Welcome to Charters Towers Central State School

Charters Towers Central State School was established in 1875. Its central location in Charters Towers gives it the name ‘Central’. The school is a co-educational school that caters for students in year levels from Prep to Year 6. The student population comes from a diverse range of socio economic and cultural backgrounds. Our school has large Special Education Program (Learning Centre) supporting students with Physical Impairment (PI), Autistic Spectrum Disorder (ASD) and Intellectual Disability (ID). The Learning Centre operates on an inclusive model where students are integrated into their age appropriate mainstream classes with the support of the Special Education teachers.

Through our motto, 

Citizenship. Scholarship. Sportsmanship.

we acknowledge our role in preparing children for the future.

Our Values

I am Safe          I am Respectful          I am a Learner

Our Mission

Our mission is to provide for children an education which allows them to develop individually as valued citizens.

A strong home/school partnership is of vital importance in the education of our students. One of the most important aspects of our student’s education is to maintain healthy communication lines between school and home. We ask you as parents or guardians to support this with open communication between home and school.

Parents are very welcome to come to school at any time to assist in the school or classrooms. The school runs a number of programs which can only be effective with volunteer assistance. We look forward to working in partnership with you to give your child the best educational opportunity to become an effective citizen.

The Parents and Citizens Association meets regularly and supports the school, school activities and programs. School policies are discussed and endorsed by these groups.

Charters Towers Central State School prides itself on retaining small school values and ethos, allowing staff to provide a more personal education for your child. Staff is available to discuss your child’s education and any concerns that you may have at any time. I know that you will understand that when a teacher is teaching, they may not be able to stop what they are doing to discuss something with you.

The information in this booklet is designed to help you and your child to become part of our school community. I take this opportunity to welcome you to our school. I am confident that you and your child’s time at Charters Towers Central State School will be an enjoyable one.

Troy Barath
Principal
SCHOOL CONTACT INFORMATION

<p>| | |</p>
<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td><strong>Telephone</strong></td>
<td>4756 2333</td>
</tr>
<tr>
<td><strong>Fax</strong></td>
<td>4787 2481</td>
</tr>
<tr>
<td><strong>Student Absence Line</strong></td>
<td>4756 2366</td>
</tr>
<tr>
<td><strong>Email</strong></td>
<td><a href="mailto:admin@chartowess.qld.edu.au">admin@chartowess.qld.edu.au</a></td>
</tr>
<tr>
<td><strong>Website</strong></td>
<td><a href="http://www.chartowess.eq.edu.au">www.chartowess.eq.edu.au</a></td>
</tr>
<tr>
<td><strong>School Address</strong></td>
<td>39 - 47 High Street Charters Towers Qld 4820</td>
</tr>
<tr>
<td><strong>Postal Address</strong></td>
<td>PO Box 64 Charters Towers Qld 4820</td>
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SCHOOL HOURS

<table>
<thead>
<tr>
<th>Times</th>
<th>Bell</th>
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<tbody>
<tr>
<td>8.00am</td>
<td>Students not to arrive in the school grounds prior to this time. Students are seated under C Block with the teacher on before school duty.</td>
</tr>
<tr>
<td>8.30am</td>
<td>Students have two choices:</td>
</tr>
<tr>
<td></td>
<td>1. Move to class to prepare for the day.</td>
</tr>
<tr>
<td></td>
<td>2. Play on the oval (supervised).</td>
</tr>
<tr>
<td>8.55am</td>
<td>Preparation Time for School</td>
</tr>
<tr>
<td></td>
<td>5 mins to go to toilet, wash hands, have a drink, move to line up area.</td>
</tr>
<tr>
<td>9.00am</td>
<td>First Session Commences.</td>
</tr>
<tr>
<td>11.00am</td>
<td>Morning Tea – Eating time.</td>
</tr>
<tr>
<td>11.10am</td>
<td>Playtime.</td>
</tr>
<tr>
<td>11.25am</td>
<td>Preparation Time for School</td>
</tr>
<tr>
<td></td>
<td>5 mins to go to toilet, wash hands, have a drink, move to line up area.</td>
</tr>
<tr>
<td>11.30am</td>
<td>Second Session Commences.</td>
</tr>
<tr>
<td>1.00pm</td>
<td>Lunch – Eating time.</td>
</tr>
<tr>
<td>1.10pm</td>
<td>Playtime.</td>
</tr>
<tr>
<td>1.40pm</td>
<td>Preparation Time for School</td>
</tr>
<tr>
<td></td>
<td>5 mins to go to toilet, wash hands, have a drink, move to line up area.</td>
</tr>
<tr>
<td>1.45pm</td>
<td>Last Session Commences.</td>
</tr>
<tr>
<td>3.00pm</td>
<td>Dismissal. Students depart.</td>
</tr>
</tbody>
</table>

Bell Indicates that a bell is rung at this time.
**ROLES, RIGHTS AND RESPONSIBILITIES**

### Students

**Have the *Right* to:**
- An education at the appropriate level
- Support from school staff
- Be respected and treated with consideration and fairness
- Work without being harassed and bullied by others
- Be regularly informed of their progress
- Hear both fair and constructive criticism about themselves and their development
- Be involved in decision making in an appropriate way

**Have the *Responsibility* to:**
- Attend school on a regular basis
- Complete assigned class and homework
- Respect the rights and feelings of others
- Respect the property of others
- Behave in a manner which does not bring discredit on themselves or their school community
- Allow other students to learn and participate in school activities
- Present student viewpoint / grievance / opinion in a polite and reasonable manner and to actively listen to others
- Accept the decisions that are made
- Accept the consequences of their actions

### Parents

**Have the *Right* to:**
- Enrol their child at our school, be informed of events and procedures relating to our school and be involved in decision making
- Be informed of their child’s progress or any concerns regarding their child and to expect that confidentiality will be maintained
- Expect that a safe and healthy environment is provided for their child at school
- Expect a classroom environment that is conducive to effective learning
- Learn about the programs offered by the school
- Expect teachers to provide quality programs of instruction
- Expect a classroom environment which operates according to the *Responsible Behaviour Plan for Students*

**Have the *Responsibility* to:**
- Read school communications
- Ensure that their child has adequate rest and nutrition and inform the school of any academic problems regarding their child
- Communicate, in confidence, any concerns regarding their child either to the teacher or to administration
- Notify the school of any medical / social concerns regarding their child and to ensure their child’s safety to and from school
- Ensure their child is punctual and attends school regularly with the appropriate learning materials
- Attend information sessions and read the fortnightly newsletter
- Ask for explanations when unsure of which direction the learning program is heading
- Give support by impressing upon their child the importance of adhering to the *Responsible Behaviour Plan for Students*
### Teachers

