

# International Parent & Student Handbook

Durack State School  
69 Inala Avenue, Durack QLD 4077  
Phone: 07 3714 2666

[admin@durackss.eq.edu.au](mailto:admin@durackss.eq.edu.au)

[www.durackss.eq.edu.au](http://www.durackss.eq.edu.au)

[www.facebook.com/DurackStateSchool](https://www.facebook.com/DurackStateSchool)

Department of Education, trading as, Education Queensland International (EQI) CRICOS

Registration Number: 00608A

## Durack State School



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## 1. Principal welcome



Dear Parents/Carers and Students

It is a pleasure to welcome your child/children to Durack State School and we hope that you will enjoy the experience of living and learning at our school.

Durack State School is a vibrant and rich multicultural community with students from diverse linguistic, cultural, religious and socio-economic backgrounds. Our focus is on knowing our students, how they learn and embracing our school motto of “forever onwards”.

As an international student to Durack State School and a parent/carer of the student/s, you may find the first week overwhelming, tiring, confusing and vastly different than your own country. However, this will come with excitement and curiosity. There will be many people (young and adult) at this school who will make your transition an enjoyable and smooth one.

Durack State School became an accredited International School in 2013. We have a number of international students enrolling at our school from different countries including China, Vietnam, Japan and India.

The school works in conjunction with Education Queensland International (EQI) to ensure that the students not only access the school’s curriculum but also participate in specialised programs to enhance their conversational English.

International students are supported throughout their stay by an EAL/D (English as an Additional Language or Dialect) co-ordinator and teacher aides.

Various enrichment programs focus on our gifted and talented students. These include robotics, coding, chess, academic competitions and challenges. Leadership is a key focus in Year 6. Cultural dance, choir and instrumental music opportunities are part of the performing arts program.

Students are recognised as “Durack Dragons - Safe, Respectful, Learners”. Our school uses the dragon as a unifying symbol to our school wide positive behaviour for learning program that supports the diverse nature of our multicultural school.

To ensure open lines of communication are maintained, information is sent home regularly, via the school newsletter, Facebook, emails, SMS texts and through the SeeSaw app. The newsletter (accessed online) contains information about the day-to-day operation of the school, including excursions and other variations to the school routine. It is important that attention is given to its contents.

We are very proud of the quality education our school provides. I look forward to working with you to ensure our school maintains its vitality, relevance and effectiveness.

Lauren Sturges

Principal

## 2. School details

Street address 69 Inala Avenue, Durack QLD 4077  
 Officer hours Monday – Friday 8:30 am – 4.00pm  
 Telephone: 07 3714 2666. Then select an option:

- 1 Student Absence line
- 2 Tuckshop
- 3 Online Bpoint payments
- 4 Other enquiries



Absence line: 07 3714 2660  
 Administration Email: [admin@durackss.eq.edu.au](mailto:admin@durackss.eq.edu.au)  
 Website: [www.durackss.eq.edu.au](http://www.durackss.eq.edu.au)  
 Facebook <http://www.facebook.com/durackstateschool/>

## 3. Administration

Administration	Name	Telephone/contact
Principal	Lauren Sturges	07 3714 2666 <a href="mailto:principal@durackss.eq.edu.au">principal@durackss.eq.edu.au</a>
Deputy Principal (Junior School) Deputy Principal (Senior School)	Wendy Harling Natalia Rico	07 3714 2666 <a href="mailto:admin@durackss.eq.edu.au">admin@durackss.eq.edu.au</a>
Head of Curriculum	Paul Cracknell and Allison Horne	07 3714 2666
<b>Financial matters</b> Business Manager	Narelle Upton	07 3714 2666 <a href="mailto:admin@durackss.eq.edu.au">admin@durackss.eq.edu.au</a>
<b>Administration Team</b>	Chelsea Denton Nhu Thi Nguyen	07 3714 2666 <a href="mailto:admin@durackss.eq.edu.au">admin@durackss.eq.edu.au</a>
<b>Student attendance</b>		07 3714 2660 <a href="mailto:admin@durackss.eq.edu.au">admin@durackss.eq.edu.au</a>
<b>Student well-being and support</b> <ul style="list-style-type: none"> <li>• Guidance Officer</li> <li>• Psychologist</li> <li>• Speech Pathologist</li> <li>• School Chaplain</li> </ul>	Eli Jensen Chanelle Chou Michelle Sparkes-Carroll & Laura Kane Deborah Pasley	07 3714 2666 <a href="mailto:admin@durackss.eq.edu.au">admin@durackss.eq.edu.au</a>

## 4. School mission and values

Our Mission is to encourage students to reach their potential within a safe, nurturing, learning environment built on respect. Through our approach, our students have every opportunity to become true Durack Dragons – Safe, Respectful Learners.



### School Dragon Creed

Here at Durack we are Durack Dragons.  
 Dragons are Safe Respectful Learners.  
 Every day, every Dragon counts.  
 Every Dragon can be a high achiever.

