



Name of School: _____

Name of Student: _____

Date of Birth: _____ / _____ / _____

SCHOOL ENROLMENT FORM

INFORMATION PRIVACY STATEMENT

The Department for Education and Child Development (DECD) is committed to respecting the confidentiality of information provided by children / students and parents, for example, information requested on child / student enrolment forms.

This form has been designed to ensure compliance with the *South Australia Education Regulations 2012* and to enable DECD to:

- Undertake administration and care responsibilities including maintaining emergency contact information;
- Communicate with you about important matters;
- Provide first aid and plan for child / student health support requirements;
- Provide all information required for resource entitlements;
- Collect necessary statistical information and undertake analysis of the composition and performance of the child / student population;
- Meet reporting requirements, including to other government authorities and funding agencies; and
- Provide information to contractors engaged to assist in the completion of the Australian Early Development Census survey by teachers (<http://www.aedc.gov.au>).

If organisations are contracted on behalf of DECD to undertake tasks which require access to enrolment data, the contract(s) between DECD and those organisations will include strict confidentiality and disposal provisions.

The Australian Education Regulation 2013 requires schools across Australia ask the questions marked * on their school enrolment forms. Although some items on the enrolment form are not mandatory to complete under the national regulations, provision of this information will be beneficial to your child's school for planning and resourcing decisions.

The information provided in Enrolment Forms is stored securely in local school and DECD databases. Information from your enrolment form may be transferred electronically from one site to another as your child moves locations between levels of education. Any such transferred information will be updated by information provided on the current enrolment form. While your child is enrolled in a DECD site other information will be gathered relating to your child's education and wellbeing; for example records of learning progress, absences from school, behaviour, health and social development reports, observations and assessments. The management of these data is governed by Australian, State and DECD policies to ensure that the information is used only for the purposes stated above and is secure, private and confidential.

The disclosure of personal information held by Government is regulated by the Information Privacy Principles (see http://dpc.sa.gov.au/sites/default/files/pubimages/Circulars/PC012_Privacy_0.pdf). Unless required to do so by a law of the State or Commonwealth, or as permitted by the Information Privacy Principles or in accordance with the ISG (see below), the Department will not otherwise disclose the information to others without your consent.

INFORMATION SHARING STATEMENT

There will be occasions where sharing information with others outside DECD will be important to your child's educational progress, safety or wellbeing. In these circumstances DECD follows the SA Government's *Information Sharing: Guidelines for Promoting Safety and Wellbeing (ISG)* <http://www.ombudsman.sa.gov.au>. Under the ISG your consent for the sharing of personal information about your child will be sought and respected in all situations unless:

- It is unsafe / impossible to gain consent or consent has been refused; and
- Without information being shared, a child or children will be at increased risk of serious harm.

The aim of information sharing under the ISG is to protect and promote the safety and wellbeing of children, young people and their families. This site works with parents / caregivers and other agencies / services to achieve that aim. Parents / caregivers are strongly encouraged to share all information relevant to their child's capacity to enjoy and benefit from education:

- By using the 'any other information' section of this form; and/or
- In discussion with staff at the time of enrolment; and/or
- In discussion with staff at any time in the future.

The school has explained the above Information Privacy Statement and Information Sharing Statement.

Parent / Guardian Signature

Refer to the occupation groups listed below when completing the questions on page 3.

