fire alarm) and follow staff and students to the main school oval.
- Lock Down inside the closest room if continuous ringing of bell indicates danger outside of rooms
- Report all emergencies, accidents, injuries and/or safety concerns to the office immediately.
- Noise is to be minimised in consideration of operation of classes.
- All areas are to be kept clean and tidy.
- Make contact with students only when organised by a member of the staff.
- Parking – Visitors are asked to park only in designated areas.
- Vehicles – Please drive carefully in the school grounds.

## **CONSENT TO USE COPYRIGHT MATERIAL, IMAGE, RECORDING OR NAME**

**By signing the Enrolment Agreement for Maroochydore State High School, I understand that I give consent for my student to Maroochydore State High School and to the Department of Education, Training and the Arts and to any Department or Agency of the State of Queensland (the Department and the State) to use and retain my student's**

- **Name, image and sound or other recording; and**
- **Copyright material (Individual Work)**

This consent applies to any use of my student's name, recording or image, and Individual work, in connection with Maroochydore State High School, the Department or State, including for the following purposes:

- assessment of students and other purposes associated with the provision of education;
- public relations, promotion, advertising, media and commercial activities;
- use by the media in relation to activities that show the Individual in a positive light, eg. drama and musical performances, sports and prize giving; and
- any other activities, if any, identified specifically by written notice.

This consent will continue until:

- where the Individual is under 18 years of age, when the Individual turns 18;
- in any other case, when the Individual revokes consent by writing to the Principal; and
- where more than one of these events may apply, whichever occurs first.

Despite the above, if, at the time such an event occurs, Maroochydore State High School, the Department or the State is using my student's name, recordings or images or any Individual work, or the State has entered into contractual obligations in relation to that material, the consent will continue in relation to that material until Maroochydore State High School, the Department or the State's use is complete or after the contractual obligations come to an end.

'Use' includes:

- to create, make copies of or reproduce or retain in any form, including by camera, video, or digital recorder, webcam, closed circuit television, mobile phone or any other device; and
- distribute, publish or communicate in any form, including via newsletters and other print media, television and the Internet (in accordance with the Department's Internet Publicity Policy), in whole or in part, and to permit other persons to do so.
- Maroochydore State High School, the Department or the State will not pay the Signatory, or my student, for my giving this consent or for the use of my student's name, recording or image, or Individual work.
- This Consent Form revokes and replaces all previous consent forms.

Nothing in this Consent Form limits the rights that Maroochydore State High School, the Department or the State have in relation to the use of my name, recording or image, copyright or other intellectual property under any other law.

**I understand that should I not wish to give consent for the use of my student’s copyrighted material, image, recording or name, or at a later stage, revoke my Consent, then I must give notice of this in writing to the Principal, Maroochydore State High School.**

## **COMPLAINTS MANAGEMENT**

Complaints come to Principals and other school staff in many forms. Complaints can be from parents/carers, community, staff or students.

This document outlines the procedures undertaken at this school to manage complaints. Complaints management at this school is also underpinned by the *Education (General-Provisions) Act 2006*, Education Queensland’s Complaints Management Policy contained in the Department of Education Manual and Making a Complaint web text located on the department’s website.

<http://education.qld.gov.au/schools/about/complaint.html>

All complaints are handled in a positive and open way.

### **1. Documentation**

The school documents all complaints.

Complaints are recorded and reported to the Principal as soon as practicable after receiving the complaint.

Complaints can be made directly to the Principal.

The record of the complaint:

Uses objective language clearly stating the facts

Contains information in chronological order as practically possible

Uses quotation marks, where appropriate and necessary

Is neatly and legibly written in biro/pen or in print in clear unambiguous language

Includes, where necessary, initialled and dated corrections

Includes signature, designation of the author, and time and date of the incident/complaint

If it is not resolved at the first point of contact, the complaint is acknowledged within five (5) working days by telephone, in person, by email, or in writing.