## 5. International Team

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

Name	Role
Lauren Sturges	Principal
Nhu Thi Nguyen	International Student Coordinator
Bernadette Carmody	English as a Second Language or Dialect (EAL/D) teacher
Eli Jensen	Guidance Officer

## 6. Emergency contacts (during school hours)

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

Name	Role	Contact
Lauren Sturges	Principal	07 3714 2666
Nhu Thi Nguyen	International Student Coordinator	07 3714 2666

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



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

The 1800QSTUDY service provides support for your students, your authorised contacts and Education Queensland International (EQI) and responds to incidents that involve overseas students outside school hours.

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

For more information on 1800 Qstudy, please go to the following link [1800QStudy](#)

### ***What is the free call 1800 QSTUDY? 1800 QSTUDY***

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

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

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

At these times:

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

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

A critical or life threatening situation includes:

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

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

## 9. School emergency and lock down procedure

Durack State School has two primary emergency plans for responding to an emergency situation:

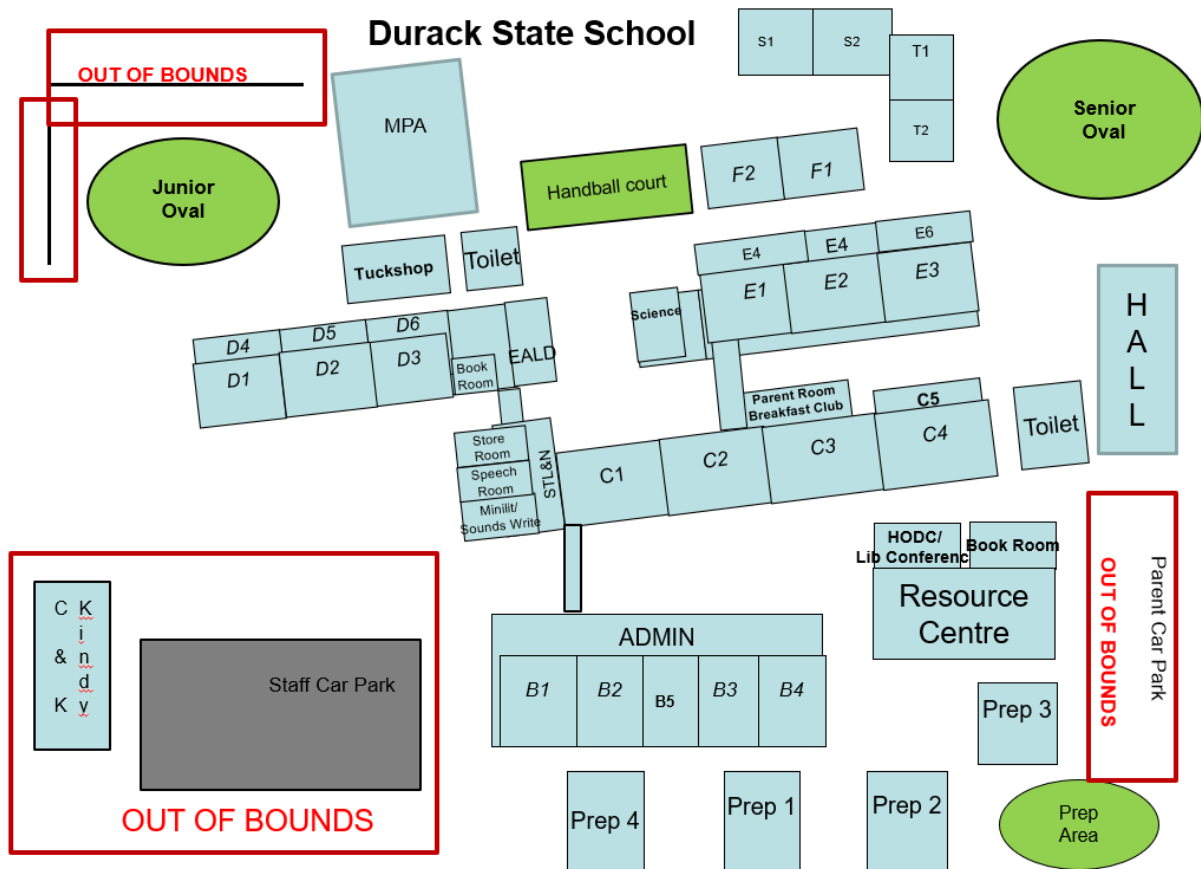
### 9.1 Evacuation (Fire Drill)

We initiate an evacuation in response to emergencies that could occur on the school site such as fire.

### 9.2 Lock Down

The school will initiate a lock down if students are at risk from an intruder or external threat.

