



# Information Handbook

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## Principals Welcome

On behalf of the Tivoli State School community, welcome to our school.

Our team is dedicated to ensuring your child achieves his/her personal best. Teaching and learning at Tivoli focuses on the establishment of realistic but challenging expectations, in an environment of encouragement and support. Every day, our educators strive to help our children develop as independent and knowledgeable people who are socially responsible and capable of contributing productively to society.

At Tivoli, we recognise that each child is unique and that learning experiences can't be a "one size fits all". We also recognise that a child's perception of themselves as a person and learner needs to be carefully nurtured. We pride ourselves on developing meaningful relationships with each individual child and acknowledge the extremely important role of parents/carers in helping us to achieve this.

Parents are a child's first teacher, role model and most important advocate. Consequently, I strongly encourage parents to support their children throughout their school-life, by becoming actively involved in our school and classrooms so that we work together for the benefit of our children.



Perry Jones  
Principal



## About Our School

*This booklet has been prepared to provide a ready source of information for parents/carers who have children at Tivoli State School, or parents/carers who will have children at the school, and for those who are interested in the school. The information in this booklet was correct at the time of publishing but may change as circumstances change.*

| Contact Details   |                                                                    |
|-------------------|--------------------------------------------------------------------|
| Address           | 108 Mt Crosby Rd<br>Tivoli Qld 4305                                |
| Postal Address    | PO Box 2295<br>North Ipswich, Qld 4305                             |
| General Enquiries | 07 3813 7444                                                       |
| Absence Line      | 07 3813 7466                                                       |
| Website           | <a href="http://www.tivoliss.eq.edu.au">www.tivoliss.eq.edu.au</a> |

| Email Addresses   |                                                                                |
|-------------------|--------------------------------------------------------------------------------|
| General Enquiries | <a href="mailto:admin@tivoliss.eq.edu.au">admin@tivoliss.eq.edu.au</a>         |
| Principal email   | <a href="mailto:principal@tivoliss.eq.edu.au">principal@tivoliss.eq.edu.au</a> |

Tivoli State School has a long and proud tradition of providing high quality education to students of Ipswich. At Tivoli, our school staff work hard at being a cohesive, effective team. They take the time and every opportunity to build and sustain relationships with students and their families. We believe that strong, positive relationships between all members of our school are the foundations of success.

Our classes at Tivoli State School are multiage. This approach allows children to interact with others in different year levels which not only supports learning but helps them develop multi-age friendships which resembles real life. Similarly, lunch and play breaks offer students the opportunity of mixing with all age groups and learning socially appropriate ways of interacting.

Tivoli State School has three core values,

- ♥ **Integrity** - Be honest. Do the right thing even when no one is looking. Take accountability for your actions.
- ♥ **Resilience** - Stay flexible and strong when things get tough. Keep calm and bounce back from challenges.
- ♥ **Kindness** – Show care for ourselves and others. Choose to act with consideration and respect.

### *Positive Behaviour for Learning*

At Tivoli State School our school has three clear expectations. These expectations are explicitly taught, acknowledged and rewarded. These expectations prepare us for learning and respect the rights of others to learn.

Our school has fortnightly expectations focus based on the needs of the students which is explicitly taught and communicated with our community via newsletter and social media.

More information can be found in our [Student Code of Conduct](#) which is available on our [website](#).



## I AM SAFE

At Tivoli State School, I am safe when I:

- Keep hands and feet to self
- Make smart choices
- Right place, right time

## I AM RESPECTFUL

At Tivoli State School, I am respectful when I:

- Follow instructions
- Listen to others
- Treat others how I would like to be treated
- Allow others to learn

## I AM A LEARNER

At Tivoli State School, I am a learner when I:

- Attempt all learning tasks
- Organised and prepared
- Give my best effort

## Absences

---

Children are required to attend school regularly. Each day is important and children should not be absent on any day without a valid reason.

Daily absences can be called through to the office on the morning of the absence on 3813 7444, emailing [admin@tivoliss.eq.edu.au](mailto:admin@tivoliss.eq.edu.au) or registered through the QParents app.

