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Important Information for Students and Parents/ Caregivers

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School policy and procedures discussed in this document, including the **Student Code of Conduct**, can be located on the school website: <https://clevelanddistrictshs.eq.edu.au/our-school/rules-and-policies>

Attendance

All students are expected to attend regularly as part of their obligation of continued enrolment. Absences must be explained by the parent/guardian. Students should only be absent on account of illness or special circumstances. Students must attend sport and parents should avoid using this time to make appointments for students. Students who have excessive absences may not fulfil the requirements needed to progress to the next year level or receive certification from the Queensland Curriculum and Assessment Authority (QCAA) – Queensland Certificate of Education (QCE).

- Students must attend all timetabled classes including parades and assemblies.
- All unexplained absences are recorded on student report cards.
- **Students who are late to school** must report immediately to the Administration Office with a note from their parents.

Absences

Parents/ Guardians must notify the school before 9am of their student/s absence/s via

- **SMS message 0427 916 282** (do not use emojis)
- Email absence@clevelanddistrictshs.eq.edu.au
- Telephone the Absentee Line: 07 3824 9280

Please clearly state the student's full name, home group and brief reason for absence (eg sick, holiday, family). Advise the days and dates of the absence and expected date of return.

Leave Pass Procedure

Leave passes are only issued to students in exceptional circumstances. Generally, students should not leave the school grounds during the day and leave passes are issued on an individual basis in special circumstances. Notes from parents detailing the reasons for leaving school early are required before a leave pass can be issued. Notes requesting a leave pass are to be placed in the drop box outside the student counter before school. Students are to collect signed passes at morning tea. Parents can request a leave pass by:

- Calling the leave pass line on 3824 9222 (Ext 2), or
- Email: leavepasses@clevelanddistrictshs.eq.edu.au

Parents should not arrive to collect students from the office without prior arrangements being made using the leave pass procedure. Students cannot be easily contacted in class, and require a leave pass from Administration before a teacher will allow them to leave a class. A member of Administration cannot leave their duties to collect students from class.

Students may never leave the school grounds without a leave pass. Consequences will be put in place for students who leave the school grounds without permission.



Sick Bay Procedures

Students who become ill or have an accident during the day are to report to the Sick Bay in the Administration Block, or one of the school's sick bay stations located in C, U and V block for treatment. Students reporting during lessons must have a note from their teacher.

Students who become ill are not to contact parents directly. All phone calls to parents/carers regarding accident or illness are to be made by the school. It is a requirement of our Duty of Care that we contact the parent. Sick Bay staff will make contact as soon as the student presents at Sick Bay.

Please make sure that contact details are kept up-to-date and include the contact details of a responsible adult who can collect your child if parents/guardians are unavailable.

Medication at School

For Medication that needs to be administered while your student is at school parents/carers need to provide:

- a completed and signed [consent to administer medication form](#);
- the medication in its original container with prescription label; and
- Medical authorisation – A letter from the health practitioner and/or health action plan.

Expired and unused medications must be collected by the parent/carer.

Please note the school does not provide medications such as Panadol for student use.

If your child is at risk or has anaphylaxis, an up-to-date action plan needs to be provided. The student should also carry a copy of their plan with their emergency medication (insulated) in an easily accessible part of their school bag.

For medical conditions that may require assistance at school, a parent may need to complete a referral for Education Queensland Nursing Services. This includes but is not limited to a range of conditions such as epilepsy/seizures, diabetes and heart conditions.

First aid medical supplies are only issued for injuries or accidents that occur at school. If your student requires medical supplies such as strapping tape, they must provide their own supplies.

Food Delivery

Students are not permitted to have food delivered to school by any retail food provider, for example Uber Eats or McDonalds delivery. In line with EQ healthy schools' policies, students are not permitted to bring 'fast food' from take away stores onto school grounds, nor can parents or carers bring this type of food to the school for their student/s. Parents and carers are welcome to bring forgotten lunchboxes to the Administration building.

Lost Property

Students are to identify and collect lost property from the school library.

School Based Youth Health Nurse

The School Based Youth Health Nurse (SBYHN) service is a confidential volunteer service for students to access brief intervention, health education and referral pathways.

Topics include Relationships (family, friends, partners), Puberty/Sexual Health, Alcohol and other drugs, General health, and well-being, (Nutrition, body image, movement, sleep) and Mental health.

Students can book a confidential appointment by emailing nurse.cleveland@health.qld.gov.au. Parents can refer young people to the service using the link on the website [School based youth health nurses | Children's Health Queensland](#) if the student would like an appointment.

Please use the QR Code below to organize a confidential appointment with the school nurse.



Safety

- Students are not to sit on rails or port racks.
- Broken property must be reported to the office immediately. Students may be subject to costs incurred and possible penalties.
- Rooms, verandas and stairwells are out of bounds before school and during breaks.
- Students should access their lockers before school and during lunch breaks only.
- In order to abide by Workplace Health and Safety Requirements, students are not to wear jewellery, hair must be tied back and leather shoes must be worn at all times. Students studying practical subjects, such as Manual Arts, will also be subject to additional safety requirements.
- Students are to wear their school hat or cap when in the sun in compliance with sun safety policy.

Travel to and from school

- If walking to school, students are to use pedestrian crossings wherever possible.
- Students must wear a bike helmet when riding a bike.
- Bikes must be walked into the school grounds and left in the designated bike rack area.
- **Bikes are to be secured with a good quality bike chain and lock.**
- Student cars and motorbikes are not to be parked in the school grounds. Students who wish to drive cars to school or ride in another student's car must present written authority from their parent/carer to the Deputy Principal.
- Student cars are not to be used during school hours (including at lunchtime) without permission.
- The bike racks and the car parking areas are out of bounds during school time.
- Responsible behaviour is expected when travelling on school buses or the train. Consequences will be put in place for students who misbehave on buses or the train.
- Student conduct travelling to and from school should never bring the school into disrepute.



