



Parent Handbook

v020924

School Policy Documents

Documents detailing the following Rules and Policies are available on the Alexandra Hills SHS website:

- Attendance Policy
- Assessment Policy
- Homework Policy
- Personal Technology Devices Policy
- Uniform & Dress Code
- Reconciliation Action Plan

Class Hours

Our class hours are from 8.50 am to 2.55 pm daily

Communication

Important home contact directly from school may occur via:

- Phone or email contact to home or parent's workplace
- Letter sent home with the student or via Australia Post

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

- School web page www.alexandrahillsshs.eq.edu.au
- Facebook www.facebook.com/AlexandraHillsSHS



General Enquiries

Student absences	Telephone: (07) 3820 1402 Email: studentabsences@alexandrahillsshs.eq.edu.au
Enrolments	Email: enrolments@alexandrahillsshs.eq.edu.au
Tuckshop	Telephone: (07) 3820 1471 Email: tuckshop@alexandrahillsshs.eq.edu.au
Uniform Shop	Telephone: (07) 3820 1474 Email: uniformshop@alexandrahillsshs.eq.edu.au
P&C Association	Email: pandc@alexandrahillsshs.eq.edu.au
Detention query	Email the Executive Assistant - bschm11@eq.edu.au

Student Wellbeing Enquiries

Personal health	Make an appointment with the School GP: Booking Link
Grief and loss	Call 3820 1448 to make a Chaplain appointment
Significant family issues	Call 3820 1448 to make a Guidance Officer appointment
Friendship issues	Email the Year Level Coordinator: YLC Contact List
Report Bullying or Harassment	Student / parent to complete online STYMIE report: https://stymie.com.au/
Anxiety / Self-esteem	Call 3820 1448 to make a Guidance Officer appointment
Disabilities	Call 3820 1446 to talk with Student Support Centre staff

Academic / Subject Enquiries

Subject queries	Email the subject Head of Department: HOD Contact List
Assessment adjustments (years 11-12)	Call 3820 1448 to make a Guidance Officer appointment
Career advice – School based traineeships	Email the Industry Liaison Officers: seniorschooling@alexandrahillsshs.eq.edu.au
Career advice – University applications	Call 3820 1448 to make a Guidance Officer appointment
Dance Academy	Email: dance@alexandrahillsshs.eq.edu.au
Instrumental Music	Email: instrumental@alexandrahillsshs.eq.edu.au
Basketball Academy	Email: basketball@alexandrahillsshs.eq.edu.au
Rugby League Academy	Email: rugbyleague@alexandrahillsshs.eq.edu.au

Contacting The School

Parents are encouraged to contact the school directly, not via Facebook, if they have any special concerns. Because our school is a very busy organisation it is not always possible to have immediate contact with staff. Our staff will respond to your needs or questions as soon as possible.

Please refer to the contact lists above to assist with prompt responses.

The school Administration Reception is open during school terms on weekdays: Monday to Friday 8.00am to 4.00pm. Administration Reception can be contacted by phone: 3820 1444 or email educate@alexandrahillsshs.eq.edu.au.

Compass – School Management System

Compass is an online service that provides up-to-date and meaningful information about student attendance and their school activities.

The screenshot shows the Compass interface for student Amelia BILLIOUS (WIL0101 - BIL0012). The top navigation bar includes links to Dashboard, Schedule, Learning Tasks, Attendance, Reports, Analytics, Insights, and Communications. The main content area is divided into three sections:

- Left Panel:** Student profile for Amelia BILLIOUS, showing her attendance for 'Today' (represented by colored squares) and a summary of her attendance over 15 years and 7 months.
- Center Panel:** A 'Chronicle' feed showing a 'Positive Rewards Points - Assign' entry for M. COLLEDGE - COLLEMI. The entry details include 'Points: +4', 'PR reason: Presenting this week's focus with pride: Yes', and 'Recorded: yesterday at 10:00 AM'.
- Right Panel:** A 'Summary' table showing attendance data for 2024 and a 'Points' section showing a total of 101 Positive Reward (PR) Points.