<p>Group 4 Other Occupations</p>	<p>Group 3 Trades and advanced / intermediate clerical, sales and service staff</p>	<p>Group 2 Other business managers, Arts / Media / Sportspersons and associate Professionals</p>	<p>Group 1 Senior management in large business organisation, government administration and defence, and qualified professionals</p>
<p>Drivers Mobile plant, Production / Processing, Machinery, Other machinery Operators.</p> <p>Hospitality staff Hotel service supervisor, Receptionist, Waiter, Bar attendant, Kitchen hand, Porter, Housekeeper.</p> <p>Office assistants Typist, Word processing, Data entry, Business Machine Operator, Receptionist, Office assistant.</p> <p>Sales assistants Sales assistant, Motor vehicle / Caravan / Parts Salesperson, Checkout operator, Cashier, Bus/train conductor, Ticket seller, Service station attendant, Car rental desk staff street, Vendor, Telemarketer, Shelf stacker.</p> <p>Assistant / aide Trade's assistant, School / Teacher's aide, Dental assistant, Veterinary nurse, Nursing assistant, Museum / gallery attendant, Usher, Home helper, Salon assistant, Animal attendant.</p> <p>Labourers and related workers</p> <p>Defence Forces Other ranks below senior NCO not included above.</p> <p>Agriculture, horticulture, forestry, fishing, mining worker Farm overseer, Shearer, Wool / hide classer, Farm hand, Horse trainer, Nurseryman, Greenkeeper, Gardener, Tree surgeon, Forestry / logging worker, Miner, Seafarer / fishing hand.</p> <p>Other worker Labourer, Factory hand, Storeman, Guard, cleaner, Caretaker, Laundry worker, Trolley collector, Car park Attendant, Crossing Supervisor.</p>	<p>Tradesmen / women Generally have completed a 4 year Trade Certificate, usually by apprenticeship.</p> <p>All tradesmen / women are included in this group.</p> <p>Clerks Bookkeeper, Bank / PO clerk, Statistical / Actuarial Clerk, Accounting / claims / audit clerk, Payroll clerk, Recording / registry / filing clerk, Betting clerk, Stores / inventory clerk, Purchasing / order clerk, Freight / transport / shipping clerk, Bond clerk, Customs agent, Customer services clerk, Admissions clerk.</p> <p>Skilled Office Staff Secretary, Personal assistant, Desktop publishing operator, Switchboard operator.</p> <p>Skilled Sales Staff Company sales representative, Auctioneer, Insurance agent / Assessor / Loss adjuster, Market researcher.</p> <p>Skilled Service Staff Aged / Disabled / Refuge / Child care worker, Nanny, Meter reader, Parking inspector, Postal worker, Courier, Travel agent, Tour guide, Flight attendant, Fitness instructor, Casino dealer / supervisor.</p>	<p>Owner / manager Farm, Construction, Import / Export, Wholesale, Manufacturing, Transport, Real estate business.</p> <p>Specialist manager Finance, Engineering, Production, Personnel, Industrial relations, Sales / marketing.</p> <p>Financial services manager Bank branch manager, Finance / investment / insurance, Broker, Credit / loans officer.</p> <p>Retail sales / services manager Shop petrol station, Restaurant club, Hotel / Motel, Cinema, Theatre agency.</p> <p>Arts / media / sports Musician, Actor, Dancer, Painter, Potter, Sculptor, Journalist, Author, Media presenter, photographer, Designer, Illustrator, Proof reader, sportsman / woman, Coach / trainer, Sports official.</p> <p>Associate professionals Generally have diploma / Technical qualifications, Support managers and professionals.</p> <p>Health, Education, Law, Social Welfare, Engineering, Science, Computing Technician / Associate professional.</p> <p>Business / administration Recruitment / Employment / Industrial relations / Training officer. Marketing / Advertising specialist, Market research analyst, Technical sales representative, Retail buyer, Office / project manager.</p> <p>Defence Forces Senior Non-Commissioned officer.</p>	<p>Senior executive / manager / department head in industry, commerce, media or other large organisation.</p> <p>Public service manager (Section head or above), Regional Director, Health / Education / Police / Fire services, Administrator.</p> <p>Other administrator School Principal, Faculty head / Dean, Library / Museum / Gallery director, Research facility director.</p> <p>Defence Forces Commissioned Officer.</p> <p>Professionals Generally have degree or higher qualifications and experience in applying this knowledge to:</p> <ul style="list-style-type: none"> • Design, develop or operate complex systems; • Identify, treat and advise on problems; • And teach others. <p>Health, Education, Law, Social Welfare, Engineering, Science, Computing. Professional.</p> <p>Business Management consultant, Business analyst, Accountant, Auditor, Policy analyst, Actuary, Valuer.</p> <p>Air / sea transport Aircraft / ship's Captain / Officer / Pilot, Flight officer, Flying instructor, Air traffic controller.</p>
<p>Parent's education, qualification and occupation</p> <p>The questions about each parent / guardian's education, qualifications and employment group are asked on all school enrolment forms.</p> <p>In South Australia this information is used in determining each school's Index of Educational Disadvantage (IED), which is linked to funding levels and may be used to allocate resources to school services. In the future this information may be used to determine resource allocations to schools.</p> <p>If you are an independent student (living without a parent or guardian) please go straight to Page 4 - Student Personal Details.</p>			