**Have the Right to:**
- Expect students to attend school regularly
- To expect the school community to respect teachers’ professional judgements
- Expect students to take an active role in their learning experiences
- Expect parents to share any concerns about pupils directly with them

**Have the Responsibility to:**
- Provide quality programs of instruction for all students
- Access professional development opportunities and implements training received
- Provide learning experiences and expectations that will assist students to become more independent
- Inform students and parents of student’s progress and school programs
- Convey to parents that they are open, receptive and available for contact

### Administration Team

**Have the Right to:**
- Be informed of any issues by all members of the school community
- Expect that the school community will adhere to the School Behaviour Code
- Expect that the Responsible Behaviour Plan for Students is upheld in all classrooms and in the playground
- Open communication channels within and between the school community and department

**Have the Responsibility to:**
- Communicate consistently and openly with all members of the school community and ensure that the confidentiality of information at their disposal is maintained
- Inform students and parents of behaviour policies and their consequences
- Support the implementation of the Responsible Behaviour Plan for Students with students, staff and parents
- Ensure school community members have access to departmental information which affects them and personnel who may assist them

### Teacher Aides

**Have the Right to:**
- Receive support from Teachers, Staff and Students
- Be informed of procedures and decision making in an appropriate way
- Have viewpoints / grievances / opinions heard
- Receive clear instruction / direction from teachers / staff
- Be trained in specific areas where need arises

**Have the Responsibility to:**
- Support Teachers, Staff and Students in a professional and confidential manner
- Carry out procedures in an appropriate way and to accept decisions made
- Present aides viewpoint / grievance / opinion in a polite and reasonable manner and to actively listen to others
- Carry out instructions from teachers / staff in a competent manner, cooperating with teachers and contributing own ideas and talents to programs
- Put into practice training received in specific areas
ABSENCES
While home is the best place for children if they are sick, it is also important that children attend school regularly. Regular attendance by each child is necessary to maintain continuity of learning. Parents assume responsibility for the routine attendance of their children. In the event of your child being absent please:

(a) PHONE: Student Absence Line – 4756 2366

(b) WRITE: a note to the class teacher on the day your child returns to school.

If a note or phone call is not received a letter will be sent home with your child asking for a reason that your child was absent.

Exemptions from Compulsory Schooling
If circumstances arise and your child cannot attend school for more than 10 consecutive school days, parents/caregivers need to apply for an exemption from compulsory schooling as mandated by the Department of Education, Training and Employment. For further information regarding this process please contact the school office.

Late Arrivals/Early Departures
Students who arrive after 9.30am need to report to the office where they will be issued a late arrival slip to give to their teacher.

Students who are departing early must be collected from the office and the parent/caregiver must sign the Early Collection Book. The office will then notify the classroom teacher of any early departure. Parents/Caregivers are asked NOT to collect students from classrooms before reporting to the office.

ACCIDENTS
Accidents are likely to occur in any sphere of activity but especially where there are numerous active, enthusiastic, adventurous and inquisitive young people. Accidents may occur even when care has been taken to provide appropriate playground equipment and supervision. When a child is mildly unwell or suffers a minor accident:

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

If a serious accident occurs:

- A staff member will remain with the child;
- Appropriate assistance will be summoned;
- The parents or the emergency contacts will be notified;
- Medical treatment deemed necessary will be undertaken (including ambulance)

ADDRESS CHANGES
For an injured or ill child, the care and comfort of family is dependent upon the school having current telephone numbers of parents and other emergency contacts. Please advise the school promptly of changes to address, telephone numbers or employment contacts.

APPOINTMENTS
Making an appointment avoids inconvenience to either parent or teacher. We do not permit parent-teacher interviews while the teacher is in charge of a class, as it interrupts teaching and learning as
well as inhibits supervision of the children. Teachers have both official and private commitments after school so telephoning or emailing for an appointment is advisable.

ARRIVAL TO AND DEPARTURE FROM SCHOOL
Children should arrive at school no earlier than 8:00am. Before this time adequate supervision cannot be provided by the staff of the school. Upon arrival students are to go directly to the tuckshop area where they are able to partake of the breakfast program or if it is a tuckshop day, place their tuckshop order. School commences at 8:50am.

School finishes at 3:00pm; children need to be collected as soon after this time as possible. Staff is not rostered for supervision after 3:00pm as they are involved in correction, preparation and meetings at this time. Should a particular circumstance arise where children cannot be collected before the prescribed time, please contact the school admin so that arrangements can be made. Bus children will wait quietly at the seating area on High Street and will only move to the bus when informed by the adult on duty.

For children who are travelling by vehicle to school, parking areas and student let-down and collection areas have been provided outside the school. Please take care of children alighting from buses and other vehicles in these spaces. Observance of all road signs in the vicinity is also requested in order to provide as safe an environment as possible for our children on their way to and from school. Please park your car before letting out or collecting children. Crossing Supervisors operate on both High Street and Aland Street, for student safety, please encourage your child to utilise the crossings.

ASSEMBLY
Assembly is held every Friday at 9:00am and parent/caregivers are encouraged to attend. The assembly is used to convey special messages to the students, present awards and introduce visitors and guests. Students leaders co-ordinate and officiate at assembly, other students participate from time to time through various performances. Each week students from each class are acknowledged for their learning and work habits and achievements.

ATTENDANCE
Regular attendance is necessary to ensure that continuous progress is maintained. If a student has been absent from school, it is in the parent’s interest to write or ring explaining the absence. The Education Act provides that every parent has a legal responsibility to ensure their child attends school. You can call the school absence line on – 4756 2366. (See Appendix: Charters Towers Central State School Attendance Policy)

COMPULSORY ATTENDANCE
Every parent of a child being of age of compulsory attendance (ages 6, 6 months -15 years) shall, unless some reasonable excuse exists, cause such child to attend a school on each school day. Examples of a reasonable excuse, as defined by the Education Act, are:

- Sickness
- Temporary or permanent infirmity
- Unavoidable cause (accident)
- Fear of infection with disease
BICYCLES
Bicycles should be parked in the racks provided. Students should bring their own chain and ensure their bike is locked securely to the rack. We would value your support in reinforcing to your child our policy of not riding bicycles in the school grounds for the safety of pedestrians. Skateboards and scooters are not permitted at school. **ALL CYCLISTS MUST WEAR A HELMET**

BOOKCLUB
Children are given the opportunity to purchase leisure books through **Scholastic Bookclub**. These books are of reasonable lasting quality with very good literary content and sell at a moderate cost. Many children use these to build up personal libraries – the basic aim of this service is the encouragement of reading for pleasure. There is no obligation to purchase any of these books. Brochures are sent home and a staff member collates orders and distributes the books when they arrive. Students are to **return money with their order form on the date written on the order form**. The school receives a percentage of sales, which is used to add resources to our library.
BOOKLISTS /SCHOOL RESOURCES
A book list is provided at the end of each school year, or when children are enrolled. Parents are required to purchase all items on the list prior to the commencement of the new year. Throughout the year consumable items such as pencils, erasers, glue, books may need to be replenished, please check with your child or their teacher to see any items are required.

