



TIVOLI STATE SCHOOL

PARENT/CARER 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 all our children.

Kylie

Kylie Wells
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 Tivoli Qld 4305
Postal Address	PO Box 2295 North Ipswich, Qld 4305
General Enquiries	07 3813 7444
Absence Line	07 3813 7466
Website	www.tivoliss.eq.edu.au

Email Addresses	
General Enquiries	admin@tivoliss.eq.edu.au
Principal email	principal@tivoliss.eq.edu.au

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 foundation of success.

Our classes at Tivoli State School are multi-age. 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, Care and Compassion, Responsibility and Integrity.

Care and Compassion	for self and others.
Responsibility	be accountable for your actions, resolve differences in constructive, non-violent and peaceful ways, contribute to society, civic life and take care of the environment.
Integrity	act in accordance with principles of moral and ethical conduct, ensure consistency between words and deeds.

At Tivoli State school

I am safe

I am respectful

I am a learner

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 7466, emailing admin@tivoliss.eq.edu.au or registered through the QParents app.

Accidents & Sickness

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

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

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 contact the teacher or Principal to discuss. We want to support you and your family to ensure strong attendance.

Bell Times

Tivoli State School Bell Times	
8:45am	Session 1 – Instruction commences
10:00am	Brain Break
11:15am	1 st Break Play
11:50am	1 st Break eating – in classrooms
12:00pm	Session 2
1:30pm	2 nd Break Play
1:50pm	2 nd Break 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
Tivoli State School Newsletter <i>'Student Views'</i>	Our 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 www.tivoliss.eq.edu.au	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 	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. Teachers have their own work email addresses and usually access their emails daily.
Facebook 	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 	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. The QSchools app is available for free download through iTunes, Google Play and the Windows store.

School Parades	Parades are held on Friday and commence at 9:00am, unless advised otherwise. Parents/carers are more than 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), Music and Health and Physical Education. For more information www.australiancurriculum.edu.au

Specialised curriculum programs are delivered by specialist teachers in the areas in Music, Physical Education and Languages - 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

At Tivoli State School our students sit outside B Block until 8:20am when they are able to participate in breakfast club and 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

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 or older sibling.

Emergency Procedures

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

Please contact 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.

Use the Department's [online calculator](#) to determine when your child can commence their preparatory year.

Eligible Enrolment Age	Prep	Year 1
Child born 1 July 2014 – 30 June 2015	2020	2021
Child born 1 July 2015– 30 June 2016	2021	2022
Child born 1 July 2016 – 30 June 2017	2022	2023
Child born 1 July 2017 – 30 June 2018	2023	2024
Child born 1 July 2018 – 30 June 2019	2024	2025



Excursions and Camps

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

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 on duty to assist you with any queries.

Food at school

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.

Head Lice

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. Should lice be seen in your child's hair, you will be contacted in order for you to treat the head lice.

Homework

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

Students may begin learning a string musical instrument from Year 4. In Year 4 they can learn a 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

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

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

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

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)

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

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

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 via eftpos.

Parade

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

Parents as Partners

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 who are not parents of children at the school must have a "Working with Children" suitability card. Application forms are available at the school office. 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

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

The P&C will meet each month on the third Tuesday of each month at 3:00pm. 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

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 allowed to be brought to school. No responsibility can be taken if such items, brought to school by a child, are lost, damaged or stolen. Children should take responsible care for any monies brought to school.

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 and drugs are prohibited.

Prep Year

Prep students attend school each day in the normal school hours. Parents are welcome to come in and spend time with their child completing a puzzle or reading a book until the program starts at 8:45am. For further information on the Prep program, please read the Prep Information Booklet. We look forward to partnering with you in your child's first year of formal schooling.