## Accidents & Sickness

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Minor injuries to children (e.g. small cuts, grazes) are treated by staff members. In more serious cases, an ambulance will be called and parents contacted. Students are covered for ambulance travel during school hours and while attending school activities.

If children report sick to the office or have suffered a head injury, parents are contacted promptly. We strive to take the best care of your children.

The National Health and Medical Research Council (NHMRC) provide recommended periods of exclusion from school for cases of and contact with infectious diseases. (*Refer Appendix 1*)

## Allergies

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If your child has any allergies, it is important you notify the school. Together a plan will be made to manage preventing the situation and deal with any possible allergic reactions.

## Attendance

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Regular attendance is necessary for satisfactory progress to be made, therefore parents must ensure that their child/ren regularly attend school. To ensure that a student's opportunity to learn is not impaired, the school carefully monitors absenteeism. If your child does not arrive at class and you have not informed us of their absence, a text message will be sent to you. Please respond promptly so we know your child is accounted for. If your child is late to school, please go to the office to obtain a late slip.

If you have any personal and family issues impacting on your child's attendance, please make contact with the teacher or Principal to discuss. We want to support you and your family to ensure strong attendance.

## Bell Times

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| Tivoli State School Bell Times |                                                   |
|--------------------------------|---------------------------------------------------|
| 8:45am                         | Session 1 – Instruction commences                 |
| 10:00am                        | Brain Break                                       |
| 11:00am                        | 1 <sup>st</sup> Break Play                        |
| 11:30am                        | 1 <sup>st</sup> Break Eating – in classrooms      |
| 11:45am                        | Session 2                                         |
| 1:15pm                         | 2 <sup>nd</sup> Break Play                        |
| 1:45pm                         | 2 <sup>nd</sup> Break Play – eating in classrooms |
| 2:00pm                         | Session 3                                         |
| 2:45pm                         | Class dismissal                                   |



## Behaviour Management and Bullying

Tivoli State School has developed a [Student Code of Conduct](#) outlining the school rules, expectations and consequences for positive and negative behaviours. A copy of the [Student Code of Conduct](#) is available on the website.

We take a learning approach to behaviour and wellbeing and ensure our work is focussed on partnerships with parents to find solutions.

Any parents concerned about behaviour issues or bullying are encouraged to speak directly with the class teacher or a staff member.

## Brain Break

Each day, students are encouraged to eat a small healthy snack during the morning session to assist with their thinking. Fruit or vegetables are the best choice for this time.

## Change of Details

Please notify the school immediately of any changes in contact details. Accurate information is essential in times of an emergency. If you have registered for QParents you are able to update details this way also.

## Communication

| Communication Tool                                                                                   | Description                                                                                                                                                                                                                                                                                                              |
|------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Tivoli State School Newsletter</a>                                                       | Our digital school newsletter is usually available fortnightly. The newsletter is compiled by class teachers and also includes date claimers and reminders of upcoming events.                                                                                                                                           |
| Tivoli State School Website<br><a href="http://www.tivoliss.eq.edu.au">www.tivoliss.eq.edu.au</a>    | Contains access to information about the school including important policy and school reporting documentation. It also contains relevant contact information and links to other resources and communication tools. A digital calendar can also be found on the website that highlights the most current upcoming events. |
| Email<br>         | All families provide their email details on enrolment or through contacting the office with email address updates. Information will be sent via email including your child's Academic Report Card.<br><br>Teachers have their own work email addresses and usually access their emails daily.                            |
| Facebook<br>      | The intent of this page is to provide a hub for responsible community engagement that celebrates the daily life of our school. We proactively support participation in social media to develop and grow digital citizenship throughout our community. Tivoli State School values the responsible use of social media.    |
| Q Schools app<br> | Families can keep up-to-date with the latest information from our school through the QSchools app. It's an easy way to find vital school information including events.<br><br>The QSchools app is available for free download through iTunes, Google Play and the Windows store.                                         |

|                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| School Parades        | Parades are held on Monday afternoons as per the school calendar on our website, and commence at 2:20pm, unless advised otherwise. Parents/carers are welcome to attend these parades as we share information, learning, performances and the success of students.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Contact with Teachers | <p>Appointments with teachers can be made through the office or via email. Teachers will provide contact email information at the beginning of the year, through class letters and Parent Information evenings.</p> <p>Formal Parent/Teacher interviews take place in Term 1 and Term 3 to discuss students' progress, concerns, goals and any other issues.</p> <p>If you wish to discuss your child's needs with the class teacher, it is important to remember that teachers are busy with the children in their classes from 8.45am to 2:45pm, it is therefore encouraged to arrange meeting times outside these hours. Teachers email addresses are available on our school website. Remember that communication between parents/carers and staff is always welcomed and encouraged.</p> |