CAMPS
From time to time classes may undertake educational excursions so that students may acquire a variety of experiences outside the classroom. Camps are organised by the class teachers concerned and venues are determined depending on classroom program, numbers, suitability of camp sites and programs offered. Parents/caregivers will be notified by official letters advising of details of the proposed camp including dates, pricing and transport arrangements as well as permission forms which must be signed and returned with any money for the student to participate. Charters Towers Central State School can exempt children from participating in these activities based on behaviour concerns.

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

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

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

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

The Chaplaincy Service is available to everyone in the school community regardless of their religious beliefs.

Who is the Charters Towers Central State School Chaplain?
Mrs Sharon Beveridge is Central’s school Chaplain that works for 2 days per week. She provides pastoral care for the students, parents and staff. Students often have friendship difficulties etc. The school chaplain provides listening ear and caring presence. The school Chaplain is available to anyone, regardless of their religious beliefs. One-on-One meetings can also be arranged for students, with parental consent. If you wish your child to participate in One-on-One meetings please fill in the consent form. (See Appendix: Ongoing One-on-One Meetings with Chaplin)

Our school Chaplain runs a “Random Acts of Kindness Program.” All students are able to become members. The program is all about promoting kindness and thoughtfulness within the school community and wider community.
CODE OF SCHOOL BEHAVIOUR

Education Queensland is committed to provisions that ensure all students have a right to and receive a quality education. Charters Towers Central State School is a “School Wide Positive Behaviour Support” School.

SWPBS is…
A process for teaching expected social, emotional and behavioural skills so the focus can be on teaching and learning.

At Central we support our students to learn the rules and expectations for their conduct through explicit teaching, encouragement, rewards and certain consequences.

Students receive tickets from staff members when they meet the expectations of our school. The tickets are placed into weekly prize draws on assembly, special end of term draws and are tallied to give the students entry into special events.

Positive Behaviour Tickets
→ Weekly Prize Draws
→ End of Term Draws

Each week a specific expectation is taught to the students by their classroom teacher. For example, ‘Always use polite appropriate language.’

The expectation for the week is taken from the Safe, Respectful and Learner Rules. The expectations focus not just on behaviour but also academic, self-esteem, emotional self-discipline, and relationships.

All the expectations are displayed in every classroom on the SWPBS expectation matrix.

Below is a brief overview of the basic steps our school takes for dealing with student behaviour.
1. Warning
2. Timeout
3. Buddy Class
4. Detention
5. Office Referral
SCHOOL BEHAVIOUR MATRIX

I AM A LEARNER

LEARNING AREAS
Participate fully in individual or group activities
Be organised and ready for each school session
Do work to the best of my ability
Complete tasks on time

GENERAL POSITIVE BEHAVIOURS
Ask questions and request help when needed
Arrive at school between 8am and 8.50am
Attend on each school day unless I have a valid reason
Be a problem solver
Go to toilet and get a drink before starting each session

BEFORE AND AFTER SCHOOL
Complete and return homework on time

BREAK TIME
Return to class promptly

I AM RESPECTFUL

LEARNING AREAS
Raise my hand to speak

GENERAL POSITIVE BEHAVIOURS
Use appropriate language at all times
Make sure that all rubbish is placed in the bin
Take pride in myself, my uniform and my school
Respond appropriately when being corrected or directed by an adult
Respect my own and others’ property
Comply with staff instructions
Keep noise to an appropriate level
Encourage, support and respect others
Use computers/digital devices and the internet appropriately with supervision
Look after environment and respect living things
Speak truthfully at all times
Use manners at all times

BEFORE AND AFTER SCHOOL
No playing on playground equipment before or after school
Quietly sit inside school grounds when waiting to be collected

BREAK TIME
Show good sportsmanship
Share school equipment
Invite others to join in
Ask permission to leave eating area
Return sports equipment neatly to class or sports shed
COMMUNICATION

Schools are complex organisations and because there are so many members of staff, parents and students, occasionally communication can sometimes break down resulting in misunderstandings. A solution to your concern is achievable only if direct, non-threatening contact is made with the school, sooner rather than later.

Communication is equally the parent's responsibility to communicate with the school as it is the school's to communicate with parents. Forms of communication usually include parent-teacher interviews, children’s written reports, informal chats and regular newsletters. Parents should ask their child for the newsletter. Two-way communication is essential to providing the best possible education for our students.

Assembly

Assembly is held every Friday at 9:00am and parent/caregivers are encouraged to attend. This gives you the opportunity to be part of the assembly. You will see awards presented, notices given and students acknowledged for their learning, work habits and achievements.

Letters / Emails from parents

Please ensure that all correspondence to either the Principal or teachers is dated and signed.

School Newsletters

Our school newsletter is issued weekly on Mondays to the youngest in each family. It contains important information with regard to school matters and is the major means of communication between the school and home.

Telephone Messages

Whilst in class, teachers and teacher aides are not available to come to the phone. If you wish to speak to a staff member, please leave a message with administration and the person will return your call as soon as they are able.
Facebook
Our Facebook page keeps parents/caregivers up to date with what’s happening in our school. [https://www.facebook.com/groups/109595802398143/](https://www.facebook.com/groups/109595802398143/)

Website
Our website is updated regularly with school information and policies. [www.chartowess.eq.edu.au](http://www.chartowess.eq.edu.au)

QSchools App
The Charters Towers Central State School website will also stream live to the Education Queensland Qschools app. The Qschools app is a convenient way to receive up to the minute information from our school. The app allows users to see when news, events and newsletters are posted in live time. The school community can also receive emergency announcements such as natural disasters and school closures through the app. The app is available to download for both Apple and Android devices, and is free. Once downloaded, simply search for Charters Towers Central State School.

With Class Teachers
You are invited to make direct contact with your child’s teacher before or after school to discuss anything regarding your child’s progress. You can also make an appointment with your child’s teacher for a mutually agreeable time to avoid inconvenience.

With the Principal
If you, as a parent/caregiver have any questions or concerns you would like to discuss, please do so as soon as possible. If the matter relates to a class issue, we ask that parents approach their child’s teacher first. Should you wish to discuss any questions or concerns further, please initiate a conversation with the Principal.

COMMUNITY INVOLVEMENT
As part of our philosophy, two way community involvement in the school is encouraged. This involves parents and others visiting the school and helping in a number of ways. As well it involves the school making its facilities available for use by the local and wider community.

If you belong to a group that may use the school facilities for meetings or perhaps a sport afternoon, please feel free to contact administration for further information.