## 10. School map



## 11. Daily school timetable

8:30am	First Bell - students arrive at school and prepare for the day.
8:50am	Bell – move to classroom
9:00am - 11:00am	<b>Morning session</b>
11:00am – 11:15am	First break eating time
11:15am – 11:30am	First break play time
11:30am – 1:00pm	<b>Middle Session</b>
1:00pm – 1:25pm	Second break play time
1:30pm – 1:40pm	Second break eating time
1:45pm – 3:00pm	<b>Afternoon Session</b>
3:00pm	School finishes – students are collected by parents/caregivers



## 12. Orientation

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

### **Enrolment Process (Parent, Student and International Student Co-ordinator)**

- Principal Welcome and introduction to key staff
- Complete enrolment paperwork
- Determination of appropriate grade level and class
- Overview of Parent and Student International Handbook
- Discuss visa conditions
  - Attendance/Absences
  - Behaviour
  - Deferral, suspension and cancellation of enrolment
  - Complaints and appeals
- Tour of school – including library, meeting areas, carparks and amenities

### **Classroom Induction (Parent, Student and Classroom Teacher)**

- Formal introduction of classroom teacher
- Classroom Buddy to assist with settling into playtime areas and routines

### **Handouts**

- International Parent & Student Handbook
- Enrolment Packs (including details on uniform, tuckshop/Munch Monitor, Before and After School Care, Parent Information Flyer)
- Booklist

### **Assembly**

- School assemblies are held throughout the term in the hall. Parents are always welcome.

## 13. What to do when

### 13.1 Late for school or class

Students who arrive after 9:00am need to collect a late slip from the office before going to class to give to their classroom teacher.

### 13.2 Leaving school during the day

Should you wish to collect your child during school hours, please visit the office in person where you will be issued with an early slip and then give this to the class teacher.

### 13.3 Feeling sick or unwell

Students feeling unwell during school hours should speak to their classroom teacher or teacher on duty. They will be sent to the office first aid room and parents/caregiver will be contacted when necessary.

### 13.4 Changing address or contact details

Please notify school if your details have changed in person or email to [admin@durackss.eq.edu.au](mailto:admin@durackss.eq.edu.au)

### 13.5 Lost property

A lost property box is kept at the office. We encourage all belongings to be clearly labelled with the student's name.

### 13.6 Toilet access during class time

We encourage students to go to the toilet during their break times to maximise class learning time. However, students will be given permission to go to the toilet by asking the classroom teacher.

## 14. Accommodation and welfare

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

We will communicate with you as the parent, legal custodian or DHA approved guardian at least every six months (or sooner as required) on all matters to do with your student's enrolment, schooling, welfare and accommodation matters. You can read more about EQI's Welfare and accommodation in the following documents:

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

The [EQI Change of welfare – subclass 500 \(schools\) visa procedure](#) states that as a parent or DHS approved guardian you must:

- comply with Enrolment agreement (including the [ISP standard terms and conditions](#))
- comply with [Student Guardian visa conditions](#) and consult with EQI in advance if intending to leave Australia, or at any time cannot provide accommodation or welfare during an overseas student's enrolment
- notify school staff of your residential address or changes to your residential address as per the [ISP standard terms and conditions](#)
- seek written approval from EQI before changing an overseas student's welfare arrangements
- if leaving Australia (temporarily or permanently), provide evidence issued by EQI to the DHA showing appropriate arrangements for the overseas student's accommodation and welfare have been arranged.

## 15. Culture shock

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

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

Some of the signs of culture shock include:

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

Culture shock can be described as consisting of at least one of four distinct phases: honeymoon, negotiation, adjustment and adaptation.

### 1. Honeymoon phase

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

### 2. Frustration/Distress phase

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

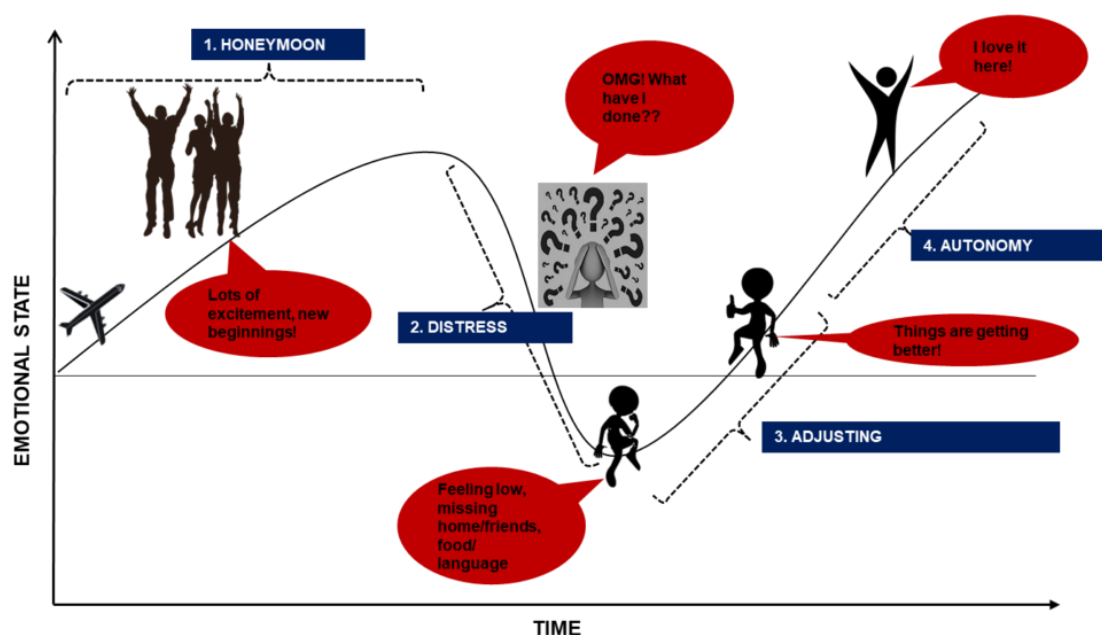
During this phase, students adjusting to a new culture may feel lonely and homesick because they are not yet used to the new environment and new people they are meeting.