### Complaints and Concerns

Effective partnerships between parents, students and our school are important to educational success. One part of that partnership is trust and openness. We need to be able to talk to each other when we have concerns, so that these issues can be worked out. From time to time you may have concerns or complaints relating to our school. It is important that you share these with us. We are committed to dealing positively with your concern. Please arrange an interview with the class teacher to discuss any concerns. If the situation is unable to be resolved, please contact the office to make an appointment with the Principal.

A copy of the guidelines for complaints management is attached (*Refer Appendix 3*).

### Curriculum

Tivoli State School curriculum programs follow the Australian Curriculum in English, Maths, Science, Humanities and Social Science (HASS) the Arts, Language (AUSLAN), Health and Physical Education. For more information [www.australiancurriculum.edu.au](http://www.australiancurriculum.edu.au)

These curriculum programs are delivered by specialist teachers in the areas in The Arts, Physical Education, Music and AUSLAN.

All units of work will have a strong literacy and numeracy focus, as these areas are the foundation building blocks that enable children to engage in meaningful and purposeful learning experiences in all learning areas.

### Custody/Parental Orders

On occasion it may be necessary to act on custody information held in our school files. It is extremely important that both the Principal and class teacher/s are informed when there are concerns surrounding custody issues so that the school, if required, can record appropriate information. It is also important that this information remains current and is supported by current documentation. If a change occurs regarding the custodial information of your child/ren, please report this to the office in person or in writing. If necessary, the Principal will meet or contact you to clarify these changes. Without court orders, both parents have equal rights to deal with the school and access students. The school is not the place to resolve family law disputes.

## Daily Arrival

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At Tivoli State School our students sit in the top undercover area until 8:20am when they are able to participate in supervised play. Please assist your child by reminding them of the importance of being in the right place at the right time. If students are late to school they need to collect a late slip from the office.

## Departure from School

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Once dismissed, students are to proceed home according to parental instructions. In the event of this arrangement not occurring, students are required to report to the office so that contact with parents can be made.

Once at school, children are not permitted to leave the school grounds without permission. If you need to collect your child from school early, please report to the office to collect an early departure slip and then proceed to your child/ren's classroom.

Prep students are required to be collected directly from the classroom by a parent, carer, older sibling or OSHC.

## Emergency Procedures

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Each semester the school will practice an Emergency Evacuation drill and a Lockdown drill to familiarise staff and students of the procedures required in the event of an emergency.

An evacuation occurs when there is a need to exit the school in a timely manner e.g. fire, bomb threat, earthquake or chemical spill.

A lockdown occurs when it is clearly unsafe for anyone to be walking on the school grounds e.g. a suspicious looking or dangerous person, a dangerous animal or bad weather, etc.

## Enrolments

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Please make contact with the office for an enrolment pack. All Queensland children of eligible age may attend a full-time Preparatory Year of education before starting Year 1. Children need to be five by 30 June in the year they enrol in Prep. Proof of your child's age MUST be produced at your enrolment interview. Acceptable forms of identification are Birth Certificate or Passport.

| Eligible Enrolment Age                | Prep | Year 1 |
|---------------------------------------|------|--------|
| Child born 1 July 2017 – 30 June 2018 | 2023 | 2024   |
| Child born 1 July 2018 – 30 June 2019 | 2024 | 2025   |
| Child born 1 July 2019 – 30 June 2020 | 2025 | 2026   |
| Child born 1 July 2020 – 30 June 2021 | 2026 | 2027   |
| Child born 1 July 2021 – 30 June 2022 | 2027 | 2028   |



## Excursions and Camps

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School excursions will be offered as part of our educational program and are designed to support curriculum programs. Camps will also be offered to students in Year 5-6. Information regarding excursions (or camps) will be discussed at the P&C meetings prior to information going home to parents.