Category	2024	Total
Confiscation - Mobile Phone	1	1
Sickbay	0	2

Category	Points
Positive Reward (PR) Points	101

The **Parent Portal** is used to:

- Report student absences
- View your child's timetable
- Monitor your child's assessment schedule
- Easily communicate with your student's teachers
- View your child's Positive Reward (PR) Points
- Check your student's attendance in real time on the website or the app

The **Student Portal** is used to:

- View or download student timetables
- Access the daily student notices
- Record tasks in a digital student diary
- View assessment dates (under "Learning Tasks")
- Track their Positive Reward (PR) Points

You can use Compass through your web browser at <https://alexandrahillsshs-qld.compass.education/> or by downloading the **"Compass School Manager" app** from the App Store or Google Play.

Every family receives a separate login to Compass, with credentials sent via email early in the school year. If you need a login, please contact our IT department for assistance. Do not share your log in details with your student as permission for absences should only be given by parents / carers.

QParents

The QParents web and mobile app (run by the QLD government) provides an easy way for you to interact with our school. Although QParents shares some features with Compass, we highly recommend that you use both apps. QParents allows parents to access and manage their child's student information, including:

- *Update details* – Easily update parent and student details such as contact and medical information
- *Provide consent* – Easily respond to requests for consent for things like excursions, photos, etc.
- *View academic reports* – View and download all report cards
- *Never miss a date* – See all upcoming school events

You will receive an email invitation to join QParents early in the school year. If you do not receive an invitation, please call our Office. For more information see <https://qparents.qld.edu.au>

Student Absences

If a student is unable to attend school, the parent /care should contact the school before 9am by either:

- **using the Compass parent portal** to add an "Attendance note"
- **phoning the Absence Line on 3820 1402** and leaving a message explaining their child's absence
- **emailing the Attendance Officer** at studentabsences@alexandrahillsshs.eq.edu.au stating the child's full name, year level and a short reason for the absence.

Early Departure From School

A leave pass will be issued if a student needs to leave school during the day for a specific purpose such as a

dental, orthodontist, physiotherapy, optometrist or doctor's appointment. Parents are encouraged to avoid making appointments during school time if possible. Without a pre-arranged leave pass, there could be significant delays in collecting and releasing students when parents / carers arrive to collect them.

Parents / carers must use Compass to add an online "Attendance Note" or send a signed paper note, requesting permission to leave school at a specific time. Students with a paper note must take it to the Student Services / Attendance window (at the Administration Block) before the school day commences.

At the time of departure, the student must report to the Student Services / Attendance window. Their attendance will then be updated and they will be able to exit school through the school reception (the school gates are locked between 9:00am and 2:50pm).

No student should leave the school grounds during the day without approval from a member of the school

Administration. Students may not leave the school grounds to visit shops during the school day, including in the morning before lessons have started.

Late Arrival To School

Students are required to be punctual at all times (the school gates are locked between 9:00am and 2:50pm). Students arriving late to school must enter through the main gate on Windemere Road and then be let into school via the Administration Block reception. If students have a paper note explaining their lateness, they should hand this in at the Student Services / Attendance window before going to class.

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 for treatment. 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.

Medication At School

Long term prescription or over the counter medication – parents / carers need to have a doctor complete and sign a *Request to Administer Medication at School Form* and submit this with the medication.

A treatment action plan should be supplied for students with asthma or any other illness that may require first aid assistance at school. In particular, medical conditions such as epilepsy, haemophilia, diabetes, anaphylaxis or severe allergic reactions. This plan will be attached to your student's records. If your student is at risk of anaphylaxis, you will need to provide the school with a management plan that has been developed in consultation with the parents / carers and the student's medical practitioner.

Short term prescription medication – parents / carers need to provide a letter authorising the Administration of the medication. This letter should include directions of use (frequency and dose). Sick Bay staff can only administer medication that is in the original pharmacy labelled container. Please note that the school does not keep a supply of pain medication (eg Panadol) for student use.

Travel To And From School

- If walking to school, students are to use pedestrian crossings wherever possible
- eScooters, push-Scooters and Skateboards are NOT to be brought or ridden to/from school
- Students must wear a bike helmet when riding a bike
- Bikes must be walked into the school grounds and left in the bike enclosure
- Bikes are to be secured with a good quality bike chain and lock
- The bike enclosure is locked from 9:00am to 2:50pm and is out of bounds during that time
- Consequences will be issued for students who bring the school into disrepute while travelling to and from school, including on buses or trains

Uniform Concerns

Students who are not in correct uniform must report to the Student Services / Attendance window (at the Administration Block) between 8:30am and 8.50am, with a note from a parent / carer outlining a valid reason for the uniform breach. The student will then be issued a uniform exemption slip or, where possible / appropriate, provided with daily-loan uniform items to fix the breach.