### 3. Adjusting phase

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

### 4. Acceptance/Autonomy phase

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



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

- Be patient with yourself and your child as culture shock is a normal reaction to a changed environment.
- Talk about how you or your child are feeling with family, friends or someone at the school.
- Watch for changes in your child's behaviour and listen openly.
- Keep in contact with your loved ones back home.
- Surround your child with familiar objects and routines.
- Socialise and make new friends.

It is important to remember the following:

- Culture shock is a perfectly normal part of the study abroad experience.
- The uncomfortable feelings will pass.
- Use the experience as an important learning opportunity, helping you to become versatile and adaptable to change. It will equip you with valuable life skills that are some of the greatest benefits of studying abroad.
- Step outside of your comfort zone, make new friends, and take full advantage of the once-in-a-lifetime experiences while you can.
- Once your study abroad experience is over, your family and friends will be ready and waiting to hear all about your adventures.

The international team are here to support you and your child to have a wonderful study experience while at Durack State School.

## 16. Contact details

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

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

## 17. EQI Standard Terms and Conditions

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

If you have not read the Standard Terms and Conditions, please do so. The Standard Terms and Conditions are available in the following languages:

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

## 18. Visa Conditions

### 18.1 Attendance

Durack State School's attendance policy aims to ensure students are actively engaged in school and attend every day to ensure optimal individual outcomes and student engagement. We have high expectations of student attendance. Once you have enrolled your student at Durack State School, it is your responsibility as a parent, legal custodian or DHA approved guardian to ensure that they are at school every day and that they arrive on time, ready to start class at 8:50am.

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

In the event that your student is going to be absent from school, please notify the school on the day of the absence via the absentee line 07 3714 2660 or email to [admin@durackss.eq.edu.au](mailto:admin@durackss.eq.edu.au) stating your student name and class, your name, the reason for the absence and the expected return date.

The school will record your student's attendance or absence every day. All absences are recorded on their school report. Electronic rolls will be marked every period. An SMS message will be sent to you of any unexplained absence.

It is a condition of your Sub-class 500 (schools) visa that your child/s maintain satisfactory attendance during their period of study. Commonwealth law requires EQI to be proactive in notifying and counselling overseas students who are at risk of failing to meet attendance requirements. EQI is required by law to report Overseas students who have breached attendance requirements. For more information please refer to [attendance subclass-500](#).

#### Important information about attendance

- Start and finish times Start 8:50am – Finish 3:00pm
- Late arrival process Obtain a late slip from the office
- School absence telephone number 07 3714 2660 or email [admin@durackss.eq.edu.au](mailto:admin@durackss.eq.edu.au)
- Serious, injury or incident process Notify the school office

#### How attendance is recorded at Durack State School

Rolls are marked twice per day and record student attendance in OneSchool.

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

**Table 1 – Absence codes for full or part day absence**

Type of Absence	Code	Explanatory notes
Entire day	A	Student was absent entire day.
Early (No Penalty)	E	Student left early, but within the final two hours of scheduled schooling. This will not count as an afternoon/half day absence. If the student left earlier than two hours prior to the end of the scheduled school day, this will count as an afternoon/half day absence (see "P" code).

Late (No Penalty)	L	Student arrived late, but within two hours of scheduled schooling. This will not count as a morning/half day absence.  If the student arrived after the first two hours of the scheduled school day, this will count as a morning/half day absence (see “M” code).
Morning	M	Student was absent for the morning. This will count as a half day absence.
Afternoon	P	Student was absent for the afternoon. This will count as a half day absence.

### At risk of failing to meet attendance requirements

In the [EQI Standard Terms and Conditions](#) and the [EQI Attendance – subclass 500 \(schools \) visa procedure](#) your student is considered to be at risk of failing to meet attendance requirements if:

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

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

If attendance falls to 85% of the course contact hours in any term, we will provide you as the parent, legal custodians or DHA approved guardian a written warning.