Parent 1 or Legal Guardian 1

(Birth or Adoptive parent)

Mr / Mrs / Ms / Other:

Family Name:

Given Names:

Sex:

 Male Female

Relationship to student:

Employment status:

Occupation:

* What is the occupation group of parent 1 / guardian 1?
Please select the appropriate parental occupation group from the list on page 2.

- If the person is not currently in paid work but has had a job in the last 12 months or has retired in the last 12 months, please use the person's last occupation.
- If the person has not been in paid work in the last 12 months, enter 8 above.

Work Location:

Work Phone Number:

P/G1 Mobile Phone:

P/G1 Email:

* What is the highest year of primary or secondary school the parent 1 / guardian 1 has completed? (For persons who never attended school, select 'Year 9 or equivalent or below'.)

- Year 12 or equivalent 4
 Year 11 or equivalent 3
 Year 10 or equivalent 2
 Year 9 or equivalent, or below 1

* What is the level of the highest qualification the parent 1 / guardian 1 has completed?

- Bachelor degree or above 7
 Advanced diploma / Diploma 6
 Certificate I to IV (including trade certificate) 5
 No non-school qualification 8

In which country was the parent 1 / guardian 1 born?

If not born in Australia, what was the date the parent 1 / guardian 1 arrived in Australia?

* Does the parent 1 / guardian 1 speak a language other than English at home? No, English only Yes

If yes, what is the main language the parent 1 / guardian 1 speaks at home?

Does this Parent or Guardian require an interpreter?

 No Yes

Language for Translation:

What is the cultural background of Parent 1 / Guardian 1?

Parent 2 or Legal Guardian 2

(Birth or Adoptive parent)

Mr / Mrs / Ms / Other:

Family Name:

Given Names:

Sex:

 Male Female

Relationship to student:

Employment status:

Occupation:

* What is the occupation group of parent 2 / guardian 2?
Please select the appropriate parental occupation group from the list on page 2.

- If the person is not currently in paid work but has had a job in the last 12 months or has retired in the last 12 months, please use the person's last occupation.
- If the person has not been in paid work in the last 12 months, enter 8 above.

Work Location:

Work Phone Number:

P/G2 Mobile Phone:

P/G2 Email:

* What is the highest year of primary or secondary school the parent 2 / guardian 2 has completed? (For persons who never attended school, select 'Year 9 or equivalent or below'.)

- Year 12 or equivalent 4
 Year 11 or equivalent 3
 Year 10 or equivalent 2
 Year 9 or equivalent, or below 1

* What is the level of the highest qualification the parent 2 / guardian 2 has completed?

- Bachelor degree or above 7
 Advanced diploma / Diploma 6
 Certificate I to IV (including trade certificate) 5
 No non-school qualification 8

In which country was the parent 2 / guardian 2 born?

If not born in Australia, what was the date the parent 2 / guardian 2 arrived in Australia?

* Does the parent 2 / guardian 2 speak a language other than English at home? No, English only Yes

If yes, what is the main language the parent 2 / guardian 2 speaks at home?