If a student is without a note and their uniform breach cannot be fixed, a 15 minute uniform detention will be issued to be completed during the first lunch break. Non-uniform hats or jumpers / jackets and jewellery items not approved in the Dress Code will be confiscated until collected by parents.

Students not wearing correct (safe) footwear will be unable to participate in practical activities. Repeated failure to wear safe footwear may also lead students being required to change their elective subjects.

GP (Doctor) In Schools program

Through a Qld Government initiative, we have set up a GP clinic on school grounds which provides students with access to a medical doctor each Tuesday, during school terms. This clinic offers students the majority of services from GPs in the community, including management of physical health, mental health, and sexual and reproductive health issues. The school GP clinic is not a vaccination centre.

All visits to the GP are provided at no cost to students or their families. The GP bulk-bills all appointments through Medicare, so it is important that students bring their Medicare card (or their Medicare number) with them to their appointment. Appointments with the School GP are made online: [Booking Link](#).

Homework Centre

Homework is an important part of every child's education and development, but finding the time to help your student/child to get their homework completed can be a challenge for busy families. To ease this burden on families, Alexandra Hills SHS delivers an after-school Homework Centre for students from years 7 to 9. The Homework Centre runs in the Resource Centre on Mondays and Wednesdays from 3.00pm to 4:30pm for completing homework and assessment with supervision by teachers and teacher aides.

Invitations to register for Homework Centre are emailed to years 7 to 9 parents early each semester.

Wellbeing Support

Alexandra Hills SHS offers "THE HUB" for students who require educational or emotional support. To meet with HUB staff (Guidance Officers, Social Worker, Youth Support Coordinator or Chaplain), students need to either book in an appointment by visiting the Hub before and after school or during breaks.



Parents / carers are invited to contact HUB staff for support and guidance when necessary.

Stymie – Reporting Bullying Or Harmful Behaviours

As a wellbeing and safety support for students and their families, Alexandra Hills SHS provides access to 'Stymie' for reporting bullying or other harmful behaviours. <https://stymie.com.au/>

Stymie is a web-based application that prompts students to write a short description of bullying or other harmful behaviours involving themselves or other students of AHSHS. This anonymous notification is forwarded to an appropriate member of staff to be explored and followed up on.

By allowing students to make anonymous reports, Stymie gives them the courage to overcome the fears and social pressures that prevent them from speaking up. It also relieves feelings of helplessness if they want to help a friend but don't quite know how.

ID Cards

Student ID Cards are required at school at all times – to print, borrow from the library or sign in / out of school outside of usual class times. Replacement cards are issued each year, after school photographs are taken. Newly enrolled students will be issued with an ID Card shortly after they commence school. If a student loses their ID Card, it can be replaced at an additional cost.

Lost Property

Any property found by students, staff or cleaners must be brought to the Office where it may be claimed on correct identification. All personal property brought to school, including uniform items, should be clearly marked with the student's name. When looking for missing items, students should first check the areas or rooms where the property was last seen. All inquiries regarding lost property should be directed to the Office, where lost property is stored.

Prohibited Items

The following items are not permitted and will be confiscated if brought to school:

- eScooters, push-Scooters and Skateboards – these will be confiscated until collected by parents
- Chewing gum or bubble gum – consequences will be put in place for persistently bringing gum
- Aerosol deodorant – to prevent asthma-related incidents. Roll-on or pump deodorants are acceptable
- Permanent markers, paint pens, aerosol paint – these items will be confiscated if brought to school and serious consequences will be put in place for any student who vandalises school property
- Soft drinks, Slushies, Energy / Caffeinated drinks – these will be confiscated and disposed of. Chilled water is available, as well as Education Queensland approved, fruit-based, slushies from the tuckshop
- Glass bottles – including drink or perfume bottles
- Laser lights – serious consequences will be put in place for students who bring a laser light to school
- Kitchen knives, pocket knives, razor blades, cutters etc. – these will be supplied to students if they are needed for school activities such as Art or Catering. Very serious consequences will be issued for any student who brings these items to school
- Vaping devices, cigarettes or tobacco products, lighters, matches – serious consequences will be put in place for students who smoke/vape or bring these items to school. Students who have a vaping / smoking problem will also be referred to the School Nurse
- Alcohol or Drugs – this will be reported immediately to the police and very serious consequences (which may include exclusion) will be put in place for all students involved

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 Education Queensland 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.