### Unsatisfactory attendance

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

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

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

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

- [EQI Standard Terms and Conditions](#)
- [EQI Attendance – Subclass 500 \(schools\) visa procedure](#)
- [Managing student absences and enforcing attendance at state schools](#)

## 18.2 Course progress

Overseas students must maintain satisfactory course progress for each study period as required in the EQI [International Student Programs Entry and course requirements standard](#) and the [EQI Course progress – subclass 500 \(schools\) visa procedures](#). Maintaining satisfactory course progress is a condition of your student visa. If their course progress is not satisfactory, EQI report it to authorities and your student visa may be cancelled.

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

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

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

- there are compassionate or compelling circumstances;
- the course load is reduced because of difficulty making satisfactory course progress; or
- a deferral or suspension of study is approved (see the [Deferral, Suspension and Cancellation Policy](#) section of the [EQI Standard Terms and Conditions](#)).

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

### **Unsatisfactory course progress**

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

### **Formal intervention**

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

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

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

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

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

## **18.3 Behaviour**

Durack State School is committed to providing a safe, respectful and disciplined learning environment for all students, staff, parents/carers and visitors.

The Durack State School Student Code of Conduct (CoC) sets out the responsibilities and processes we use in our school to promote a productive, effective whole school approach to discipline.

A copy of DSS CoC can be found on the school website [click here](#) or you can scan the QR code:



The Student Code of Conduct was developed in consultation with students, parents and staff and aligns with departmental requirements and legislation. It includes information for parents and students about Durack's Positive Behaviour for Learning (PBL) program, disciplinary consequences, preventing and responding to bullying, mobile devices policy and more.

Please familiarise yourself with the Student Code of Conduct.

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

- participate actively at school;
- take responsibility for their own behaviour and learning;
- respect other members of the school community and the school environment and property;
- cooperate with staff and others in authority; and
- comply with the Durack State School's rules – student code of conduct and school policy and procedures.

At all times your student must:

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

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

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

Durack State School offers a unique opportunity for all our international students (from various linguistic and cultural backgrounds) to access a world class education which equips them for their future learning and real-life experience. In our school we recognise, encourage and celebrate our students' diversity. Many of our teachers and other staff members also come from different parts of the world and are therefore skilled and experienced at supporting your student learning English.

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

EALD support may involve withdrawal from class for individual or small group English lessons with EALD teacher or teacher aide.

Our EAL/D students are supported through our inclusion model which has a strong link with our classroom curriculum to ensure academic success.



## 20. Student services and support programs

Our school has the following student services and support programs to support your student in learning and health and well-being:

Activity	Time and Location
Homework Club	Times vary discuss with office staff Library resource centre
Breakfast Club	From 8:30am to 8.50am daily at no cost Parent Room Breakfast Club
Seasons for Growth Program (selected students only)	Juniors (year 1-3) and Seniors (year 4-6) Library Conference Room
The FRIENDSHIP Program (selected students only)	Juniors (year 1-3) and Seniors (year 4-6) In school hall
Crafternoon Club (selected students only)	Juniors (year 1-3) and Seniors (year 4-6) In school hall

## 21. Legal services

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

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

For legal advice you can also contact a private solicitor or a [Community Legal Centre](#).

## 22. Emergency and health services

If your student has a medical emergency or need assistance with a medical matter you can call **1800 QSTUDY** (1800 778 839). You can also call your Overseas Student Health Cover (OSHC) provider.

### Overseas student Health Cover (OSHC)

OSHC is insurance to assist Overseas students meet the costs of (Public) medical and hospital care that they may need while in Australia. OSHC will also pay limited benefits for pharmaceuticals and ambulance services.

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

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

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

Common advice and support OSHC providers may provide include:

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

OSHC providers in Australia include:

Australian Health Management (ahm)	<a href="http://www.ahmoshc.com.au">www.ahmoshc.com.au</a>
Allianz	<a href="http://www.allianzassistancehealth.com.au">www.allianzassistancehealth.com.au</a>
BUPA Australia	<a href="http://www.bupa.com.au/health-insurance/oshc">www.bupa.com.au/health-insurance/oshc</a>
Medibank Private	<a href="http://www.medibank.com.au/overseas-health-insurance/oshc">www.medibank.com.au/overseas-health-insurance/oshc</a>
NIB Health Funds Limited	<a href="http://www.nib.com.au/overseas-students">www.nib.com.au/overseas-students</a>

## 23. Medical matters

### Health information

To help us support you, we need you as parent, legal custodian or DHA approved guardian to tell us everything we might need to know about your student's physical and mental health, including medical history, conditions and allergies.

We also need to know of any medications so we can organise anything your student might need and approve and monitor their support and general welfare arrangements as required by your student visa. This applies before you arrive in Australia and during your stay.