DRESS CODE
School communities, through their Parents and Citizens Association can decide on a dress code for students, which reflect the needs and circumstances of that school community. Charters Towers Central State School encourages the wearing of our school uniform every school day. It distinguishes us as members of a school community and in particular it

- Promotes a safe environment for learning by enabling ready identification of students and non-students of the schools
- Promotes an effective teaching and learning environment by eliminating the distraction of competition in dress and fashion at school;
- Promotes a supportive environment at the school by minimising visible evidence of economic, class or social differences and promotes a supportive environment at the school by fostering a sense of belonging.
- Minimises the risk of harassment for students.
UNIFORM
- Navy blue, Gold and White polo shirt with school logo on front and ‘Central’ across back.
- Navy blue shorts/skirt.
- Joggers, white socks.
- Navy blue long pants and cardigan / jumper / sweatshirt / skivvy etc. or tracksuit (for winter wear).
- A bucket hat or other broad brimmed hat.
- In addition to the above items Sports house shirts are available to purchase from administration. These may be worn by students at inter-house sports carnivals and HPE lessons.
- Seniors shirts are available to purchase for the students in Year 6, these shirts maybe worn as part of their uniform for the year.

FOOTWEAR
Shoes are considered an essential part of school dress for the protection of the feet and to help develop pride in appearance. Closed in shoes such as runners, worn with socks is the preferred type of footwear. **Open shoes such as sandals or thongs are not permitted.**
HATS - SUNCARE
Our school’s Sun Safety Policy of “No Hat, No Play” encourages children to be conscious of the effects of the sun. Students without a hat will be restricted to undercover areas or go to the library or hall at play times. Plain caps, sun visors and peaks are not acceptable as they offer little, if any, protection. Broad-brimmed hats, similar to our school hat are recommended. These need to be clearly marked with your child’s name.

Parents, however, should encourage the wearing of sunscreen by providing their children with their own supply for regular use at home and at school.

JEWELLERY
Due to concerns relating to health, safety, social justice and the care of property the following guidelines relating to jewellery apply:

- **Earrings**: Studs and sleepers only to be worn. Dangling earrings are not allowed because of Workplace Health and Safety issues.
- **Rings**: Signet rings only to be worn. Large or protruding rings are not allowed because of Workplace Health and Safety issues.
- **Necklaces and other forms of jewellery**: Watches and bracelets may be worn provided there is no more than one bracelet per arm. A necklace can be worn for religious, cultural or medical reasons only. Necklaces will be discouraged because of the possibility of loss or injury during play.

Students wearing jewellery may be asked to remove same during some activities if the teacher feels the jewellery will impede performance, distract other students, or add to possibility of injury.

Students wearing inappropriate jewellery will be asked to remove it and take it to the office for safekeeping. Charters Towers Central State School will not take any responsibility for lost items.

PERSONAL GROOMING
- **Fingernails**: short and clean with no polish.
- **Hair**: –pulled back from face and eyes and if hair is below shoulder length it should be tied back so as not to impede sight and to promote health. Hair is to be kept neat and tidy. Plain headbands or ribbons in school colours.
- **Make-up**: - no face colour/paint unless for medical reasons. Sunscreen is not considered a cosmetic.
- **Cleanliness and tidiness**: is encouraged.

Students are required to adhere to the dress code when representing the school in competitions, performances and on excursions.

EMERGENCY CONTACTS - This must ALWAYS be up to date
Sometimes accidents or emergencies arise at the school. The school will make every effort to notify parents at times of emergencies. If urgent medical attention is necessary the school will take all action it deems necessary for the wellbeing of your child including making every attempt to contact parents or caregivers.

When children are enrolled all relevant information is recorded, but should you change your address, telephone number or emergency contact numbers, **PLEASE NOTIFY THE SCHOOL.**
EMERGENCY PROCEDURES
To ensure the safety of all students, staff and visitors, all personnel will participate in regular emergency evacuation/lockdown practices. If you are within the school grounds at these times you are requested to follow all instructions given by staff.

Evacuation
Evacuations occur at times of suspected threats inside of buildings e.g. fire, bomb threat, gas leak etc. When the signal for an evacuation is sounded, staff will take charge and calmly lead their group to the oval, until the all clear signal has been given. If you are with a class, we ask that you follow all directions given by staff.

Lockdown
A lockdown is initiated when there is a perceived danger on school grounds e.g. aggressive person, siege, storm, earthquake, dangerous animal etc. If a situation arises, the office will be contacted immediately. When the lockdown signal is sounded, please stay with the class or group that you are with and follow all directions given by staff. Remain locked in the room you are in until the all clear signal has been given.

EXCURSIONS
Students from Prep – year 6 attend excursions related to their work throughout the year. Costs are kept to a minimum. Letters providing all details are sent home to parents along with permission forms, which need to be signed and returned with any money required for the student to participate. Charters Towers Central State School can exempt children from participating in these activities based on behaviour concerns.

GUIDANCE AND LEARNING SUPPORT SERVICES
The school has the services of a Guidance Officer (GO) who assists with student learning. Access to this service is through Student Services Committee.

All parents must approach their child's teacher before action on any matter related to the GO can proceed.

HEAD LICE
Head lice is an infestation, not an infectious disease, Education Queensland recognises that the occurrence of head lice is the most common insect infestation in humans throughout the world. Education Queensland acknowledges that although head lice infestation may affect people of any age, nationality, gender or socio-economic status, in Queensland, infestation occurs mainly in children of primary school age. It is seen as much a social issue as a health or educational issue, and the way that it is approached can have significant influence on a student's emotional, social and educational development.

Parents have the prime responsibility for the detection and treatment of head lice on their children.

Schools take into account that the main route of transmission for head lice is head-to-head contact and promote general measures that help in the prevention of infestations.

Students suspected of having live head lice or eggs present in their hair are not removed from class or school. When head lice are suspected in the school, students are provided with an alert notice to take home to their families requesting immediate
Treatment be commenced. Treatment for head lice is available from all chemists. The school regularly includes current information on the detection, treatment and control of head lice in newsletters.

The following strategies are discouraged as they have been shown to be either unnecessary or ineffective:

- shaving the head or cutting the hair a short length
- treatment of inanimate objects such as clothes, furniture, carpets or car interiors
- over-use of chemical treatment options by families, and
- treatment of every member of the household unless every person has evident lice.

HELPING AT SCHOOL

We are always on the lookout for parents with particular expertise or who are simply willing to help in any way. By helping at school you display to your child that you value education and are interested in what they do each day at school, children respond well to your encouragement and support. The following are some of the ways you can help at school:

- Helping in the tuckshop
- Attending working bees
- Accompanying excursions when needed
- Being involved in literacy programs
- Assisting in fund raising
- Participating in decision making - P&C Meetings
- Assisting with sporting activities - athletics carnival, swimming
- Assisting with art and craft activities

HOMEWORK

Homework bridges the gap between learning at school and learning at home. It reinforces work done in class. It helps develop skills such as research and time management.