Documents related to the complaint are kept and stored in accordance with the relevant departmental policies and schedules. Please refer to the Department of Education Manual - *CM 10: Records Management Schools and Non-School Offices*. This includes schedules governing the archiving and disposal of records:

General Disposal and Retention Schedule

Retention and Disposal Schedule for Records held in Central and District Offices

Retention and Disposal Schedule for Records held in Schools

### **2. Complaints Management Phases**

There are four key phases in handling a complaint, with the option of a fifth phase for review of a complaint outcome:

- Phase 1            Receiving and clarifying the complaint
- Phase 2            Deciding how to handle the complaint
- Phase 3            Finding out about the complaint
- Phase 4            Making a decision about the complaint
- Phase 5            Review

### Phase 1 – Receiving and Clarifying the Complaint

Any member of staff can receive a complaint.

All complaints are received in the following manner:

- Being respectful and helpful
- Giving the person your undivided attention
- Not being defensive, apportioning blame
- Remaining positive
- Not perceiving anger as a personal attack

When a staff member receives a verbal complaint they:

- Listen carefully to the issues being raised
- Summarise the issues to clarify and check that they understand what the complainant is telling you
- Empathise and acknowledge the complainant's feelings
- Find out what the complainant wants to happen as a result of the complaint
- Tell the complainant that they may use the support of a third party in progressing the complaint, if they feel this is needed
- Resolve the complaint if possible, or assure the complainant that an appropriate staff member will address their complaint
- Tell the complainant of what will happen with their complaint
- Thank them for their complaint

Complaints are sometimes made with the assistance of an advocate, interpreter or by a third party (as agreed between the complainant and the Principal). In this case staff will receive and clarify a complaint from more than one person.

Many complaints are resolved at the first point of contact with information and/or an explanation, together with an apology and recognition of the effect the situation has had on the person. Some complainants may also want an undertaking that action will be taken to prevent the problem recurring. When the complaint is not resolved immediately the complaint is referred to the Principal as soon as is practicable.

A member of staff who receives a verbal complaint that is not resolved informs the complainant of the further options of:

- Putting their complaint in writing; or
- Assisting the member of staff to record, in writing, the particulars of their complaint.

In general, if the complainant agrees to put the complaint in writing, the member of staff takes no further action unless or until a written complaint is received.

However, if the complaint relates to a report about harm (whether physical/emotional/ sexual) of a student under 18 years attending a State educational institution, or the matter relates to possible criminal activity, the matter is immediately reported to the Principal or the Principal's supervisor advising them of all the particulars known (in relation to sexual abuse, as prescribed in regulation 76AA of the Education (General Provisions) Regulation 2000). Refer to the Department of Education Manual, *HS-17 Student Protection Policy*, for detailed obligations of all Education Queensland employees.

Once the complainant indicates that they would like to register a formal complaint verbally, the member of staff makes a written outline of the issues concerned. The record is read to the complainant, with opportunity for appropriate amendments and the complainant is asked to sign, where possible, the written version of the complaint. The staff member also signs (indicating their personal designation, for example, "Year 8 Teacher, XYZ State High School") and dates the complaint.

No signature is required for verbal complaints taken over the phone, but the complainant is asked to provide verbal confirmation of the issues that have been recorded.

If a complainant refuses to sign or confirm a written recording of a verbal complaint, the staff member notes the refusal on the written complaint. The complainant is told that this refusal will be noted and that the process will be reliant on the staff member's interpretation and notes only. The complainant may not, at a later date, make another complaint based on a lack of satisfaction with this record of complaint.

### **Receiving a Written Complaint**

When a written complaint is received it is date-stamped and forwarded to the Principal.

### **Receiving an Anonymous Complaint**

When an anonymous complaint is received the complainant is told of the possible limitations associated with the making of an anonymous complaint.

## **Phase 2 – Deciding how to handle the complaint**

When a staff member receives a complaint they:

Begin the process of making an assessment about a complaint from the moment the complaint is received

Make an assessment in the first instance about whether the issue can be dealt with as a concern or a complaint

The Principal decides whether to:

Take no further action

Attempt to resolve the complaint through resolution strategies such as mediation

Refer the complaint to the relevant internal or external agency if required

Initiate an investigation of the complaint, within the school, if further information is required.

Co-ordination of complaints

The Principal has final responsibility for the management of all complaints that relate to school management issues under his/her jurisdiction. The complaint can be referred to another staff member in the school for action (for example, the Deputy Principal, Business Service Manager or nominated staff member).

If the complaint relates to departmental policy, or a departmental policy position, the complainant is advised to take their complaint to the relevant district or regional office.