### Visiting a doctor or dentist

If your student needs to visit a doctor or dentist you will need to make an appointment with the relevant medical professional.

### Medication

If your student needs to take medication while at school, the medication needs to have a pharmacy label with the student's name, a medication administration form will need to be completed and signed by you as the parent, legal custodian or DHA approved guardian and handed in to administration. Your student will need to come to the office at the time the medication is required.

Please see the office staff for the medication form.

### Medical treatment

If your student needs medical or other health care (other than routine care for minor illness or injury), we will use our best endeavours to contact you as the parent, legal custodian or DHA approved guardian as soon as reasonably possible.

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

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

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

## 24. Fees

### 24.1 Tuition

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

- all curriculum schooling and teaching costs
- curriculum-related excursions (including core sporting activities)
- yearly bookpacks
- one uniform (new student only)
- one school hat (new student only)

Whilst the above costs are covered by Durack State School, there must be a consent given by the parent, legal custodian or DHA approved guardian for the student to attend.

### 24.2 Non-tuition fees

Some non-tuition fees may also apply for items such as school uniforms, accommodation, musical instruments, school photographs and non-curriculum activities. Please check with the International Student Coordinator at the office.

#### **School photographs**

School photographs are taken each year by a professional photographer. All students are included in class photographs. Individual photographs may also be purchased. Please check with the International Student Coordinator at the office.

#### **Payments & Fees**

We have a number of ways to pay your student's non-tuition fees.

##### BPoint

BPoint is the preferred method of payment as it is quick, easy and available 24/7. All you need is the reference information found on your invoice.

To make payments for individual invoices, please look at your statement for all the codes for you child/children and pay on [BPoint](http://www.bpoint.com.au/payments/dete) (<http://www.bpoint.com.au/payments/dete>).

##### QParents

With the [QParents app](#), parents/carers can receive invoices and pay them directly in the app. You can also view outstanding amounts and access other helpful information.

##### Cash window

Open Tuesdays and Thursdays for both students and parents/carers to pay over the counter and receive a receipt immediately.

You can pay either by Cash or EFTPOS and both Debit and Credit Cards are accepted.

**We are unable to accept payment over the counter outside these hours.**

### 24.3 Overseas student Health Cover (OHSHC)

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

More information regarding fees can be found at this link [Fees](#)

## 25. Transfer policy

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

Additional tuition or other non-tuition fees may apply at the new school.

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

For more detailed information please see the following documents.

- [International Student Programs Entry and course requirements standard](#)
- [Standard Terms and conditions](#)

## 26. Complaints

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

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

Customer complaints are managed in accordance with the Department of Education's [Customer Complaints Management Framework](#), [EQI Complaints and appeals – subclass 500 \(schools\) visa procedure](#) and the [Standard Terms and Conditions](#).

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

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

## 27. Appeals

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

- to report you/student to authorities (see the [Attendance – Subclass 500\(schools\) visa procedures](#) and [Course progress – Subclass 500 \(schools\) visa procedure](#);
- not to defer or suspend your student's enrolment, as requested by you – please see the [Enrolment – subclass 500 \(schools\) visa procedure](#).
- to suspend or cancel your student enrolment, as initiated by us – please see the [Enrolment – subclass 500 \(schools\) visa procedure](#)
- to refuse your request for a transfer – please see [Transfer – Subclass 500 \(schools\) procedure](#); or

- as a result of your complaint to us – please see the [Complaints and appeals – Subclass 500 \(schools\) visa procedure](#).

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

### External appeal

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

EQI will comply with any decision the Ombudsman makes.

## 28. Refund policy

### Your rights

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

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

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

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

More detail regarding refunds can be accessed at:

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

## 29. School policy and procedures

### 29.1 Student Code of Conduct

Please refer to the Durack State School [Enrolment Form](#) and the [Student Code of Conduct](#) documents which cover the anti-bullying policy, social media, the use of mobile phones and digital devices, and the whole school approach to discipline.

### 29.2 Uniform requirements

Visit [durackss.eq.edu.au/facilities/uniforms](http://durackss.eq.edu.au/facilities/uniforms) for links and information about uniforms.

Uniforms are available to purchase from *Lowes Menswear* – Inala Plaza Phone: 3278 8340 or [Durack State School Uniform at Lowes](#)

Durack is a uniform school and therefore the expectation is that all students must wear the correct uniform. Persistent refusal to comply with school uniform expectations may result in withdrawal from playground activities, sporting and school excursion program. **Please label all items of clothing.**

The Parents and Citizens' Association (P&C) support the Education Queensland uniform policy. The uniform is designed with regard to sun safety and gender equity. This ensures that all students are dressed appropriately, and are easily identified at school and on excursions. Student safety is enhanced as staff can easily supervise those in our school uniform.