Homework helps to establish the habits of study, concentration and self-discipline. Parents / caregivers have the opportunity to see the progress of their child. Homework provides challenges and stimulus to gifted and talented children.

Charters Towers Central State School believes:

- That in determining homework it is important to take into consideration that students may be engaged in many different activities outside of school. These may include a range of physical activities and sport, recreational and cultural pursuits.
- That homework is an important strategy for improving student outcomes, informing parents about what is happening in classrooms and indicating to parents student mastery of basic skills.
- That homework should be directly related to class work and appropriate to student's learning needs.
- That timelines for homework need to include flexibility to suit different lifestyles and commitments.
- That homework will be corrected and acknowledged.

Recommended Guidelines for Homework

Prep  No set homework however home readers and small revision are advised.

Year 1 – 3  Could be up to but generally not more than 1 hour per week.
Homework Tasks could include:

- Daily reading to, with and by parents/caregiver or other family member
- Conversations around what is happening at school.
- Preparation for oral presentations.
- Opportunities to write for meaningful purposes.
- Activities to develop literacy, numeracy and problem solving skills.

**Year 4 – 5**  
Could be up to but generally not more than 2-3 hours per week.  
Homework Tasks could include:  
- Daily independent reading.  
- Activities to develop English, Mathematics and problem solving skills.  
- Opportunities to write for meaningful purposes.  
- Preparation of oral presentations.  
- Extension of class work including projects and research.

**Year 6**  
Could be up to but generally not more than 3-4 hours per week.  
Homework Tasks could include:  
- Daily independent reading.  
- Activities to develop English Mathematics and problem solving skills.  
- Conversations around what is happening at school.  
- Opportunities to write for meaningful purposes.  
- Preparation of oral presentations.  
- Extension of class work including projects and research.

**Homework Tips for Parents**

- Set a regular time and a quiet place for homework.  
- Plan the work to be done and the time to be spent on each task.  
- Take short breaks between tasks.  
- Set small realistic goals for each area or night.  
- Avoid study marathons.  
- If problems occur, talk to the teacher.  
- Read to young children and ask them to read to you.  
- Encourage students. Praise them for their efforts, not just their results.  
- Talk to the teacher if your child is struggling with the homework.

**Student tips - How to Organise for Homework**

- Use a diary to write down your homework and make a note of when you have to hand it in.  
- If you don't understand something ask the teacher before you go home.  
- Have a special study area - not where there is a TV - as homework takes heaps longer if you're watching TV at the same time!  
- Get into a study routine. Do homework every night, even when you haven't got any. Use the time to practise skills, read or find out about something.  
- Make a homework timetable. Put down all the things you do after school - e.g. sport, music lessons, tutoring etc. - and work out when your homework time will be each night. Stick to it, and you will find that homework gets easier to manage and you still have time to hang out with your friends.  
- Do your work on your own. It’s OK to ask mum or dad for help - after you have had a really good try by yourself. They’re not going to be sitting next to you at school so you need to learn how to do things by yourself.  
- Negotiate with mum and dad about programs you want to watch so that you can work round your favourite shows. Or ask if you can tape them so that you can watch when you have time.  
- If you know something special is happening that night - e.g. you're going straight to a birthday party - ask your teacher if you can have extra time or work at lunch so that you get your work done.  
- Catch up on work missed if you are sick.  
- Get work from school if you are sick for more than two days or are going to be away for a long time.  
- Make it a rule that you don't do homework on weekends and make sure you get it all done during the week so that you can keep the rule.
GROUND POLICY
During administration hours (8:00am to 4:00pm) all parents, contractors or visitors shall report to the Administration Office before venturing into the school grounds. At times outside of these hours no-one shall access the school grounds without the permission of the Principal.

INFECTIOUS DISEASES
Listed below are the common diseases that are frequently detected at school and the current Queensland Health recommended minimum exclusion periods. (An extended list is available for viewing at the school office).

INFECTIOUS DISEASES - EXCLUSIONS TABLE

<table>
<thead>
<tr>
<th>Disease</th>
<th>Period Required to be Away</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chicken Pox and Shingles</td>
<td>Exclude until fully recovered or at least five days after the eruption first appeared (some remaining scabs are not a reason for continued exclusion).</td>
</tr>
<tr>
<td>Mumps</td>
<td>Exclude for nine days or until swelling goes down.</td>
</tr>
<tr>
<td>German Measles (Rubella)</td>
<td>Exclude until fully recovered or for at least four days after rash has started.</td>
</tr>
<tr>
<td>Scabies</td>
<td>Until all evidence of the disease has disappeared.</td>
</tr>
<tr>
<td>Ringworm</td>
<td>Exclude until day after proper treatment has started.</td>
</tr>
<tr>
<td>Influenza and influenza like illnesses</td>
<td>Excluded until well.</td>
</tr>
<tr>
<td>Whooping Cough (Pertussis)</td>
<td>Excluded for 21 days from onset or until child has taken five days of a 10-day course of antibiotics (Erythromycin). Unimmunised household contacts aged less than 7 years for 14 days after they were last exposed to infection.</td>
</tr>
<tr>
<td>Measles (Morbilli)</td>
<td>Exclude for at least four days after rash has started.</td>
</tr>
<tr>
<td>Head Lice</td>
<td>Exclude until day after proper treatment has started.</td>
</tr>
<tr>
<td>Conjunctivitis</td>
<td>Exclude until discharge from eye has stopped.</td>
</tr>
<tr>
<td>Diarrhoea</td>
<td>Exclude until there has not been a loose bowel motion for 24hrs.</td>
</tr>
<tr>
<td>Herpes (&quot;cold sores&quot;)</td>
<td>Exclude if child cannot comply with good hygiene practices while sores are weeping.</td>
</tr>
<tr>
<td>Impetigo (&quot;school sores&quot;)</td>
<td>Exclude until proper treatment has started (sore should be covered with a watertight dressing).</td>
</tr>
</tbody>
</table>

INSTRUMENTAL MUSIC
Charters Towers Central State School offers instrumental music to students in years 4, 5 and 6. Students have the opportunity to learn a woodwind, brass or percussion instrument. Instrumental music lessons are taught by our visiting Instrumental Music Teacher, students receive lessons on their instrument once a week in a small group setting.

LATE ARRIVALS/EARLY DEPARTURES
Students who arrive after 9.30am need to report to the office where they will be issued a late arrival slip to give to their teacher.
Students who are departing early must be collected from the office and the parent/caregiver must sign the Early Collection Book. The office will then notify the classroom teacher of any early departure. Parents/caregivers are NOT to collect students from classrooms; admin will call the classroom and ask that the student be sent to the office, if admin cannot find a class in their normal classroom, admin will issue an early departure slip for the parent to give to the teacher when they can be located.