If the complaint is against the Principal then the complainant is directed to the Regional Director, North Coast Regional Office.

If the complaint is in relation to official misconduct, student protection, staff grievances or a perceived breach of privacy, the complaint is directed to the Workforce Standards and Performance Unit and the Legal Services Branch.

Record of Complaint

The Principal ensures that records are kept of a complaint and any referral of a complaint for either internal or external review.

## **Phase 3 – Finding out about the complaint**

The Principal or delegate gathers all the necessary facts about the complaint while keeping in mind the principles of natural justice of all parties concerned.

The Principal or delegate investigates complaints by:

- Collecting and analysing information relevant to the matter
- Working collaboratively with all people involved
- Finding the facts relating to the matter
- Identifying any contributing factors to the matter
- Consulting the relevant EPPR policy on issues that relate to the complaint
- Documenting the investigation report or outcome
- 

## **Phase 4 – Making a decision about the complaint**

Based on the facts about the complaint gathered in Phase 3, the Principal, or delegate makes a decision on the complaint.

Notifying the complainant of the decision

Within 28 days of receipt of the complaint, the Principal provides the complainant with either:

- A written response, including reasons for the decision or
- A written notification that their complaint has been referred to an internal or external agency.

**Phase 5 Review Phase**

If the complainant is not satisfied with this response, they are encouraged to discuss it further with the school Principal and/or advised to contact the Principal's supervisor, the Regional Director at the North Coast Regional Office (Phone 5470 8900).

Further review of the decision is available from the Office of Education Queensland and the Queensland Ombudsman as described in *Making a Complaint*.

## **APPROPRIATE USE OF MOBILE TELEPHONES/ ELECTRONIC EQUIPMENT**

The school policy for student use of mobile phones is as follows:

- The school accepts absolutely no responsibility for the loss or theft of student mobile phones/electronic equipment.
- Students should not permit others to make calls on their mobile phone.
- Mobile phones are to be turned off in class during lessons. Students must not make or receive calls during class time.
- Students are not permitted to send or receive text messages via their mobile during class time.
- Students are not permitted to use their mobile phones during class time for playing games.
- Students will not be permitted to take their mobile phones into any lesson in which assessment tasks are being completed. Mobile phones should be handed to the class teachers/left in bags at the front of the room.
- Phones with cameras are not to be used to take or transmit unauthorized pictures or improper pictures. Bullying is not tolerated at our school and using phones as an instrument for bullying is also not acceptable.
- Students must not leave their mobile phones in their school bags.
- Should mobile phones continue to be a problem and a distracting influence, this policy will be reviewed with a possibility of banning all student mobile phones at school. The school reserves the right to do this if mobile phones continue to cause time consuming problems at school. As ratified at P&C, misuse of mobile phones is now covered by our Responsible Behaviour Plan and will attract consequences.

The same conditions of use apply to MP3 players/CD players/iPods/electronic games.

The full policy for the use of mobile phones and electronic devices is provided in the Responsible Behaviour Plan.

Students who do not comply with this will be required to hand the item in at the main office. Repeated failure to comply will attract appropriate consequences under the Responsible Behaviour Plan

## **RESPONSIBLE BEHAVIOUR PLAN**

The Maroochydore State High School Responsible Behaviour Plan and Code of Behaviour has been developed in consultation with the Parents' and Citizens' Association and the School Council. Our school community aims to develop an environment which is supportive of all students, providing all with opportunities for success. Essential to our supportive school environment is the partnership which exists between students, parents, teachers and the general community; a partnership which encourages students' self discipline, is responsive to all students' needs and which models positive and productive attitudes.

Courtesy, consideration and cooperation between all members of the school population are necessary to create a pleasant atmosphere and an environment conducive to learning. Each person in the Maroochydore State High School community must respect the rights of every other person in the school community.

The Code of Behaviour is based on our core values:

- SAFETY: We strive to make everyone feel safe, valued and supported
- RESPECT: We show respect for people, property and learning
- LEARNING: We value effort and we take responsibility for what we say and/or do

A copy of the Responsible Behaviour Plan is provided for all parents on enrolment of their student. The Code of Behaviour is also published for student reference in the Student Diary.



**MAROOCHYDORE  
STATE HIGH**

.....  
STRIVE › SERVE › SUCCEED › SHINE