Religious Instruction

Queensland state schools embrace a multitude of cultural, religious and non-religious beliefs and encourage students to grow and develop as a whole person, in particular, in beliefs, values and attitudes. 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 periodically. 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

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 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

The Student Resource Scheme (SRS) is a user-charging scheme operated by schools to provide parents with a mechanism to access individual student resources that are not funded by the government. Schools develop the SRS based on resources needed by students and the programs offered at the school. The fees and inclusions are endorsed annually by the P&C and parents must be provided with annual information regarding the SRS fees and inclusions. Parental participation in the SRS is optional. When a parent chooses not to participate, the parent is responsible for providing the resources.

The SRS Participation Agreement Form (PAF) will need to be completed on enrolment and will remain continuous for the life of enrolment. A parent can choose to opt out of the scheme at any point but will need to complete the SRS form, selecting 'No' to participation.

Sun Smart Policy

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.

Supporting Students

We have a range of diverse learners in our school, including students with disabilities and learning difficulties. We utilise Teachers and Teacher Aides 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.

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

Swimming lessons are part of the Tivoli Health program for students. Swimming will take place in Term 4 at a local swim school with qualified instructors. Students will be transported by bus to the pool.

Uniforms

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. Our students wear covered, comfortable shoes.



Zones of Regulation

At Tivoli State 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. All children will participate in the explicit teaching of each Zone and tools/strategies to support them.

What **Zone** am I in?

Blue Zone	Green Zone	Yellow Zone	Red Zone																
<table border="1" style="width: 100%;"> <tr> <td> SAD</td> <td> TIRED</td> </tr> <tr> <td> SICK</td> <td> BORED</td> </tr> </table>	SAD	TIRED	SICK	BORED	<table border="1" style="width: 100%;"> <tr> <td> CALM</td> <td> READY TO LEARN</td> </tr> <tr> <td> HAPPY</td> <td> OK</td> </tr> </table>	CALM	READY TO LEARN	HAPPY	OK	<table border="1" style="width: 100%;"> <tr> <td> SILLY OR WIGGLY</td> <td> FRUSTRATED</td> </tr> <tr> <td> UPSET</td> <td> HYPER</td> </tr> </table>	SILLY OR WIGGLY	FRUSTRATED	UPSET	HYPER	<table border="1" style="width: 100%;"> <tr> <td> MAD / ANGRY</td> <td> HITTING OR FIGHTING</td> </tr> <tr> <td> YELLING</td> <td> RUNNING AWAY</td> </tr> </table>	MAD / ANGRY	HITTING OR FIGHTING	YELLING	RUNNING AWAY
SAD	TIRED																		
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UPSET	HYPER																		
MAD / ANGRY	HITTING OR FIGHTING																		
YELLING	RUNNING AWAY																		

Tools to get you back in the green Zone...

get a drink	COUNT TO 10	TAKE DEEP BREATHS	snack	DO WALL PUSH-UPS	think good thoughts	DRAW	read a book	ask for help
ASK FOR A BREAK	talk to a friend	go for a walk	Lazy 8 Breathing	DO STRETCHES	LISTEN TO MUSIC	jumping jacks	head on desk	THINK OF CALM PLACE

