

Eromanga State School

Parent Handbook



Updated January 2025



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Administration

The school is open from 8:30am to 3:30pm Monday to Friday. Uniforms can be purchased from the front office between these hours, or at other times upon discussion and availability.

Arrival at and Departure from School

Students are able to arrive at school from 8:30am, and depart before 3:10pm.

Please communicate with the school your preferred arrangements for your child/ren's travel to and from school, and who can pick up your child/ren after school. If another adult is picking up your child/ren, you must contact the school and that adult.

If you wish for your child/ren to walk to and from school without an adult, please speak to the principal to discuss this arrangement.

Attendance and Absence

Every day at school counts. Attending school every day is important for academic, social and personal development for every student. It is important that students attend school every day, unless they are sick or they are not able to get to school safely (such as flooding or other natural disasters).

If your child or children are unable to come to school, please contact the school via phone call (07) 4656 4892, text 0476 623 033 or enter the absence on QParents.

If your child becomes unwell at school, we will contact you as soon as possible and request that you collect them at your earliest convenience.

Students arriving at school late must be signed in at the office, and students leaving school early must be signed out. Please ask school staff to assist you with this process.

There may be times where families are required to attend appointments that require travel and time away from school. Where these appointments are *not able to be scheduled during school holidays*, please notify the school as soon as possible so continuation of learning can be organised for your child or children.

Parents of students with less than 85% attendance will be asked to meet with the principal to discuss strategies for increased attendance, as well as ways to reduce the academic and social impacts of future absences.

Department of Education

Every day counts

MOST STUDENTS ATTEND SCHOOL EVERY DAY

It's important that children are at school all day, every day



OK reasons to stay home from school



sick



natural disasters



It's **NOT OK** to skip school to shop, sleep in, finish an assignment, go on holidays

EVERY DAY AT SCHOOL COUNTS

Missing even 1 day can make a difference

1 day off school each fortnight

=

Missing more than a year of learning over 12 years



Each day's learning builds on what has been learnt before

Good attendance begins in Prep



It's where good habits begin

ATTEND ALL DAY, EVERY DAY



*Based on historical data.

What parents can do

Promote the importance of school

Get to know the teacher

Go to school events

Read the school newsletter

Be organised at home

Supervise homework

Ask about your child's day

Volunteer to help at school

Get involved in your child's school

For more information

Go to the [Every day counts](https://education.qld.gov.au/initiatives-and-strategies/initiatives/every-day-counts) website: <https://education.qld.gov.au/initiatives-and-strategies/initiatives/every-day-counts>



Complaints

Eromanga State School appreciates and acknowledges that parents, carers, students and community members have a right to make a complaint. The Customer Complaint Management document (Appendix 1) outlines how Eromanga State School will manage these complaints.

What is a customer complaint?

A complaint is a customer complaint if the person is unhappy with the service or action of Eromanga State School or our staff, and directly affected by the service or action they are unhappy with.

In our school, the person making a complaint will usually be a parent, carer, student or other school community member, but could also be anyone else directly impacted by something at our school.

Some complaints must be managed using different processes. These include:

- issues about harm, or risk of harm, to a student attending a state school, which must be managed in accordance with the [Student protection procedure](#); and
- complaints about corrupt conduct, public interest disclosures, or certain decisions made under legislation – refer to the [Excluded complaints factsheet](#) for more information.

Roles and responsibilities

We treat everyone with respect, courtesy and fairness, and aim to act compatibly with human rights. Our responsibilities include:

- following the customer complaints management [framework](#), [policy](#) and [procedure](#) when managing complaints;
- resolving complaints promptly; and
- providing information about our processes, timeframes and any available review options.