Does this Parent or Guardian require an interpreter?

 No Yes

Language for Translation:

What is the cultural background of Parent 2 / guardian 2?

Student Personal Details (Please provide proof of Birth)

Family Name:
 Given Names:
 Preferred Name:

Date of Birth: * Sex: Male Female

How far does the student live from the School?

Has this student been approved for School Card Assistance at his / her previous school? No Yes

* Is the student of Australian Aboriginal or Torres Strait Islander origin? No
 (For persons of both Australian Aboriginal or Torres Strait Islander origin, tick both 'Yes' boxes.)
 Yes, Australian Aboriginal
 Yes, Torres Strait Islander

What is the student's previous school? *If overseas, nominate country. If interstate, nominate state. If no previous school, nominate preschool, kindergarten, etc.*

* In which country was the student born? Australia Other – please specify below

For a student born Overseas with a date of Arrival in Australia on or after 1/1/2006, a "Visa sub-class" must be entered. Refer to Visa in passport or visa grant letter for e-visas. Some temporary residents are required to pay fees and must have a letter of offer / confirmation from International Education Services.

Refer to the Overseas Student Factsheet - <https://myintranet.learnlink.sa.edu.au>
 DECD Intranet > Operations and Management > Information and Records Management > Site Data Collection > Student Data Management on EDSAS

If other, on what date did the student arrive in Australia?

Visa Sub-Class: Religion: (optional)

Refugee: Permission to Flag? No Yes

What is the student's cultural background?

Does the site need to be aware of any cultural and/or religious requirements? Please advise:

* Does the student speak a language other than English at home? No, English only Yes

Main language: Other language/s:

Does the student attend an after-hours Ethnic school? No Yes

If Yes, which school? Which language is studied?

Is this student under the Guardianship of the Minister for Education and Child Development (GoM) or in Alternative Care? No Yes

If Yes, further details must be obtained from the confidential Families SA-DECD Information Sharing Form as supplied to the school principal by the child / student's Families SA caseworker. This form will provide the necessary information for data input.

Does this student receive AUSTUDY? No Yes

Does this student receive ABSTUDY? No Yes

School Use Only

Has proof of Birth been provided?
 No Yes

Has proof of Residence Documentation been provided?
 No Yes

School No:

ED ID:

Student ID:

School Year Level:

Census Year Level:

Roll Class:

FTE:

Campus:

House:

Enrolment Date:

Permanent Resident:

Origin:

Visa Sub-Class:

NESB:

EALD:

Family Details

Family Phone Number:

Silent number?

No

Yes

Family Mobile Phone:

Family Email Address:

Student Address Details (Please provide proof of Residence)

Mailing Address

(Of Parent / Guardian with whom student lives the majority of school week)

Mailing Title:

Address Line 1:

Address Line 2:

Suburb / Town:

Postcode:

Country (if not Australia):

Student Mobile Number:

Hundred: *

Section: *

RAPID No (if applicable):

UHF:

MHz

Student's Email Address:

Residential Address

(if different from above Mailing Address)

Mailing Title:

Address Line 1:

Address Line 2:

Suburb / Town:

Postcode:

Country (if not Australia):

Student Mobile Number:

Hundred: *

Section: *

RAPID No (if applicable):

UHF:

MHz

Student's Email Address:

If you have other addresses which need to be documented (B – Billing, H – Holiday, S – SACE Mail, T – Term), please note in any other information / comments on page 8.

Emergency Contacts if Parent or Guardian cannot be contacted or unable to collect student.

Note: Includes permission to provide overnight care.