Condition	Person with the infection	Those in contact with the infected person?
Chickadee (varicella)	EXCLUDE until all blisters have dried. For non-immunised children, this is usually 5 days after the rash first appears, and less for immunised children.	EXCLUSION MAY APPLY EXCLUDE non-immune pregnant women and any child with immune deficiency or receiving chemotherapy. Contact your Public Health Unit for specialist advice. Varicella can be reactivated in older children and adults as Shingles. See below.
Cold sores (herpes simplex)	NOT EXCLUDED if the person can maintain hygiene practices to minimise the risk of transmission, young children unable to comply with good hygiene practice should be excluded while sores are weeping. Sores should be covered with a dressing where possible.	NOT EXCLUDED
Conjunctivitis	EXCLUDE until discharge from eyes has ceased unless a doctor has diagnosed non-infectious conjunctivitis.	NOT EXCLUDED
Cytomegalovirus (CMV)	NOT EXCLUDED Pregnant women should consult with their doctor.	NOT EXCLUDED Pregnant women should consult with their doctor.
Diarrhoea* and/or vomiting	Exclusion periods may vary depending on the cause. EXCLUDE a single case until 24 hours after the last loose bowel motion and the person is well. EXCLUDE all persons who prepare or serve food until they have not had any diarrhoea or vomiting for 48 hours. If there are more than two cases with diarrhoea and/or vomiting in the same location, or a single case in a food handler, notify your Public Health Unit. See information below if norovirus is confirmed or considered likely at the cause of diarrhoea and/or vomit.	NOT EXCLUDED
• amoebiasis • campylobacter • cryptosporidium • giardia • norovirus • salmonella		
• viral gastroenteritis		
<i>See specific information below</i>		
Enterovirus 71 (E71) neurological disease)	EXCLUDE until written medical clearance is received confirming the virus is no longer present in the person's bowel motions.	NOT EXCLUDED
Fungal infections of the skin and nails (ringworm/tinea)	EXCLUDE until the day after antifungal treatment has commenced. (No exclusion for athlete's foot).	NOT EXCLUDED
Glandular fever (mononucleosis, Epstein-Barr virus)	NOT EXCLUDED	NOT EXCLUDED
German measles (rubella)*	EXCLUDE for 4 days after the onset of rash or until fully recovered, whichever is longer. Pregnant women should consult with their doctor.	EXCLUSION MAY APPLY Pregnant women and female staff of childbearing age should check their immunity with their doctor. Contact your Public Health Unit for specialist advice.
Haeemophilus influenzae type b (Hib)	EXCLUDE until the person has completed a course of appropriate antibiotic treatment? Contact your Public Health Unit for specialist advice.	EXCLUSION MAY APPLY Contact your Public Health Unit for specialist advice.
Hand, foot and mouth disease (EV71)	EXCLUDE until all blisters have dried.	NOT EXCLUDED
Head lice	Exclusion is not necessary if effective treatment is commenced before next school day (i.e. the child does not need to be sent home immediately if head lice are detected).	NOT EXCLUDED
Hepatitis A*	EXCLUDE until at least 7 days after the onset of jaundice or dark urine, or for 2 weeks after onset of first symptoms if no jaundice or dark urine.	NOT EXCLUDED Contact your Public Health Unit for specialist advice about vaccination requirements for staff or group children transferring to another centre and new arrivals.
Hepatitis B and C	NOT EXCLUDED Cover open wounds with a waterproof dressing.	NOT EXCLUDED

Footnotes

- Observing the exclusion period meets the intent of the Public Health Act 2005 for a person to be non-infectious.
- The definition of 'contact' will vary between diseases and is not always complete. If unsure, contact your local Public Health Unit.
- Exclusion definition is 3 or more hours, except for lower respiratory tract infections which is a 24 hour period that an individual from normalised or escaped a child's respiratory tract.
- Doctors should notify the local Public Health Unit as soon as possible. If children or staff are diagnosed with these conditions.
- Appropriate antibiotic treatment will vary between diseases. If unsure, contact your Public Health Unit.