Every effort is made to keep expenses to a minimum. A payment plan scheme is available to assist families to pay for these activities. Please see the Business Services Manager for assistance.

A permission form, covering students leaving the school grounds, is required from all parents/carers.

## First Day Procedures

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The first day of school will be an exciting and very special day and the day is planned to run as smoothly as possible. Parents will be sent information prior to school starting informing of their children's class and teacher. Several staff members will be located around the school to assist parents and students find their class.

If enrolment forms and interviews have already been completed there is no need for parents and students to report to the office. Teachers will be in attendance in the room from 8:30am to receive and welcome your child. Additionally, there will be staff available to assist you with any queries.

## Food at school

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We encourage students and parents to pack a healthy lunch each day for school. As children eat with their teacher at Tivoli SS, students will be monitored to ensure they make the best food choices to assist their brain and body growth. Students have two eating breaks and a Brain Break. Tivoli SS has community partnerships which provide fruit in all learning spaces for students to access.

## Head Lice

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Up to 400,000 individuals per year are infested in Australia, so it is highly likely that your child, at some time, will be affected. Detection and treatment at an early stage can minimize reinfestation. We recommend that you check your child's hair weekly and if necessary seek treatment from your local chemist. It is advisable that all members of your family use the treatment at the same time. An information sheet is available at the office.

## Homework

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Homework gives students the opportunity to build upon their class work and involve family members in their learning. To help find a balance between family life and helping students reach their full potential, as a guide students should spend the following amounts of time on homework:

- Prep 10 mins
- Year 1 10 to 20 minutes
- Years 2 and 3 10 to 20 minutes
- Years 4 and 5 15 to 30 minutes
- Year 6 30 to 40 minutes



## Instrumental Music

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Students may begin learning a musical instrument from Year 4. Options include woodwind, percussion or brass instrument. Instruments may be borrowed from the school. The cost of instrumental music is outlined for parents which includes a weekly lesson, music and if needed, the hire of an instrument.

## Library

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Children are encouraged to regularly borrow books from the library to care for them and to return them promptly. The library will be open at lunchtimes under the supervision of a staff member. To borrow, all children must have a library bag. Students will borrow as a class group each week on an allocated borrowing day.

## Lost Property

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Please ensure that ALL of your child's clothes, lunchbox, etc. are clearly named. A lost property box will be available for unnamed items. This is located outside the office. Please note that lost property is completely cleared once per term and unclaimed, un-named items are recycled through the school or donated to local charities.

## Medication

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On occasions it may be necessary for parents to request medication be administered at school. Parents MUST supply a note with the medication and complete a medication administering authority form available from the school office. ALL medicines (including over the counter medications such as Panadol) must show on the container the child's name, the doctor or pharmacist's name and quantities to be administered. Medication is to be administered by office staff. A medical register is kept in the office.

## Mobile Phones and Other Electronic Devices

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'[Away for the Day](#)' is an Education Queensland policy. Mobile phones may be brought to school but must be switched off and signed into the office on arrival at school. Mobile phones are not to be used during school hours. No responsibility will be taken for any mobile phone not handed in to the office. No other electronic devices (including iPods, MP3s, Nintendos) are to be brought to school.

## NAPLAN Tests (Year 3 & 5)

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The National Assessment Program: Literacy and Numeracy occurs for Year 3 and 5. These are a special series of tests designed to assess student progress in areas of Literacy and Numeracy. The tests are written and marked by an external agency, not the school. All students will receive a report, advising parents how their child has performed, in relation to national results. All results are to be treated as confidential.

It is important to remember that NAPLAN is only one of a range of assessment devices used to determine student needs and achievement levels.

## Office Hours

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Our front counter and office will be attended between 8:00am and 3:30pm. Our staff will be happy to assist you with any requests or inquiries or make appointments for you to see the Principal. Phone calls can be made between 8:00am and 3:30pm. Messages outside these hours can be left on our answering machine and we will return your call as soon as possible.