Priority 1

Name: Home Phone: Silent?
 Relationship: Mobile Phone:
 Work Phone: Ext:

Priority 2

Name: Home Phone: Silent?
 Relationship: Mobile Phone:
 Work Phone: Ext:

Priority 3

Name: Home Phone: Silent?
 Relationship: Mobile Phone:
 Work Phone: Ext:

Priority 4

Name: Home Phone: Silent?
 Relationship: Mobile Phone:
 Work Phone: Ext:

Transport to School

Usual mode of transport: Bus Pass No:
 School Bus Route AM1: Stop: Time: :
 School Bus Route AM2: Stop: Time: :
 School Bus Route PM1: Stop: Time: :
 School Bus Route PM2: Stop: Time: :
 Conveyance Allowance: (Approval Number) Allowance Expiry Date: DD MM YY
 Vehicle Reg. No: Driver if other student:

Medical Conditions

Does your child have a diagnosed medical condition which might need first aid? No Yes

If Yes, please tick the relevant conditions:

- | | | |
|--|---|---|
| <input type="checkbox"/> Acquired Brain Injury | <input type="checkbox"/> Gastrostomy | <input type="checkbox"/> Oncology |
| <input type="checkbox"/> Asthma | <input type="checkbox"/> Hearing Impaired | <input type="checkbox"/> Oral Eating and Drinking |
| <input type="checkbox"/> Cerebral Palsy | <input type="checkbox"/> Heart Condition | <input type="checkbox"/> Seizures |
| <input type="checkbox"/> Contenance | <input type="checkbox"/> Joint Conditions | <input type="checkbox"/> Severe Allergy Anaphylaxis |
| <input type="checkbox"/> Cystic Fibrosis | <input type="checkbox"/> Medication | <input type="checkbox"/> Transfer and Positioning |
| <input type="checkbox"/> Diabetes | <input type="checkbox"/> Mild Allergy | <input type="checkbox"/> Visually Impaired |

If other, please specify:

Does your child need extra routine health support?
 (e.g. support with medication management, continence care, psychological issues) No Yes

If Yes, the school will need a health care plan from the treating doctor / health professional.
 Is plan attached? No Yes

Court Orders

Are there any current Court-sanctioned orders relating to this student?
If Yes, a copy of the order must be provided for the school's records.

No Yes

On what date was the Full Court order issued?

DD	MM	YY
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Details:

Other Parent / Guardian / Carer

Resides at the same address as the student? Yes No Reports Access Correspondence

Mr / Mrs / Ms / Other

Sex: Male Female

Family Name:

Given Names:

Phone Number:

Silent?

Relationship to student:

Mobile Number:

Mailing Title:

Address Line 1:

Address Line 2:

Address Line 3:

Suburb / Town:

Postcode:

Country (if not Australia):

Email Address:

Siblings

Full Name	Sex	Date of Birth	Attends this School?
<input style="width: 100%;" type="text"/>	<input type="checkbox"/> Male <input type="checkbox"/> Female	<input style="width: 33%;" type="text"/> <input style="width: 33%;" type="text"/> <input style="width: 33%;" type="text"/>	<input type="checkbox"/> No <input type="checkbox"/> Yes
<input style="width: 100%;" type="text"/>	<input type="checkbox"/> Male <input type="checkbox"/> Female	<input style="width: 33%;" type="text"/> <input style="width: 33%;" type="text"/> <input style="width: 33%;" type="text"/>	<input type="checkbox"/> No <input type="checkbox"/> Yes
<input style="width: 100%;" type="text"/>	<input type="checkbox"/> Male <input type="checkbox"/> Female	<input style="width: 33%;" type="text"/> <input style="width: 33%;" type="text"/> <input style="width: 33%;" type="text"/>	<input type="checkbox"/> No <input type="checkbox"/> Yes
<input style="width: 100%;" type="text"/>	<input type="checkbox"/> Male <input type="checkbox"/> Female	<input style="width: 33%;" type="text"/> <input style="width: 33%;" type="text"/> <input style="width: 33%;" type="text"/>	<input type="checkbox"/> No <input type="checkbox"/> Yes
<input style="width: 100%;" type="text"/>	<input type="checkbox"/> Male <input type="checkbox"/> Female	<input style="width: 33%;" type="text"/> <input style="width: 33%;" type="text"/> <input style="width: 33%;" type="text"/>	<input type="checkbox"/> No <input type="checkbox"/> Yes

Other Preschools and Schools Attended

Has your child previously attended a Department for Education and Child Development (DECD) kindy / school?