If someone makes a complaint, they also have responsibilities, including:

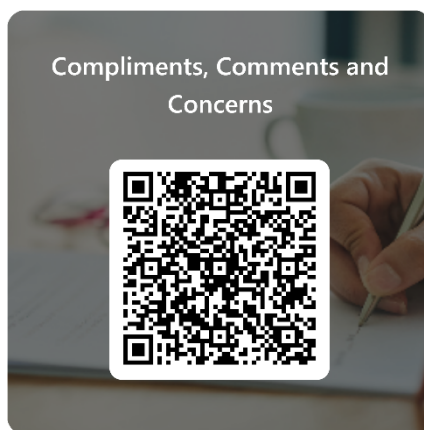
- cooperating respectfully and understanding that unreasonable conduct will not be tolerated;
- giving us a clear idea of the issue or concern and a possible solution;
- providing all relevant information when making the complaint;
- understanding that addressing a complaint can take time; and
- letting us know if something changes, including if help is no longer needed.

Complaints management process

At Eromanga State School, our complaints management process involves the following steps:

Receipt

The complaint should be made where the problem or issue arose. At Eromanga State School, we ask parents, carers, students or community members who would like to make a complaint to email the principal at Principal@eromangass.eq.edu.au or use the below QR code to complete a short form.



We accept anonymous complaints, however it is important to understand that this could limit how a complaint is assessed and resolved, and it may also prevent an outcome being provided.

Assessment and management

We will examine the issue(s) raised and try to resolve the complaint. We aim to do this promptly, but understand that we have many other responsibilities and it may not be possible to make contact or resolve a complaint immediately.

Providing an outcome

Once we finish examining the complaint, we will let the person who has made the complaint know the outcome and any available review options.

Review options

If the person who has made the complaint is dissatisfied with the outcome or the way we handled their complaint, they can contact the [regional office](#) to ask for an internal review. A [Request for internal review form](#) should be completed and the request should be submitted within 28 days.

There is also an external review option (for example, the Queensland Ombudsman or Queensland Human Rights Commission), which becomes available once the department's complaints process has been exhausted.

More information and resources

The following resources contain additional information:

- Customer complaints management [framework](#), [policy](#) and [procedure](#)
- [Compliments, suggestions and customer complaints website](#)
- [Making a customer complaint: Information for parents and carers.](#)



Contacting school

School can be contacted using the below phone numbers and email addresses. Phone calls and text messages will be answered between 8:00am and 4:00pm on school days. Emails will be responded to during work hours and within 48 hours.

	Phone	Email
Administration	(07) 4656 4892	admin@eromangass.eq.edu.au
Principal	0476 623 033	principal@eromangass.eq.edu.au

Fruit Break and Eating Times

Please pack a small piece of fruit or vegetable for fruit break each day. Students will have 5 minutes to eat their snack. Unfinished fruit or vegetables will be eaten at lunch time.

Students receive 15 minutes during lunch time, and 10 minutes during afternoon tea time to eat. Students are permitted to eat for longer. If students finish their food before this time is up, they are expected to sit quietly and wait until playtime.

Staff will toast sandwiches and heat food in the microwave as required if students leave their food on the kitchen bench **prior to lunch time**. Due to limited eating time, food that is not left on the bench will not be heated.

Interviews and Meetings

Parent-teacher interviews are held in Week 2 of Term 2 and Term 4 and available interview times will be advertised at the end of Terms 1 and 3.

Other meetings and interviews can be requested by contacting the school. A meeting at a time and day that suits yourself and the staff member will be arranged.

Lost property

All named items will be put into students' pigeonholes (where bags are put). Unnamed items will be put in the Lost Property Box, which is kept on top of the pigeonholes.

Medication

Students may require medication while they are attending school or during school related activities to manage ongoing health disorders or conditions, short-term illnesses or in response to a medical emergency.

The administration of medications to students is only to occur when there is **either** medical authorisation for its administration or it is required as an emergency first aid response. We follow the Department of Education's administration of medication in schools procedure.

If your child requires medication during school hours, please contact the school.

Parade

Parade is held every Friday afternoon at 2:55pm. All parents and community members are welcome to attend. Important information and upcoming events are shared and student success is celebrated through weekly awards. The first parade in each month is the Attendance award for the previous week. Other weeks an Excellence, Effort or Enthusiasm award is given.



School hours

Students are able to arrive between 8:30-9:55 in the morning. Students will be supervised in the classroom from 8:30, and taken outside to play from 8:45. School starts at 9:00am and finishes at 3:00pm.