## Payments

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Payments for excursions, camps and other school activities can be made a number of ways via electronic means to provide ease of payments. These are listed on the invoice. Payments can also be made in the office by EFTPOS.

## Parade

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Whole school parades are weekly and parents are welcome to attend. Parades will include important notices and awards for students.

## Parents as Partners

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Parents can partner our school through their participation in the P&C Committee, as well as involvement within your child's classroom. Research has shown that children are more successful at school when their parents are involved.

At the end of each term a showcase afternoon is held to share with parents some of the great work from the term.

Parents who wish to assist the teachers in the classroom are most welcome. Please see your child's teacher if interested. All volunteers at the school must have a 'Working with Children' suitability card. Application can be accessed [online here](#). All volunteers are to sign on at the school office when helping at the school. An induction session and Code of Conduct will need to be done with a member of staff. Thank you for your involvement and assistance!

## *Parking*

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Parking is provided in the carpark at the Church St entry to the school. There is also a stop, drop and go facility at this entrance. We ask parents to keep the line moving promptly in the stop, drop and go area and follow the Look Out Program procedures. If your child is not there waiting, please move forward and loop around. If parking in nearby streets, please be considerate of our neighbours.

## *P&C Association*

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The P&C will meet each month at a time and date to be negotiated. The Annual General Meeting will be held each February to elect positions. Everyone is welcome to attend and we would be delighted if new parents could join us at these meetings.

## *Personal Property*

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All personal items and clothing should be clearly marked with your child's name to ensure that if lost, the owner can be readily identified. Such marking may need to be done several times a year to be effective.

Expensive items, including jewellery, games and toys, are not to be brought to school. No responsibility can be taken if such items, brought to school by a child, are lost, damaged or stolen.

The following items must not be brought to school;

- Chewing/bubble gum
- Matches, lighters
- Explosive caps
- Toy weapons (particularly those which fire projectiles)
- Skateboards, roller skates, roller blades and rip sticks
- Dangerous items such as knives, guns etc
- Illicit substances, including alcohol, tobacco, vapes and drugs are prohibited.

## *Prep Year*

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Prep students attend school each day in the normal school hours. For further information on the Prep program, please read the [Prep Handbook](#). We look forward to partnering with you in your child's first year of formal schooling.

## *Religious Instruction*

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Queensland state schools embrace a multitude of cultural, religious and non-religious beliefs and encourage students to grow and develop as a whole person. State schools respect the background and beliefs of all students and staff by not promoting, or being perceived as promoting, any particular set of beliefs in preference to another.

Tivoli State School has a Religious Instruction Program delivered by the Christian Faith Group Highway Church. Their lessons are 30 min in length and students who don't participate in RI engage in other activities at this time. More information on the departments Religious Instruction policy statement can be found on the Department of Education's website (<https://education.qld.gov.au/parents-and-carers/school-information/school-operations/policy-statement>).

## *Reporting to Parents*

---

Evaluation of student performance is an important part of teaching. It is a continuous process and teachers use a variety of techniques to gather valuable information about your child's progress.

Report Cards will be issued at the end of each semester (i.e. end of Term 2 and Term 4). Parents are most welcome to contact their child's teacher to arrange an interview at any time, though interviews are organised for all parents at the end of Term 1 and Term 3. If parents have any concerns they should act promptly, and not wait until the end of the term to see the teachers.

### *School Health Services*

---

The school dental teams will visit the school every few years. Information will be sent home as soon as the school is notified of their schedule. These services are provided free for school families.

For emergency dental treatment appointments, please ring 1300 365 997.

### *School Photos*

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School photos will be organised annually. Parents have a range of costs packages from which to choose. The packages may include class groups, individual photos and (if offered by the photographer) photos with siblings. All students need to wear their formal school uniform on Photo Day.

### *Sick Children*

---

Even though the child may want to come, school is not the place when your child is sick. Runny noses, temperatures, cold sores, open sores or discharge from ears or eyes are all indicators of possible infectious conditions. As well as risking the health of others, your own child is placed at risk of further infection at a time when immunity is low. Please keep your child at home during such times. Phone the absence line if your child is unable to attend. If your child gets sick during the day, staff from the office will contact you to collect your child.