No

Yes

If Yes, please specify the last DECD kindy / school attended:

List the two most recent schools attended. If unsure of the dates, please estimate.

Kindy / School Name	From	To
<input type="text"/>	<input type="text"/> DD <input type="text"/> MM <input type="text"/> YY	<input type="text"/> DD <input type="text"/> MM <input type="text"/> YY
<input type="text"/>	<input type="text"/> DD <input type="text"/> MM <input type="text"/> YY	<input type="text"/> DD <input type="text"/> MM <input type="text"/> YY

Any other information / comments

Parent / Guardian Signatures

By signing this form you certify that all information given is true and accurate.

Signature of Parent 1 /
Legal Guardian 1:

Date:

 DD MM YY

Signature of Parent 2 /
Legal Guardian 2:

Date:

 DD MM YY

Enrolment Interviewer:

Data Entry Person:

NAME OF STUDENT: TEACHER:

YEAR LEVEL 2015-2024:.....

CONSENT INFORMATION 2015 - 2024

Please Circle the appropriate response.

LIBRARY NOTICE

Yes No

I accept responsibility for library books that are lost or damaged and understand that a cost will be incurred for replacement or repair.

PHOTOGRAPHS & INTERNET

Yes No

Besides the class and individual photographs taken each year and offered to parents for purchase, there are other times when children may be photographed or filmed, eg. Special Events, newspaper articles, television news items. Our schools have their own website and children may publish samples of their own work or have their photo added to web pages at times. I give permission for to be photographed or filmed and for photos to be included in Newsletters and for work samples and photos to be included on the schools' web page. (Surnames will not be published.)

SCHOOL YARD SUPERVISION

Yes No

I understand that the schoolyard is supervised from **8.30 a.m.** until school begins. The school will not be able to take responsibility for children in the yard before 8.30 a.m. I understand that any child discovered in the school yard prior to 8.30 a.m. **may be placed into Out of School Hours Care for their own safety.** Similarly, if children are **unaccounted for after 3.30 p.m.**, I understand that they may be taken to Out of School Hours Care as a safety procedure. **(I accept any cost incurred).**

CONSENT TO INSPECT FOR HEAD LICE

Yes No

A confidential head lice inspection program is used to detect/control head lice. Permission is requested to inspect your child.

SCHOOL CLOTHING

Yes No

I understand/support the School Dress Code Policy e.g. school colours, appropriate shoes, **no** make up, **no** dangly earrings, **no** singlet tops.

.....
Signature of Parent / Guardian

.....
Name Printed:

Date:

Help with a concern or complaint

All department staff – teachers, principals, preschool directors, regional and Central Office staff – will help you to agree on a plan of action and a timeframe.

These people will help:

- explain and guide you through the resolution process
- gather information about policies and procedures and explain them to you
- clarify the problem and help you make your complaint
- follow up on the progress or outcome of your complaint.

We all want the best outcome for you and your child.

You can also call the Parent Complaint Unit hotline at any stage on 1800 677 435 for information, advice and support.

Other options

Your complaint may require an independent review by an external agency. This will be determined by the circumstances of the complaint.