LEAVING SCHOOL GROUNDS
Children are not permitted to leave the school grounds during school hours unless written permission from the parent/caregiver is received. Parents/caregivers must report to the office and sign the Early Collection Book should a child need to leave the school. Students can only be collected from the office.

LIBRARY
A refurbishment of the Library was completed in 2010 as part of the Federal Government’s Building the Education Revolution project.

The library is an important part of equipping children with the skills of “finding out” so vital in our rapidly changing and technological world, it is also a place where children, teachers and parents can all share the joy of reading, researching and purposeful discussion. To make this possible the library is made to be a happy and warm place full of books, magazines and games. All questions and queries regarding the management of the library and its resources are to be directed to Library Staff.

Children from all year levels are encouraged to borrow books. Students are permitted to borrow two (2) books for a maximum of 14 days. If you need more books for more time, then please talk to the library staff. Students are required to have a library bag to protect the books they borrow.

As replacing books is expensive, students are expected to treat the books they borrow with care and respect. It is school policy to bill parents/caregivers for the cost of any lost and/or damaged books. If you are leaving town, please check that your children’s books have been returned to the library.

LOST PROPERTY
Lost property is not gathered in a collection for reclaiming. Children are encouraged to take responsibility for their own belongings. To assist your children to do this, please mark each of their belongings clearly (whether books, pencils or clothing) with their name.

Valuables and Large Amounts of Money should not be brought to school. Where money is necessary for activities, it should be placed in an envelope clearly marked with the child’s name, class, activity and amount enclosed. No money should ever be left in school bags. No responsibility is accepted for toys/mobile phones/valuables brought to school.

MEDICATION DURING SCHOOL HOURS
At times it is necessary for students, under doctor’s instructions, to take medication during school hours. The school is aware of this need are willing to assist in this situation. However for the safety of your child, a Request to Administer Medication at School form is completed by the parent or caregiver. Medication forms are available at the school office or from the website. All medication will be administered by Office Staff. Medication can only be administered from the medications original container showing the name of the child, the name of the drug, specific times when the medication is to be given and the prescribed dosage. Legal responsibilities prevent the acceptance of parent instructions solely; therefore authorisation from the doctor is required.

Members of the school staff WILL NOT give non-prescription medication to children i.e. medication not prescribed by a doctor. Please do not send them with children. Examples include cough medicines, lozenges, syrups, vitamins, disprin, panadol etc.
MOBILE PHONES
If it is necessary for a student to bring a mobile phone to school they are required to hand the phone into the school office when they arrive at school with the student’s name clearly marked on the phone. Phones are not permitted to be in classrooms or school bags.

MONEY COLLECTION
Payments by cash, cheque, credit card and EFTPOS can be made at the school office from 8.15am to 3.30pm each day. When money and permission forms are sent for school activities (visiting programs, special events, excursions, camps, etc.), they should be placed in an envelope clearly stating the child’s name, class, purpose and amount enclosed. Receipts will be issued for all payments.

MUSIC PROGRAM
The aim of the music program at Charters Towers Central State School is to nourish the artist that is present to some degree in every child. This can be achieved through the development of the child’s awareness of music, their response to music and the capacity to express them through music.

Every child at Central State School participates in the music program, attending class lessons given by the music teacher each week. The music program is developmental and covers a range of age appropriate material, during which the students participate in singing activities, music games and dances all of which gives students the opportunity to understand the contribution music makes to their lives and the lives of others.

Choir is open to all students from Year 4 to Year 6.

PARENTS AND CITIZENS ASSOCIATION
The Charters Towers Central SS P&C Association operates as a volunteer organisation made up of parents from the school community. It supports the Principal and staff in their endeavours to create a vital and successful school for its students through fundraising and active participation in school decisions and events. If you are a member of the association, any support or suggestions that you can offer are always appreciated.

The P & C Association administers the School Tuckshop. If you can help even for a short while during the day in food preparation or selling, please contact the P & C. (See section heading ‘Tuckshop’ for more information)

We welcome and value all families into our P & C Association and hold our meetings every second Tuesday at 2:30pm.

The P & C have a number of objectives within the school and the surrounding community. These include:
- A forum for parents to contribute to policies and decisions regarding their child/ren’s education;
- An opportunity to contribute to the school’s resources through various fundraising projects;
- A place to meet fellow parents to talk and make friends.

PARKING
To maintain a safe environment for our students, please be aware that a crossing supervisor operates before and after school on High Street and Aland Street. We also have a NO STANDING ZONE and a BUS STOP on High Street as well as Disabled Parking in both High Street and Aland Street.
PHOTOGRAPHS
Annual class photos are taken by a Photographic Studio. Families will be notified of this event several weeks in advance.

QUERIES
If you are unsure of something or have a concern regarding your child's education, please discuss it with the class teacher. Your positive approach to the school will be reflected in your child's receptiveness to learning.

RAISING CONCERNS
From time to time parents may have concerns arising from matters that occur in the school. We believe these concerns are best addressed in the school. It is important that concerns are raised as early as possible so that the escalation of difficulties may be prevented.

We encourage parents to pursue the following procedure as it allows a calm approach where satisfactory resolutions result in win/win situations:

If a concern relates to a class issue:
- Arrange a mutually convenient interview time with your child’s Teacher.
- Clarify issues involved in the concern at the beginning of the meeting (or prior to the meeting if possible).
- Share available information about the problem.
- Give the teacher an opportunity to tell all he/she knows of the problem.
- Take steps to resolve the concern (even if a resolution does not occur there may be a useful exchange of information).

If the concern is not resolved then an appointment should be made with the Administration Team. (See Appendix: Making a Complaint Information for Parents and Carers)

RELIGIOUS INSTRUCTION
Religious instruction classes are available at the school. Currently these classes are conducted for half an hour at a time that has been mutually agreed upon with the classroom teacher and the instructor.

The instructor could belong to the Anglican; Roman Catholic; Uniting Church, Gospel Outreach or Salvation Army as Religious instruction is delivered under a Cooperative arrangement.

Students are allocated to these classes in accordance with the information provided on the enrolment form. This information remains operational unless the parent informs the school otherwise in writing.

Students who do not participate in religious education will be placed in alternative activities in a separate space.

REPORTING AND INTERVIEWS
Teachers are not able to leave their classrooms to speak to parents during class time. If you require an interview please contact the office or the class teacher to set up a mutually convenient time.

At the end of each semester parents will receive a written report of their child's progress. The report informs parents of growth in behaviour and attitude as well as achievement in academic learning.
Parent interviews are arranged along the following lines:

- Early in Term 1 a ‘Meet and Greet’ is arranged this is an informal parent information evening to meet your child’s teacher and gain details of their classroom program.
- At the end of Term 1 a full interview is arranged.
- At the end of Term 2 the child’s report card presented to parents.
- At the end of Term 3 a full interview is arranged.
- At the end of Term 4 the child’s report card presented to parents.
- Similarly, if there are areas of concern, teachers/parent interviews may be arranged for a mutually convenient time.