The uniform consists of:

- Green shorts, skirt or skorts.
- Durack school uniform shirt. Winter and summer weight shirts are available at Lowes at Inala Plaza.
- All track pants, long pants, jumpers, jackets, skivvies, vests and tights must be green.
- Year 6 shirt is optional

Hats are a requirement - styles include:

- Green reversible bucket hat - **available at Tuckshop**
- Green legionnaires or broad rim hat - available at Lowes at Inala Plaza
- Green hijab – available at Tuckshop



***Please label all items of clothing.***

Footwear

- Closed-in footwear is mandated, preferably joggers. Thongs and slip on shoes are **not acceptable**. These are a safety concern.

Hair

- For safety and reduction of the transmission of head lice, we ask that all shoulder length or longer hair be tied back.
- Outlandish hair colours (eg pink, green, blue) and styles are not permitted and this is at the discretion of Administration (hair should be natural or very close to natural colour).
- Bottle green elastic hair ties and hair clips are periodically available from the office.

Jewellery

- The school would prefer that no jewellery is worn as there are concerns around safety and loss, however, in recognition of our cultural diversity and health issues, the following are acceptable:
  - Watches (excluding smart watches)
  - Medical Alerts
  - Items of religious significance (if necklace - to be worn under shirt)
  - Small ear studs
- Other piercings are not permitted. Special consideration may be made at the discretion of Administration.
- Items of health significance (such as Diabetes Identification bracelets) are permitted.
- All other items of jewellery are NOT permitted and students will be asked to remove these items.

### Swim Shirts and Swim Caps

- Swim shirts and swim caps are a mandated requirement to participate in the swimming program. **Please label all items of clothing.**

### Sport Uniforms

- The school does not have a separate sports uniform, however, we encourage the wearing of house colours on inter-school sports days (Gamma – Gold, Beta – Red, Alpha – Blue). Reversible hats with house colours are available for purchase at the tuckshop.

### Uniforms Checks

- The school regularly conducts uniform checks and recognises and rewards students who are in full uniform.

## 30. Transport

### 30.1 Public Transport

Council bus stops are located outside of the school grounds and opposite the school. Further information is available on [Brisbane City Council Journey Planner](#).

### 30.2 Parking & traffic expectations

#### **Pedestrian Traffic**

- Access to and from the school by pedestrians must be via the front entry
- Walk across the staff car park with care on the zebra crossing
- Do not block the driveways
- All scooters and bikes must be dismounted while on school grounds

#### **Stop, Drop, & Go Zone**

*(also known as 2 Minute Zone or Pick up/Drop off Zone)*

This zone is designed to operate in the following manner:

- All drivers must remain in the vehicle (no parking)
- As spaces become available cars must move forward
- No car is to be parked blocking off the Kindy driveway
- Students wait along the fence for their parents to stop and quickly jump in/out

**NB:** There is a police presence from time to time in this area and non-compliance will result in a fine.

More information regarding parking and traffic expectations is in the Parent Information Flyer available in your student's enrolment packs.

## 31. School House Groups

All children are allocated to a School House upon enrolment. There are three Houses, Alpha (Blue), Beta (Red) and Gamma (Gold).

These houses are used for junior and senior sports day. Students are encouraged to wear their house colours on selected sports days. School hats are reversible with the house colours.

## 32. School Leadership Opportunities

Year 6 students can nominate for a school leadership role. These are School Captains, International Captain, Indigenous Captain, Music Captain, Sports Captains, Library Monitors.

## 33. Swimming

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

Queensland state schools, in Prep to Year 6, are required to offer a water safety and swimming program. Participation in these programs by students is not compulsory. Parents can choose for their child not to participate. For more information please talk to the office regarding swimming and water safety lesson for your child or click on this [link](#) for more details.

## 34. Beach safety

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

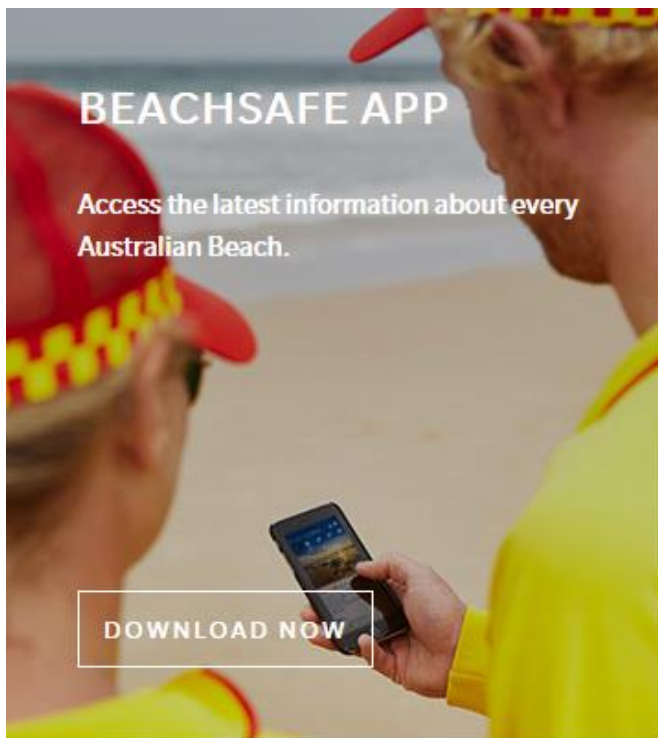
### **Surf Life Saving Australia's 10 Surf Safety Hints**

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

### **Useful links**

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





### Sun safe

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

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

## 35. Road safety

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

## 36. School camps and excursions

School camps are available to students in year 6 only. School excursions and incursions are available to all students.