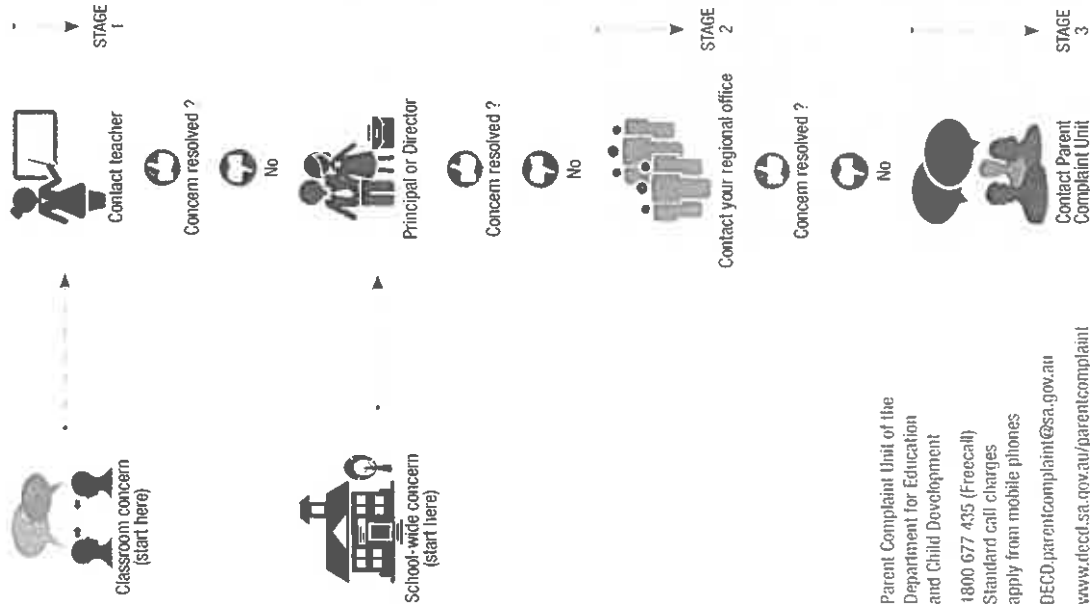
You also have the right to refer any educational and care concern to an external agency, such as the South Australian Ombudsman.

The South Australian Ombudsman

You can make a complaint to the SA Ombudsman about any action or inaction by an agency within the Ombudsman's jurisdiction.

Further information is available at www.ombudsman.sa.gov.au.

How to get help with a concern or complaint



Parent Complaint Unit of the
Department for Education
and Child Development

1800 677 435 (Freecall)
Standard call charges
apply from mobile phones

DECD.parentcomplaint@sa.gov.au

www.decd.sa.gov.au/parentcomplaint

Parent guide to raising a concern or complaint

Solving concerns in public education schools and preschools



Government of South Australia
Department for Education and
Child Development

Education and quality care are vital for your child's success

We are committed to delivering high quality education and care. Working with you to resolve any concerns or complaints is a key part of how we will deliver on this commitment.

But we recognise that sometimes things go wrong and you may feel that your expectations for your child are not being met. If you have an unresolved issue or a complaint, then you are encouraged to raise it. It is important to work together, talk, listen and find solutions so that we can improve your child's experience and learning, and improve our services to the community.

While this guide aims to help you raise concerns, keep in mind that we also welcome your positive feedback and compliments, which can sometimes be overlooked in our busy lives.

Use this guide to help you think about what you are concerned about and how to resolve the matter respectfully and effectively.

About concerns or complaints

A complaint may be made by a parent if they think that the school has, for example:

- done something wrong
- failed to do something it should have done
- acted unfairly or impolitely.

Your concern or complaint may be about:

- the type, level or quality of services
- the behaviour and decisions of staff
- a policy, procedure or practice.

Sometimes a complaint is about something we have to do because of state or federal law. In such cases we are able to talk to you about the matter and help you understand the requirements and why they exist.

What to do if you have a complaint

So that we can all work together to get the best outcome for your child, there are some simple steps to keep in mind if you have a complaint about public education and care.

Keep in mind that you are welcome to contact the Department for Education and Child Development's Parent Complaint Unit hotline on 1800 677 435 at any time for discussion or advice.

Stage 1 – Talk to the school

The school or preschool should always be your first point of contact. Find an appropriate time to talk to your child's class teacher or other relevant staff member (counsellor, year level coordinator) to discuss your concern or complaint. The school front office may be able to arrange a time for you to meet with the teacher or have a discussion over the phone.