### *Sporting Houses*

---

To foster team spirit and to promote healthy competition, the school population is divided into two houses. The house competitions are mainly for sporting events, especially athletics.

The houses at Tivoli SS are as follows:

- Cockatoo
- Lorikeets

### *Student Resource Scheme*

---

Tivoli State School operates a Student Resource Scheme. The objective of the scheme is to provide a convenient and cost-effective way for students to access the educational resources necessary to enhance their learning experience at school. The Department encourages parents to participate in the scheme. Participation in the SRS is optional, and no obligation is placed on a parent to participate. Participation is for the **duration of your child's enrolment** at the school. The cost of our current SRS is \$100 p.a. and provides all resources your child will need across the year with the exception of excursions, swimming etc.

### *Sun Smart Policy*

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Our school is a Sun Smart School and has implemented a sun protection strategy in consultation with the school community to provide effective educational programs on sun sense and preventive measures which:

- maximises the use of available shade for outdoor activities
- includes shade tree planting and caring programs
- considers sun protection when determining or reviewing school uniform designs
- requires the wearing of protective clothing including appropriate hats when in the sun during the school day

- encourages the use of an SPF 30+ broad spectrum sunscreen on uncovered areas of the skin, such as the face and the back of the hands
- considers sun protection in relation to Parents' and Citizens' Association projects and activities
- promotes the importance of parents, teachers, ancillary staff and voluntary helpers as role models for students in relation to sun protection strategies.

Students are asked to wear a hat EVERY day to and from school and at lunch breaks. Students who forget their hat must go to a shaded area during the play break. Tivoli State School operates a No Hat, No Play policy.

### *Supporting Students*

---

We have a range of diverse learners in our school, including students with disabilities and learning difficulties. We utilise Teachers and Student Engagement Officers to provide additional support to the class teacher to make appropriate adjustments so all students can succeed. We also have a Guidance Officer and Speech Language Pathologist who support teachers to make adjustments and work with parents and families. We also have access to a Social Worker and a Chaplain to support students and families.

For students diagnosed with a disability by a paediatric medical specialist or senior guidance officer, additional education adjustments are provided by classroom teaching staff and teachers in the Inclusive Learning Team. All students are included and welcomed in classroom programs.

Additional services may be provided to meet students with disabilities needs by the Advisory Visiting Teachers for Autistic Spectrum Disorder, Physical Impairment, Hearing Impairment, Visual Impairment as well as Speech and Language Pathologist, Physiotherapist and Occupational Therapist.

### *Swimming Program*

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Swimming lessons are part of the Tivoli Health program for students. Swimming will take place in Term 3 at a local swim school with qualified instructors. Students will be transported by bus to the pool.

### *Uniforms*

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Tivoli State School uniforms are black and yellow. Our students wear a yellow Tivoli State School bucket hat. School polo shirts and hats are available in the office. Black shorts, skorts or pants can be purchased from your preferred store.



## Zones of Regulation

One of our key strategies in developing emotional literacy is the explicit teaching of the Zones of Regulation for all children across our school. We believe it is important for our children to become more aware of their emotions and realise it's okay to discuss how they feel. We are empowering our children with the tools/strategies to problem-solve and support the regulation of their emotions and their behaviours. We believe it is vital for our children to understand that looking after ourselves mentally is just as important as looking after ourselves physically.

*Life is 10% what happens to us and 90% how we react to it. Charles Swindoll*

### What is self-regulation?

Self-regulation is the ability to manage your emotions and behaviour within the demands of any situation. It includes being able to resist emotional reactions to upsetting events, to calm yourself down when you get upset, to adjust to a change in expectations and to handle frustration without an outburst. It is a set of skills that includes problem-solving, planning, self-control and perseverance. The ability to self-regulate enables children, as they mature, to direct their own behaviour towards a goal, despite the unpredictability of the world and our own feelings.