Parent/Teacher discussions make an integral contribution to understanding a child and the more we learn to understand each child, the more we can do to create the correct learning experiences for that student. It is for this reason we ask parents to keep in close contact with teachers.

SAFETY OF YOUR CHILDREN
All visitors who enter the school grounds between the hours of 9.00am and 3.00pm must report to the school office and sign the visitor register. Parents must return to the office before leaving to sign out.

To ensure that all members of our school community feel safe we ask that you be responsible for the following procedures. Failure to follow these procedures may be seen as trespassing.

- To ensure the safety of all students, we ask that when collecting pupils at the end of the day you wait at the front of the school or in junior or senior court areas.
- If you wish to use the school grounds in or out of school hours, prior permission from the Principal must be obtained.
- Parents enter classrooms with an invitation from the teacher. Each teacher will have a roster for parent helpers.

SCHOOL SONG
We are citizens and scholars
We are sportsmen through and through
As we strive to be the leaders
We are Central Blue, Gold, Blue.

With our heads held high
We'll march along
With our voices proud and true
As we stand in praise of justice
We are Central Blue, Gold, Blue.

SPECIALIST TEACHERS
Our school has the following specialist teachers:

- Teacher Librarian
- Physical Education
- Music
- Support Teacher-Literacy & Numeracy
- Guidance Officer
- L.O.T.E.

Time allocation for support Teachers is subject to final enrolment figures.
SPORT
Physical Education and sport form part of a child’s development and is an essential part of the curriculum as it contributes to physical growth, character development, social development and team work. All children have the opportunity to learn game skills and to take part in team games appropriate to their age.

It is expected that every child participates in P.E. lessons unless a medical condition necessitates his/her withdrawal. If your child is legitimately unable to participate, please advise in writing.

Sport – Code of Behaviour

Players:
In addition to [the sport]'s General Code of Behaviour, you must meet the following requirements in regard to your conduct during any activity held or sanctioned by [the sport], a member association or an affiliated club and in your role as a player/participant in any activity held by or under the auspices of [the sport], a member association or an affiliated club:

- Respect the rights, dignity and worth of fellow players, coaches, officials and spectators.
- Do not tolerate acts of aggression.
- Respect the talent, potential and development of fellow players and competitors.
- Care for and respect the equipment provided to you as part of your program.
- Be frank and honest with your coach concerning illness and injury and your ability to train fully within the program requirements.
- At all times avoid intimate relationships with your coach.
- Conduct yourself in a professional manner relating to language, temper and punctuality.
- Maintain high personal behaviour standards at all times.
- Abide by the rules and respect the decision of the official, making all appeals through the formal process and respecting the final decision.
- Be honest in your attitude and preparation to training. Work equally hard for yourself and your team.
- Cooperate with coaches and staff in development of programs to adequately prepare you for competition at the highest level.

Parent/Guardian:
As a parent/guardian of a player/participant in any activity held by or under the auspices of [the sport], a member association or an affiliated club, you must meet the following requirements in regard to your conduct during any such activity or event:

- Respect the rights, dignity and worth of others.
- Remember that your child participates in sport for their own enjoyment, not yours.
- Focus on your child’s efforts and performance rather than winning or losing.
- Never ridicule or yell at your child and other children for making a mistake or losing a competition.
- Show appreciation for good performance and skilful plays by all players (including opposing players).
- Demonstrate a high degree of individual responsibility especially when dealing with or in the vicinity of persons under 18 years of age, as your words and actions are an example.
- Respect officials’ decisions and teach children to do likewise.
• Do not physically or verbally abuse or harass anyone associated with the sport (player, coach, umpire and so on).
• Respect the rights, dignity and worth of every young person regardless of their gender, ability, cultural background or religion.
• Be a positive role model.
• Understand the repercussions if you breach, or are aware of any breaches of, this code of behaviour.

House System
A sporting house system encourages interest and loyalty without extreme competitiveness in sporting areas. Your child will be allocated a “house” upon enrolment and all children from the same family will be in the same house. The Houses are:

- Billabong – Blue
- Matilda – Red
- Coolabah - Green

All children take part in the inter-house athletics carnival, cross country and swimming carnival across the year. The school sports uniform and sandshoes or joggers, should be worn.

Inter-school Sport
Inter-school sport is offered to students in Years 5 and 6 (10 years and above). This activity offers students the opportunity to play competitive sport as a representative of our school.

Students who are invited to be school representatives for Inter-school Sport are expected to complete assigned class work, homework commitments and training commitments, and to represent our school community by displaying a high level of sportsmanship.

Swimming
Swimming classes are held during the fourth term for all classes. A swimming carnival is held annually at the end of the year and all children are expected to participate.

The swimming program and costs are advised prior to Term 4.

Requirements for swimming:
• Togs
• Sun Safe shirt (students will not be allowed to enter the water without one)
• Towel
• Sunscreen
• Hat
• Goggles (highly recommended)
• Thongs (to wear to and from the pool only)
• Plastic bag for wet clothes

STUDENT FREE DAYS
Industrial agreements provide for a number of these days annually for staff professional development, planning and in-service training. Students do not attend school on these days.

STUDENT LEADERS
Students from Year 4 and 5 enter into a selection process, involving both staff and students, to elect School Captains and House Captains for the following year. These students participate in a variety of leadership roles within the school e.g. leading parade, assisting at school activities, meeting
The students are encouraged to highlight and discuss student and school issues with the teachers and the administration.

**Student Leadership Team**

Charters Towers Central State School has a strong leadership team within the student population. There are two school captains, one house captain and one house vice captain for each house, as well as two representatives from each year level from grade 1 - 6. These are the students who are the Student Council.

Each week the Student Council meet to decide how they are going to assist to make their school a better place. The Student Council have run many events for the school from; free dress days, cold cups (after school), and fund raising for special causes.

All money raised by the Student Council is to make our school a better place. Our Student Council are a hard working dedicated group of students who by their actions make Central State School a better place to be.

**TOYS AT SCHOOL**

Bringing toys to school is discouraged. If a child brings a toy to school, for example for a morning talk, it will be left inside the classroom during breaks as toys are not to be played with during lunch breaks. Toys brought to school remain the total responsibility of the child because of the risk of misplacement or damage. No member of staff will be responsible for children's toys at any stage. This also includes any other valuable items.

**TUCKSHOP**

Tuckshop currently operates one day per week. It is staffed by volunteers who give up their time in the interests of the students. New faces are always welcome.