Condition	Person with the infection	Those in contact with the infected person?
Hepatitis E	EXCLUDE until at least 2 weeks after the onset of jaundice.	NOT EXCLUDED
Human immunodeficiency virus (HIV/AIDS)	NOT EXCLUDED Cover open wounds with a waterproof dressing.	NOT EXCLUDED
Influenza and influenza-like illness	EXCLUDE until symptoms have resolved, normally 5-7 days.	NOT EXCLUDED
Measles*	EXCLUDE for 4 days after the onset of the rash. Contact your Public Health Unit for specialist advice.	EXCLUSION MAY APPLY Vaccinated or immune contacts NOT EXCLUDED . Vaccinated or immune contacts (including those receiving chemotherapy) until 14 days after the appearance of the rash. EXCLUDE contacts who have not had evidence of immunity. Contact your Public Health Unit for specialist advice.
Meningitis (bacterial)	EXCLUDE until well and has received appropriate antibiotics. ¹	NOT EXCLUDED
Meningitis (viral)	EXCLUDE until well.	NOT EXCLUDED
Meningococcal infection*	EXCLUDE until 24 hours of appropriate antibiotics has been completed. Contact your Public Health Unit for specialist advice. ²	NOT EXCLUDED Contact your Public Health Unit for specialist advice about antibiotics only for vaccination for close contacts. ³
Molluscum contagiosum	NOT EXCLUDED	NOT EXCLUDED
Mumps	EXCLUDE for 5 days after onset of swelling. Pregnant women should consult with their doctor.	NOT EXCLUDED Pregnant women should consult with their doctor.
Norovirus	EXCLUDE until there has been no diarrhoea or vomiting for 48 hours.	NOT EXCLUDED
Roseola, sixth disease	NOT EXCLUDED	NOT EXCLUDED
Scabies	EXCLUDE until the day after treatment has commenced.	NOT EXCLUDED
School sores (impetigo)	EXCLUDE until 24 hours of appropriate antibiotics has been completed. ⁴ Cover sores on exposed areas with a waterproof dressing until sores are dry, and encourage handwashing.	NOT EXCLUDED
Shiga toxin-producing E. coli (STEC)	EXCLUDE until diarrhoea has stopped and two samples have tested negative. Contact your Public Health Unit for specialist advice.	EXCLUSION MAY APPLY Contact your Public Health Unit for specialist advice.
Staged chest syndrome, IMH disease (parvovirus B19, erythema infectiosum)	NOT EXCLUDED Pregnant women should consult with their doctor.	NOT EXCLUDED Pregnant women should consult with their doctor.
Shigellosis	EXCLUDE until there has been no diarrhoea or vomiting for 48 hours. Contact your Public Health Unit for specialist advice.	EXCLUSION MAY APPLY Contact your Public Health Unit for specialist advice.
Shingles (herpes zoster)	EXCLUSION MAY APPLY if blisters can be covered with a waterproof dressing until they have dried NOT EXCLUDED . EXCLUDE if blisters are unable to be covered and until no new blisters have appeared for 24 hours.	EXCLUSION MAY APPLY Contact your Public Health Unit for specialist advice, including advice for pregnant women and any person who is immunocompromised (including receiving chemotherapy). NOT EXCLUDED
Streptococcal sore throat (including scarlet fever)	EXCLUDE until 24 hours of appropriate antibiotics has been completed. ⁵	NOT EXCLUDED
Tuberculosis (TB) ⁶	EXCLUDE until written medical clearance is received from the relevant Tuberculosis Control Unit.	NOT EXCLUDED
Typhoid* and paratyphoid fever	EXCLUDE until diarrhoea has stopped and two samples have tested negative. Contact your Public Health Unit for specialist advice.	EXCLUSION MAY APPLY Contact your Public Health Unit for specialist advice.
Whooping cough (pertussis) ⁷	EXCLUDE until 5 days after starting appropriate antibiotics or for 21 days from onset of cough. ⁸ Contact your Public Health Unit for specialist advice.	EXCLUSION MAY APPLY Contact your Public Health Unit for specialist advice regarding exclusion of non- or incompletely vaccinated contacts. NOT EXCLUDED
Worms	EXCLUDE until diarrhoea has stopped for 24 hours and treatment has occurred.	NOT EXCLUDED

Some medical conditions require exclusion from school, child care centres and other settings to prevent the spread of infectious diseases among staff and children.⁹

For further information or advice about diseases or conditions not listed here:

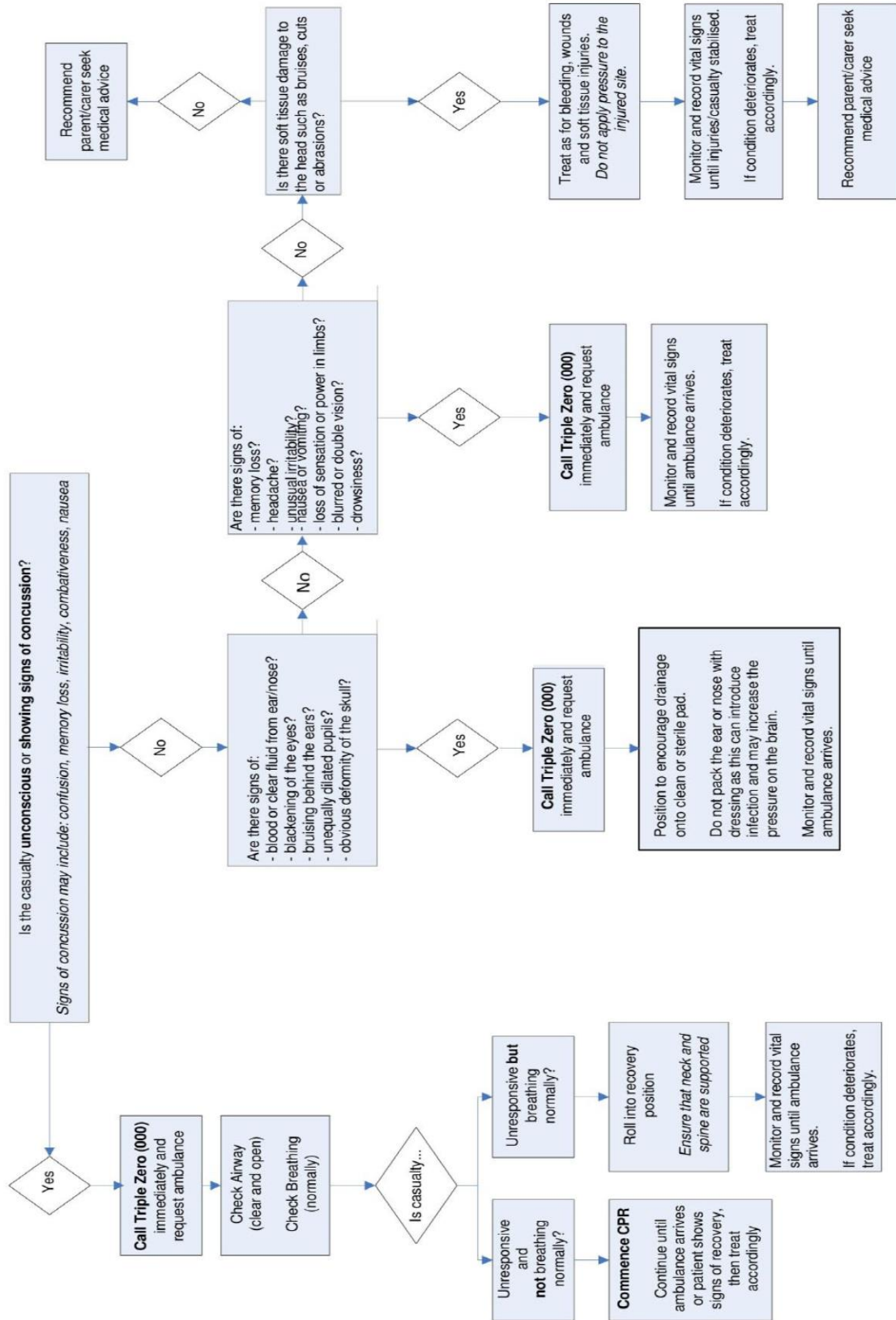
- Contact your nearest public health unit at: www.health.qld.gov.au/system-governance/contact-us/contact-public-health-units
- National Health and Medical Research Council publication: *Staying Healthy – Preventing Infectious Diseases: In early childhood and education and care settings, 5th edition* www.nhmrc.gov.au/guidelines-publications/ch55
- For fact sheets about various communicable diseases visit the Queensland Department of Health website at <http://disease-control.health.qld.gov.au>

Use this QR code to access a digital copy of this poster or visit: www.health.qld.gov.au/publichealthact/contagious

Head Injury

E.g. Blow to the head, whiplash, fall involving the head

Information on calling an ambulance is also provided in the First Aid Guideline – Calling an Ambulance in an Emergency



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@tivolliss.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.

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

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.