### Why implement The Zones of Regulation Program?

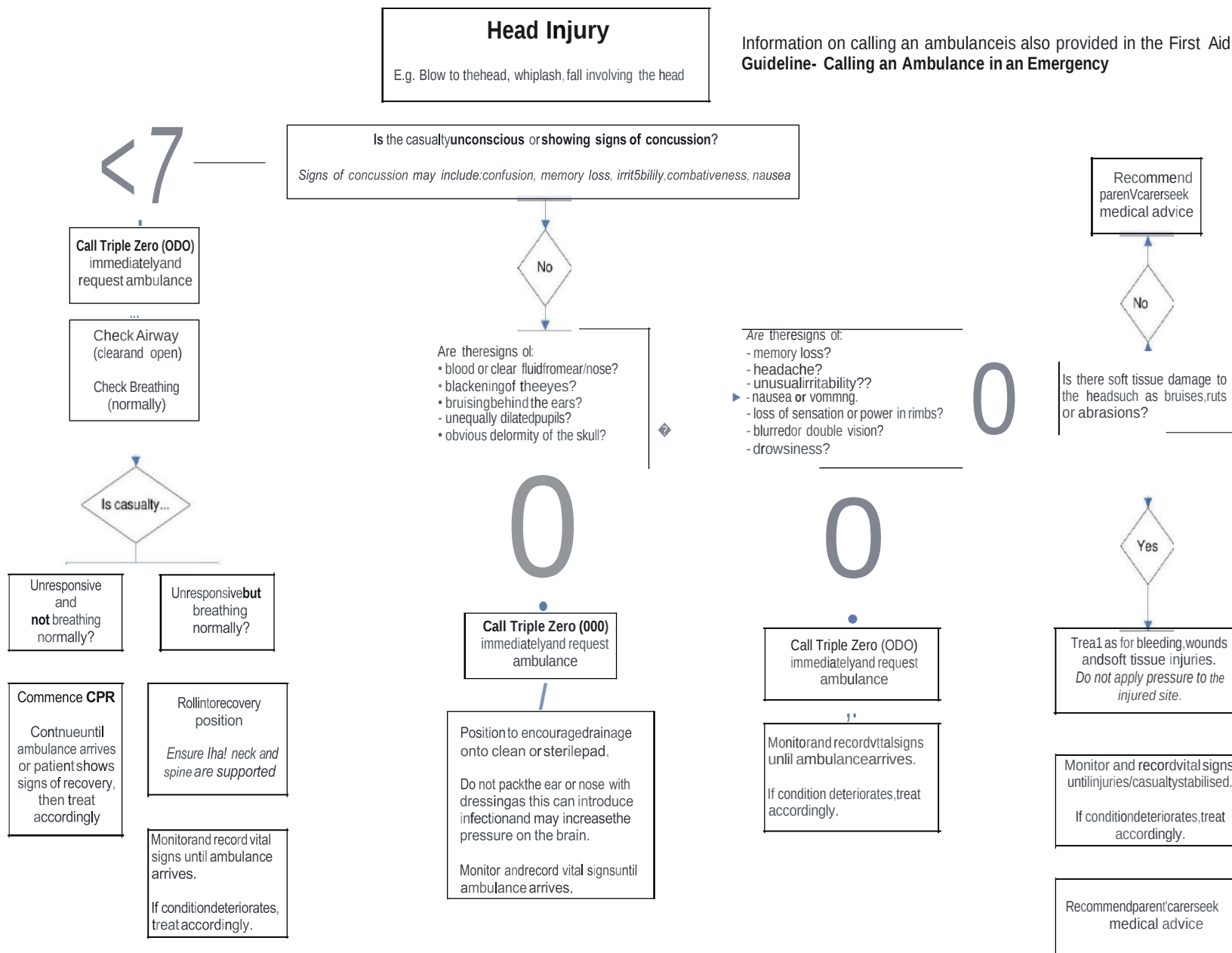
The Zones of Regulation® is a way of teaching children self-regulation. The program is designed to support children to:

- identify their feelings and levels of alertness
- build a vocabulary of emotional terms
- build an insight in to events that trigger their behaviours
- use effective regulation tools/strategies
- know when and how to use tools/strategies
- problem solve positive solutions
- understand how their behaviours influence others' thoughts and feelings

All classes at Tivoli State School will use the Zones of Regulation to help children identify their emotions and support children in being able to recognise strategies that can support them in each zone. In addition, all staff have been trained and model the language of the zones every day across our school. You will see the posters below in our teaching and learning areas across our school. Children will participate in the explicit teaching of each Zone and tools/strategies to support them.