If your concern is about a teacher then you may prefer to talk to the principal or director. If your complaint involves the principal or director then contact your local regional office of the Department for Education and Child Development.

The teacher will look into your concerns and get back to you. However, if you are still not satisfied, you may choose to follow up your complaint with the principal or director. They will work with you and the staff member to resolve the issue. To do this, you may choose to write to the principal or director (who will then acknowledge receipt of your complaint with a written response as soon as possible), or telephone the school to make a time to meet with the principal or director.

The school or preschool will aim to resolve your concern or complaint ideally within 15 working days.

Stage 2 – Contact your regional office

If you are not satisfied that your complaint has been resolved by the school – or if the principal is the subject of your complaint – you may choose to contact your regional office for help. The regional office will review your complaint.

The regional office will aim to resolve your concern or complaint within 20 working days.

Stage 3 – Parent Complaint Unit

This unit has a dual function:

- To provide advice and support to parents about their concern or complaint
- To objectively review complaints that have not been resolved at the school or regional level.

Advice and support

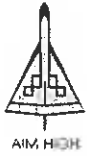
You can contact the unit's hotline (1800 677 435) at any time to discuss your concern or complaint or to seek advice about solving school problems. Staff will follow up with you at a later stage to check about progress.

Impartial review

If the complaint has not been able to be resolved by the school and regional office, the unit will assess your complaint and decide what action is needed. Staff will discuss what has been done with your complaint, and when you can expect to hear about the outcome.

The department's Head of Schools or the Head of Early Childhood Development and the Chief Executive's office will be advised by the Parent Complaint Unit of the outcome of the review. One of these senior leaders will make a decision about your complaint.

You can expect that you will hear of a decision within 35 working days in most cases.



Salisbury Schools

Rules for

Online Safety

1

Treat others the way you would like to be treated. Be kind and friendly. If someone says or does something that upsets you, don't reply to it—report it to a teacher.

3

Contact Information is Private. Don't give anyone online your:
ⓧ Last name ⓧ Address ⓧ Phone No.
ⓧ E-mail address ⓧ User names or any other contact information. Don't ask people for theirs.

4

Personal Information is Private. Don't share any personal information about yourself or others. Think carefully before you send or publish information. If you're not sure—don't do it! If someone publishes personal information about you, tell a teacher.

5

Don't arrange to meet an online friend. If someone that you have only met online wants to meet you, make sure you tell an adult. If you do want to meet, take your parents with you. Meet in a public place, in the day time.

6

Keep Yourself Safe
If you see anything on the internet that makes you feel unsafe or uncomfortable, tell a teacher straight away.

Rules for

Using our Network

1

Viruses can spread quickly and cause huge problems. Please don't bring in any CDs, flash drives or transfer anything onto our system without checking with a teacher.

2

Follow Copyright Rules
Most information on the internet is copyright. You are not allowed to copy it. If you find information that is useful, remember to write it in your own words. Acknowledge where you got it from.

3

Photos are copyright too!
You are not allowed to copy images from the internet unless they are copyright free. When possible, use the images on our server that we have collected for you. If you do need to use an image from the internet, you need to get permission from the owner first.

4

We're Here to Learn
School technology equipment is provided to help your learning. Please make sure you only use it for education purposes, not for personal reasons.

5

Help Save our Trees
Printing uses paper, which comes from trees. Help save trees by only printing what you really need. It costs money to print—save money so that we can spend it on other things.

Care for our Equipment
Our equipment costs a lot of money. Help us to keep it in good condition by using it safely and carefully. If you see anything that is broken or unsafe, tell a teacher.

I have read these rules and agree to follow them. If I choose not to follow them my use of the school network may be suspended. Date _____ Signed _____ (student)
I have read these rules and agree to my child using the internet and school network Signed _____ (parent)