## 37. School Tuckshop

Tuckshop is available to order everyday (unless otherwise notified) through the much monitor website <https://munchmonitor.com/> or place orders at the tuckshop counter by 9.10am. Please see the tuckshop counter for the tuckshop menu and pricelist.

## 38. Outside School Hours Care

### ***Operated by Camp Australia***

The school does not provide supervision after 3:15pm, however an Outside School Hours Care (OSHC) service operates on site. If your student requires care prior to 8:15am or after 3.15pm, Camp Australia offers outside school hours care on Durack's premises in the hall.

Parents must use this service for children who need supervision before 8:15am or after 3:15pm. If you require assistance with registering, please visit [www.campaustralia.com.au](http://www.campaustralia.com.au)

## 39. School communication

Official communication from the school to the home is by way of newsletters, email, Facebook, Seesaw and SMS.

### **Alerts and notices**

As a school we are trying to reduce our environmental footprint by limiting the number of notices being sent home; emails and SMS will be used instead. Please ensure that you update your contact details in the office as soon as they change.

**SMS Messages** are used to also communicate/alert unexplained absences.

*Notices for excursions and for matters of a more urgent nature, are sent home as the need arises.*

### **Facebook**

Facebook is a great way to stay informed with what is happening! Follow us at online at [www.facebook.com/DurackStateSchool](http://www.facebook.com/DurackStateSchool). Please be respectful when making comments and raise any concerns directly with school leadership.

### **Newsletters**

Newsletters are sent home monthly and are a source of information for all parents. **Newsletters** contain items of interest and important information relevant to both school and community. The newsletter can be accessed on the school website as well as emailed to parents who provide an email address.

### **Seesaw Family App**

Teachers will communicate with families about learning through the Seesaw Family App <https://seesaw.me/> Please download the app and speak with your child's teacher about how to gain access.

### **Term letters**

Term letters outlining proposed units of work, assessment expectations, excursions and class events are sent home via email and student communication books at the beginning of each term.

## 40. Parent Teacher meetings

The purpose of parent-teacher interviews is the sharing of information that will be beneficial to your student. The opportunity to discuss your student's strengths and areas of development will assist with programming at school and at home. For these reasons, your attendance would be greatly appreciated, as we all share the same concerns. Where possible, the school will seek to assist with translation. Parent-teacher interviews occur twice a year.

## 41. Volunteering opportunities

The Durack State School Parents and Citizens Association (P&C) is a voluntary body of parents and citizens interested in the welfare and advancement of the school and its members.

Some of the ways you can help at the school are:

- Helping in the tuckshop
- Accompanying excursions when needed
- Being involved in your child's classroom
- Assisting in fundraising
- Participating in decision making – P&C meetings
- Assisting in events – Mother's Day/Father's Day stalls, Easter/Christmas

Please speak to the office or email the P&C [pandc@durackss.eq.edu.au](mailto:pandc@durackss.eq.edu.au) if you can volunteer and/or be a member of our P&C.

## 42. Other Inclusions/Activities

### 42.1 Music program

Durack State School has a strings ensemble, concert band that consists of brass, woodwind and percussion, and a choir. Instrumental Music is offered from Year 3. More information about the music program can be found on our website at <https://durackss.eq.edu.au/extra-curricular/music-activities>

### 42.2 Support personnel

The school offers a variety of support services in order to meet the needs of our students. Our Head of Inclusion oversees these services. Some of these services include Inclusion teachers, Guidance Officer, Psychologist, Community Liaison Officer, Behaviour and Wellbeing Teachers, Advisory Visiting Teachers, Occupational Therapist, Physiotherapist, Speech Language Pathologist, Support Teacher Literacy and Numeracy, and English as an Additional Language Dialect – (EAL/D) Teachers.

### **Seasons for Growth Program**

This program is designed to support students to learn change is part of life, naming and caring for feelings, problem-solving, making good choices and developing support networks. Only selected students can attend this program.

### **The FRIENDSHIP Program or "Fun Friends"**

This program helps build the social and emotional skills of students by using fun, play-based group activities. "Fun Friends" nurtures positive relationships with family and peers, encouraging children to thrive. Only selected students can attend this program.

## Crafternoon Club

This program is developed for working with students coping with anxiety in the classroom. It is a casual, safe space for selected students.