8:30 AM	Supervised inside play
8:45 AM	Supervised outside play
9:00 AM	Morning Session 1
9:55 AM	Fruit Break
10:00 AM	Morning Session 2
11:00 AM	Eating
11:15 AM	Play
11:45 AM	Middle Session
1:30 PM	Eating
1:40 PM	Play
2:00 PM	Afternoon Session
3:00 PM	Home

School leaders

Each year students self-nominate to be the School Captain for the next year. Students write and present a short speech to the school community. Students and staff vote using preferential voting. The student with the most votes becomes school captain, and student with the second most votes becomes vice captain. The school and vice captains are announced during the awards night at the end of the year.



Sun Safety Policy

Year-round sun protection is important for all children and young people in Queensland as research demonstrates that high ultraviolet radiation (UVR) exposure in childhood and adolescence significantly increases the risk of developing skin cancer.

Our school aims to educate our students about being sun safe in order to develop important, life-long, healthy habits, and acknowledges the important role adults play during and outside school hours to reinforce sun safety with children and young people.

In implementing this policy, our school and community recognise that:

- the policy applies to all school and school-related activities and events;
- the strategies are to be implemented during the whole school day and year-round; and
- a combination of sun safe strategies is more effective than a single approach.

ELEMENT	STRATEGIES
Clothing requirements	<p>Students are required to wear protective clothing, including appropriate hats, when outdoors during the school day and during school-related activities (for example, excursions/camps) to reduce students' exposure to the sun, including the following strategies:</p> <p>Hats</p> <ul style="list-style-type: none">• Students are required to wear appropriate hats when outdoors. The only exceptions when playing sport are when a hat reduces visibility or interferes with activity skills and therefore poses a risk to students' safety; or when wearing a hat is not possible because other headwear is required to be worn for religious or safety reasons. Under these circumstances, students may remove their hats for the duration of the activity, ensuring they have applied sunscreen to uncovered skin (ideally 20 minutes) prior to participating.• Our school uniform hats are bucket hats.• Staff remind students to wear hats before and during lunch breaks, and to and from outdoor activities.• Students who do not have hats will play in the shade or an area protected from the sun.• Spare clean school hats are available for students to borrow if they forget their hat. <p>Swim shirts</p> <ul style="list-style-type: none">• Students are required to wear swim shirts/rash vests during all water-based activities occurring at outdoor venues, except during their race/s at competitions and carnivals.
Shade provision and use	<p>Our school maximises the use of available shade for outdoor activities:</p> <ul style="list-style-type: none">• Shade structures with a 90% UVR rating are installed above the sandpit and concrete play area.• Temporary shade structures are used for outdoor events, for example, Cross Country, Athletics and Swimming Carnivals and Under 8s Day

ELEMENT	STRATEGIES
Education	<p>Our school provides educational programs on sun safety and preventative measures through the following strategies:</p> <p>Curriculum, teaching and learning</p> <ul style="list-style-type: none"> Sun safety is formally taught as part of the implementation of the Australian Curriculum through Health and Physical Education Staff include the risk of exposure to UVR in their curriculum activity risk assessments for outdoor activities, which includes ensuring that adequate shade is available for outdoor activities where possible, for example, using temporary shade structures. <p>Incidental teaching and promoting sun safe behaviours</p> <ul style="list-style-type: none"> Incidental teaching of personal sun safety strategies occurs in all year levels as part of the school routine on a regular basis, for example, through reminders to students to wear hats and apply sunscreen. <p>Staff professional development</p> <ul style="list-style-type: none"> Staff are informed about the school's sun safety policy and its requirements on induction.
Sunscreen provision	<p>Our school recognises the importance of sunscreen use as a sun safe measure and implements the following strategies:</p> <ul style="list-style-type: none"> The school supplies SPF 30 or higher broad-spectrum, water-resistant sunscreen for student use. Parents/carers are encouraged to provide sunscreen for their child if they don't wish their child to use the school's sunscreen.
Modelling sun safe behaviours	<p>Our school promotes the importance of parents/carers, teachers, ancillary staff, volunteers and other adult supervisors as role models for students using the following strategies:</p> <ul style="list-style-type: none"> Staff and P&C members are encouraged to consider the use of shade, sun safe hats and clothing, sunglasses and sunscreen when doing their duties, running outside activities, and when on excursions/camps. Parents/carers are encouraged to provide personal sunscreen for their children to use at school.
Cost considerations	<p>The department provides funding for sun safety using the following strategies:</p> <ul style="list-style-type: none"> School funding is allocated annually to enable the purchase of sunscreen for the whole school year.
Additional strategies	<p>Other strategies our school uses to be sun safe include:</p> <ul style="list-style-type: none"> Sunscreen stations are set up at sports days and swimming carnivals.