Orders and money should be taken to the tuckshop before 9am. The student's name, class and order should be clearly marked on the outside of a paper bag. The orders are filled and students collect their change directly from the tuckshop when they pick up their lunch.

The Tuckshop operates in line with Smart Choices.
Parent Information Book
- Appendix -
Rationale

All schools in Queensland are committed to providing safe and supportive learning environments for all students which address their educational needs.

Charters Towers Central State School expects that all students will attend the educational program every school day. Charters Towers Central State School attendance policy aims to ensure all students are given the best opportunity to learn by outlining the responsibilities of the school, parents and students in managing attendance issues.

School community beliefs about the importance of attending school

It is important that students, staff and parents/carers have a shared understanding of the importance of attending school.

Charters Towers Central State School

- is committed to promoting the key messages of Every Day Counts
- believes all children should be enrolled at school and attend school all day, every school day
- monitors, communicates and implements strategies to improve regular school attendance
- believes truanting can place a student in unsafe situations and impact on their future employability and life choices
- believes attendance at school is the responsibility of everyone in the community.

Responsibilities

School responsibilities:

- Monitor and identify student absences as outlined in Roll Marking in State Schools procedure
• Follow up absences quickly and address absence issues with parents and carers

• Follow Department of Education and Training procedure for enforcing enrolment and attendance in *Managing Student Absences and Enforcing Enrolment and Attendance at State Schools*

Student responsibilities:

• Attend school each day unless there is an acceptable reason for an absence

• Make every day count in their learning

Parent responsibilities:

• Ensure that their child is enrolled at school and regularly attends the educational program provided at Charters Towers Central State School

• Ensure that their child arrives on time each day

• Contact the school prior to any planned absence or within 2 days of returning via the following methods:
  - **Student Absence Line:** 4756 2366
  - **Email:** admin@chartowess.eq.edu.au
  - **In Person:** verbally or via a hand written letter by the parent or carer. This may take the form of a medical certificate if the child has been absent for multiple days with illness.

**Strategies**

At *Charters Towers Central State School* we promote 100% attendance by:

• Implementation of the School Attendance Policy

• Development of a safe and supportive school environment that promotes positive relationships, including the implementation of programs to develop social skills (School Chaplain, Buddy Classes) and to provide support mechanisms for families (Guidance Officer, Queensland Police, Department of Child Safety, Child and Youth Mental Health Service)

• Consistently recording and following up unexplained student absences

• Monitoring of the schools attendance data to identify absenteeism trends and individual students with high levels of absenteeism

• Promote high expectations for school attendance to the school community by communicating that higher school attendance is associated with higher student achievement (school newsletter, parent meetings, school website, Facebook, parade)
Responses to absences

When a student is absent without explanation for 3 days or a pattern of absences has been identified, Charters Towers Central State School will take the following actions:

- The parent or carer will be contacted by the class teacher by telephone call to determine if there is a reasonable excuse for the absence/s (Director General’s Guidelines ss176 and 239 of the Education (General Provisions) Act 2006)

- Records of contact with parents and carers regarding unexplained absences will be recorded in OneSchool

- If, there is no change and the student is absent for additional days, the parent or carer will be contacted by the Principal by telephone call to determine if there is a reasonable excuse for the absence/s (Director General’s Guidelines ss176 and 239 of the Education (General Provisions) Act 2006)

- Records of contact with parents and carers regarding unexplained absences will be recorded in OneSchool

- If, after 3 weeks (15 school days) of the first attempt to contact the parents, the child is still not attending regularly, the school will follow the process for managing student absences as outlined in the Managing Student Absences and Enforcing Enrolment and Attendance at State Schools procedure

Some related resources

Every Day Counts

Departmental Policies and Procedures

Managing Student Absences and Enforcing Enrolment and Attendance at State Schools

Roll Marking in State Schools
Consent Form

Ongoing One-on-One Meetings with Chaplain at Charters Towers Central State School

Parents Name/s

Student Name (in full)

Student Year Level

Dear _____________________________

This school community provides a chaplaincy program endorsed by the school's Parents and Citizens' Association and available on a voluntary basis to all students. Information about the school’s chaplaincy program has been provided to you previously and is available on the school’s website. Please feel free to contact the school if you would like more information.

Your child has accessed the chaplain and has indicated interest in meeting with the chaplain on a regular or ongoing basis. For this to occur, written parental consent is required. Please indicate whether you consent to these individual meetings.

☐ Yes
☐ No

Please sign below and return this form.

If you would like to discuss this matter, please contact myself, or the school chaplain, Mrs Sharon Beveridge on 4756 2333.

Yours sincerely

[Signature]

Troy Barath
Principal

Parent’s Signature _______________________________ Date ______________

Privacy Statement

The Department of Education, Training and Employment is collecting student’s personal information in order to determine student participation in the school’s chaplaincy program. The department collects, uses and discloses student’s personal information in accordance with the confidentiality provision – s.426 of the Education (General Provisions) Act 2006(Qld). The department and the chaplain will only use and disclose the student’s personal information in accordance with this provision. The Information Privacy Act 2009 (Qld) applies to the department’s collection, use and disclosure of the personal information of persons other than students.

Office Use: Retain original in student’s file and provide a copy of notice to the chaplain.
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 school principal to discuss the issue further. Alternatively, you and the teacher may agree to ask the principal to act as a go-between in informal conflict resolution in an attempt to resolve the problem.

   If your complaint relates to more general school matters, including issues of school policy and issues of compliance or non-compliance, you should raise your complaint directly with the principal or their delegate. The principal may refer your complaint to a delegate such as the deputy principal or 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. Principals’ email addresses can be accessed through the Schools Directory at www.education.qld.gov.au/directory/

   - select the relevant school, then click on the email link.

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. Local office staff will then work with you and 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/

4. 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&Cs)

Complaints about services that are run or managed by the P&C at your school, for example after school care or the tuckshop, should be directed to the P&C in the first instance.
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Charters Towers Central State School has a free App to help families stay up to date with events that are occurring at Central. Charters Towers Central State School can now send text messages through the QSchools app allowing families to instantly receive key messages and updates. The QSchools app is free to download from the Apple, Google and Windows stores. Importantly, you must ‘favourite’ our school in the QSchools app to receive messages via your mobile device. It’s very easy to do—simply follow the steps outlined below.

**STEP 1** – Download the QSchools App - it’s free from iTunes, Google Play and the Windows Store

**STEP 2** – Click on the “School Search” button

**STEP 3** – Search for Charters Towers Central State School

**STEP 4** – Tick the star to favourite CTCSS. This ensures you’ll receive messages to your mobile device.

**REMEMBER**

If you are having difficulty downloading the App, or are unsure what to do, you can simply visit the school Administration and we will be very happy to assist you. It normally takes less than 3 minutes to download and set up the App.
I am Safe
I am Respectful
I am a Learner