School Uniform

- The school uniform as outlined in the School Dress Code is to be worn every day.
- It is recommended the sports uniform only be worn on days students have sport, Tuesday (Years 7 and 8), Wednesday (Year 11 and 12), Thursday (Year 9 and 10) and on days the student has a sports lesson when required by the Physical Education teacher.
- Consequences will be given to students who are out of uniform. This may include lunchtime detentions with further consequences for students who are persistently out of uniform.

School uniforms are available from the Uniform Shop located behind the main office. Phone: 3824 9213.

Tuckshop

The tuckshop offers a range of healthy food choices and special dietary requirements can be catered for if meals are pre-ordered. Orders can be placed online at www.flexischools.com.au or in person before school only. The tuckshop can be contacted on 07 3824 9214. Parents/ caregivers are welcome to volunteer, please call the tuckshop to discuss the roster.

Prohibited Items

The following items are explicitly prohibited at Cleveland District State High School and will be removed if found in a student's possession:

- chewing or bubble gum
- skateboards or scooters
- laser pointers
- permanent markers
- illegal items or weapons (e.g. guns, knives*, throwing stars, brass knuckles, chains)
- imitation guns or weapons
- potentially dangerous items (e.g. blades, rope)
- drugs** (including tobacco)
- smoking products or paraphernalia (including electronic cigarettes)
- alcohol
- aerosol deodorants or cans (including spray paint)
- explosives (e.g. fireworks, flares, sparklers)
- flammable solids or liquids (e.g. fire starters, mothballs, lighters)
- poisons (e.g. weed killer, insecticides)
- inappropriate or offensive material (e.g. racist literature, pornography, extremist propaganda).

* No knives of any type are allowed at school, including flick knives, ballistic knives, sheath knives, push daggers, trench knives, butterfly knives, star knives, butter knives, fruit knives or craft knives, or any item that can be used as a weapon, for example a chisel. Knives needed for school activities will be provided by the school, and the use of them will be supervised by school staff. In circumstances where students are required to have their own knives or sharp tools for particular subjects or vocational courses, the school will provide information about the procedures for carrying and storing these items at school.



** The administration of medications to students by school staff is only considered when a prescribing health practitioner has determined that it is necessary or when there is no other alternative in relation to the treatment of a specific health need. Schools require medical authorisation to administer any medication to students (**including over-the-counter medications such as paracetamol or alternative medicines**).

Communication

Keep up-to-date with the school news via the school webpage and social media:

School web page: www.clevelanddistrictshs.eq.edu.au

Facebook: www.facebook.com/clevelandshs

It is important for parents and teachers to communicate regularly to ensure students make the most of the opportunities provided by the school. We encourage parents/ carers to contact their child's teacher directly should a problem arise. Teacher email addresses can be located on the school website. Alternatively, our Deans of Students, Heads of Department, Deputy Principals and support staff are available.

QParents and Daymap Parent Portal

QParents provides comprehensive information regarding your school student/s. You will receive an email invitation to join QParents early in the school year. If you wish to register, open the email and follow the prompts. If you do not receive an invitation and would like to register, please email:

qparents@clevelanddistrictshs.eq.edu.au.

For more information see <https://qparents.qld.edu.au>

All families who use QParents will also be able to access the Parent Portal on Daymap, the school's learning management system.

ID Cards and Student Diaries

Newly enrolled students will be issued with an ID Card shortly after they commence school. The ID Card will be required at school at all times. ID Cards are required to print at school. Should a student lose their ID Card, a new one can be replaced at an additional cost.

All students have access to an electronic Student Diary called Daymap. Students are expected to use Daymap to access daily notices as well as record their homework, assignment and exam dates.

School Office Hours

The school administration office is open during school terms on weekdays: Monday to Thursday 8.00am to 4.00pm and Friday 8.00am to 3.30pm. During school holidays the administration office is closed. The office phone number is 3824 9222 or email admin@clevelanddistrictshs.eq.edu.au.



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Payments

Please email accounts@clevelanddistrictshs.eq.edu.au to advise us of all payments, regardless of the method of payment you use. To ensure your payment is correctly allocated, include your students full name, year level and class.

Payment options include:

- QParents** - To register, email qparents@clevelanddistrictshs.eq.edu.au to obtain a QParents invitation and follow the emailed instructions to create your account. To make a payment, select the PAYMENTS Tab, Select the invoice you wish to pay and follow the prompts to complete your payment.
- BPoint** - Click on the link at the bottom of your invoice, this will take you to the secure payment portal.
- Direct Credit** Via Internet Banking:
Cleveland District State High School
BSB: 064 138
Acct: 00090051
Description - Student Surname, Initial, Payment Reference – (eg SmithJ YR8SRS)
- Phone payments** - Call the automated 24hour payment line on **1300 631 073** and have your debit/credit card details available, together with your CRN and invoice number you received via email.
- Payment Window** – Visit the school office payment window to pay by EFTPOS, cash or cheque

Open only on Tuesday and Thursday from 8.00am – 11.00am.

Lockers

A limited number of lockers are available for annual hire on a first come / first served basis. Lockers are available for hire in the first few weeks of the new school year. We recommend students view and select their preferred locker number/s to ensure a suitable location and height for convenient use.

Locker hire is arranged using Flexischools. After Flexischools have confirmed payment and a locker number, students can bring their own padlock to school to secure their locker.