Sports houses

All students will represent “Durack” house at the Quilpie and District sports carnivals. Durack’s colour is yellow. Durack is comprised of Eromanga State School students and children accessing Distance Education and home-school programs.

Below are the sports carnivals our students attend each year. Students aged 10 years and older are eligible to be selected to represent the Quilpie and District at the Charleville and District level.

Term 1 Cross Country Carnival

Term 3 Athletics Carnival

Term 4 Swimming Carnival



Uniforms and Dress Code

This document outlines the expectations and guidelines for the school uniform and dress code for students. The following expectations and guidelines have been informed by the Department of Education Student dress code procedure. This document has been developed in consultation with staff, students and parents. The student dress code aims to incorporate health and safety, inclusivity, affordability and equal access.

Our school uniform promotes belonging, acceptance and pride within our school community, as well as meeting the school's Sun Safety policy. This policy applies when students are attending or representing our school.

School uniforms can be purchased from the school office. Please call (07) 4656 4892 to make an appointment to purchase uniform items. As a commitment to affordability and inclusivity, the school P&C purchases essential uniform items for new students to our school.

Shirt	Maroon and light blue polo with the Eromanga State School logo on the front.
Shorts, skorts, skirts	All in Navy
Footwear	Enclosed footwear with either laces or velcro. Sandals and thongs are not acceptable. For school photos, excursions, and formal events students must wear navy or black shoes and socks.
Hat	Navy bucket hat with the Eromanga State School logo. Caps are not acceptable as they do not offer sufficient sun protection.
Cold weather	Navy jumper with the Eromanga State School Logo Navy tracksuit pants, preferably without logos or branding.
Swimming	Swimmers that are the correct size. During swimming lessons, students must wear a sun smart swimming shirt (rashie) that covers their shoulders, torso and has sleeves to their elbows at a minimum. Students will not be permitted to swim if they do not have appropriate clothing.

Eromanga State School is committed to providing a welcoming, accepting and inclusive community. Religious and cultural beliefs, and medical conditions and disabilities will be taken into consideration when enforcing the student dress code.

Clothing that fit one or multiple of the below categories will not be permitted to be worn under any circumstances.

- offensive; offensive language, signs, images or symbols,
- disruptive or likely to negatively impact the day-to-day running of the school,
- unsafe for the student and others; necklaces, large hoop earrings,
- likely to impact the health of the student: cap or non-sun safe hat, torn or dirty clothing,

Due to health and safety reasons body piercing, jewellery and large earrings are not permitted at school. A maximum two sets of studs or sleepers is permitted in each ear.

Hair colour and style are an integral part of how a student presents and represents our school. Hair colouring and styles must not detract from the everyday running of the school.



A variety of steps may be taken when the student dress code is not followed. The school will consult with parents and students to identify the reason/s for non-compliance of the dress code, and work with parents and students to rectify the concerns.

Short- or long-term modifications and exemptions from the dress code may be granted on a case-by-case basis.

In extended, severe cases of non-compliance, sanctions may be imposed where students are prevented from attending or participating in any events where the student is representing the school.

If students or parents are dissatisfied with how the school has resolved an issue with compliance, please refer to the Eromanga State School Complaints Management Procedure.

Use of school facilities

School facilities can be hired for use outside school hours with the written permission of the principal. A facility hire document can be completed and submitted to the principal in person, or to principal@eromangass.eq.edu.au. Outside of this, use of school facilities outside hours is not permitted.

All visitors, contractors, parents and staff during school hours must report to the school office to sign in.