[illegible]



## Appendix 3 – Concerns and Complaints

### Guidelines for Complaints Management

DEPARTMENT OF EDUCATION AND TRAINING

#### Making a complaint

##### Information for parents and carers

During the course of your child's school years, you may have cause to make a complaint about an issue or concern you have with their education.

The department of Education and Training is committed to ensuring that all complaints are dealt with in a fair and equitable manner. There are processes and support networks in place to enable you and your child to work through any issues or concerns you may have.

To achieve an effective resolution for all parties, when making your complaint, you should ensure you:

- Provide complete and factual information in a timely manner
- Deliver your complaint in a calm and reasoned manner
- Avoid making frivolous or vexatious complaints or using deliberately false or misleading information.

You should be aware that if you are making a complaint about a staff member that, in most instances, the staff member will be told of the complaint and offered the right of reply. You also have the right to have a support person participate throughout the process.

The following four-step procedure is in place to assist parents/carers and school staff to reach an outcome that is in the best interest of the student.

#### 1. Discuss your complaint with the class teacher

If your complaint is with your child's teacher or relates to an issue concerning your child's experience at school, make an appointment with that teacher as soon as possible through the school administration. Discuss your complaint with the teacher and give the teacher an opportunity to suggest a solution. The teacher will make a record of your complaint and report your meeting and any outcomes to the school principal. Together, both you and your child's teacher should be able to resolve the problem at this level.

#### 2. Discuss your complaint with the Principal

If after approaching your child's teacher your complaint remains unresolved, make an appointment to see the Principal to discuss the issue further.

If your complaint relates to more general school matters, including issues of school policy and issues of compliance or noncompliance, you should raise your complaint directly with the Principal. The principal may refer your complaint to a delegate such as the Business Services Manager. The staff member will make a record of your complaint and work with you to come to a resolution. Complaints to the Principal may be lodged in person, by telephone, writing or via email to [principal@tivoliiss.eq.edu.au](mailto:principal@tivoliiss.eq.edu.au)

#### 3. Contact your local education office

If you have discussed your complaint with the principal and still feel that you have not reached a resolution, you have the right to contact your local Department of Education and Training office.

Complaints may be lodged by telephone or in writing. Your complaint should be specific in detail and outline the steps you have taken to resolve the issue. Ensure your complaint includes your full name and address and that you have signed and dated it. It is also a good idea to keep a copy for your own records.

Anonymous complaints will only be acted on if enough information has been provided to allow for follow-up with the relevant school principal.

When you contact your local education office a record will be made of your complaint. You will also be advised that your name and the nature of your complaint will be reported back to the principal of your school to seek a resolution.

Addresses and telephone numbers for the Department of Education and Training offices are listed in the White Pages of your local telephone directory and are also available through the Schools Directory at [www.education.qld.gov.au/directory](http://www.education.qld.gov.au/directory).

#### 5. Independent review

If you have not been able to resolve your complaint through these formal processes, you can lodge your complaint with the Queensland Ombudsman. The Ombudsman may be contacted at:

Office of the Ombudsman

GPO Box 3314, Brisbane, Qld 4001

Email: [ombudsman@ombudsman.qld.gov.au](mailto:ombudsman@ombudsman.qld.gov.au)

Telephone (07) 3005 7000 or

Toll Free 1800 068 908 Fax

(07) 3005 7067

#### The role of Parents and Citizens' Associations (P&C's)

It is understandable that parents or carers may sometimes feel overwhelmed when approaching a school or the department with a complaint. While the Queensland Council of Parents and Citizens' Associations Inc (QCPCA) does not advocate on behalf of individual parents or carers, individuals can request their own P&C to provide support in these circumstances. The P&C can in turn seek assistance from QCPCA to provide guidance in resolving the complaint.

Complaints about services that are run or managed by the P&C at school, for example after school care or the tuckshop, should be directed to the P&C in the first instance.